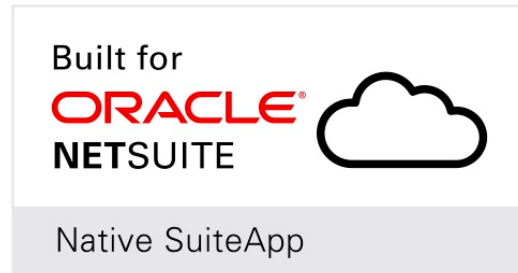


Integrated Trade Promotion Management

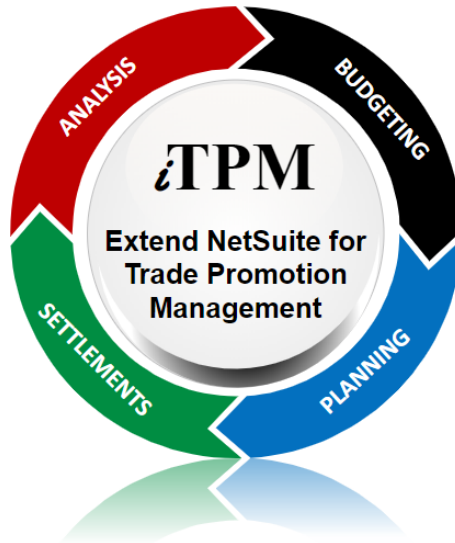


iTPM Admin Release & Install Notes

Version 2018.2.3 *Minor Update*

Released February 27, 2019

Revised February 27, 2019



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Helpful Hint: When viewing this as a PDF, click on the topic to go directly to that section. To get back to the Table of Contents, click on [Release Notes](#) at the top of the page or [Link to Table of Contents](#) at the bottom of the page.

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Quick Reference: UPDATE iTPM 2018.2.1b to 2018.2.1.3

Use the Administrator User Guide and follow first-time tasks when installing iTPM. This check list is for UPDATING iTPM in your sandbox and/or production account.

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



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



You are required to update to 2018.2.1.3 on or before March 9, 2019. Any NetSuite accounts not updated by this date will be notified when their account will be updated. iTPM.

Milestone	UPDATE iTPM: Tasks for the iTPM Administrator	Status / Comments
1. iTPM 2018.2.1.3 is available.	If time allows, read these technical release notes and the <i>What's New In 2018.2.1.3</i>	
2. Update your sandbox	To update your sandbox , follow instructions in section 3.4 UPDATE iTPM in you Sandbox (or Release Preview account) to update your sandbox to iTPM 2018.2.1.3. If you don't have a sandbox, skip to set 5.	
3. Perform admin tasks in your sandbox	Perform admin tasks as described in 3.6 iTPM Administrator tasks (After first-time install or Update)	
4. Test!	Test iTPM. Suggested areas to include are in section 3.7 Suggested Sandbox Testing	
5. Authorize update to your production	Email CG Squared to update iTPM in production, described in 3.5 UPDATE iTPM in production	
6. Perform admin tasks in production	Perform admin tasks as described in 3.6 iTPM Administrator tasks (After first-time install or Update)	
7. Monitor	Monitor iTPM to confirm it's working as expected.	

1.0 Overview

1.1 Enhancements in 2018.2.1 (End User Perspective)

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

Top iTPM 'Minor' Enhancements:

- S-01934, S-02034 Reconciliation: Create saved searches and documentation to help clients reconcile iTPM data monthly. As part of this story, the following is now available:
 - Template saved searches, available in the global search using "iTPM recon"
 - iTPM -> Reconciliation is new for roles using the accounting center.
 - A first draft of the *Monthly Reconciliation User Guide* is available on-line with the other deduction management user guides.
- S-01968 Add REASON CODE and Performance date to Split and CSV SPLIT template.
- S-02035 Reduce mouse clicks for clients that use REASON CODE. Clients now have the option to associate one GL-account with each reason code. When using the EXPENSE button on a deduction, iTPM uses the reason code to pre-populate the debit GL-account in the journal entry.



Possible Data Loss: Reason code was only introduced a few weeks ago, and is not yet being used in production accounts by clients. Because of this, previous deduction values may not be brought forward when updating from 2018.2.1b to 2018.2.1.3.

- S-01974 Save mouse clicks by auto populating the lines on EXPENSE journal entries using information from the deduction and journal entry; date, memo, etc.

ACCOUNT	DEBIT	CREDIT	MEMO
6011 Trade Promotion (below the line)		2.00	Expense for Deduction 182. Reference Date(Deduction): 12/27/2018. Other Ref. Code(Deduction): 6150017508. Reason Code(Deduction): Post Audit.
6030 Bad Debt Expense	2.00		Expense for Deduction 182. Reference Date(Deduction): 12/27/2018. Other Ref. Code(Deduction): 6150017508. Reason Code(Deduction): Post Audit.

- S-01977 Save mouse clicks when creating a deduction from a credit memo; bring forward the credit memo values into the deduction:
 - iTPM copies the Credit Memo *memo* into the Deduction *memo*
 - iTPM copies the Credit Memo *date* into the Deduction *date*
 - iTPM copies the Credit Memo *PO* into the Deduction *Other Ref. Code*
- S-2010 Add three more selectable attributes for deductions. Use these new fields to manage deductions, and to support reporting.

- Research Status: i.e., In Progress, Approved, Not-Approved, Other
- Next Steps: i.e., Split this, Contact customer, Get approval, Other, None
- Group: i.e. Foodservice, Retail, Other
- Go to iTPM -> Setup to create values for your company

Other enhancements and minor changes:

- S-02028 The error message “iTPM Amount and Open Balance should be equal” was confusing. The text has been changed to “Deduction has been resolved and can’t be edited.”
- S-02020 Add a column to the iTPM -> Resolutions -> Settlements list, and the Settlements subtab on the promotion. The new column shows which settlements were created from deductions, and which ones are the new Adjust Spend settlements that only impact promotion KPIs. This is helpful for monthly reconciliation of iTPM data.
- S-01973 When using the RESOLVE DEDUCTIONS button on a promotion, we added customer to the promotion list. This is helpful if you have promotions at both the corporate parent (i.e. Kroger Corp) and for the customer’s divisions (i.e., Peyton, King Super, etc.)
- S-01976 Add columns to iTPM -> Promotions -> List, including memo and other reference code.
- S-02016 Make the Accrual subtab the first subtab on the Promotion Type form.
- S-02014 Add item description to the 52 weeks saved searches under the planning subtab, and show both the total and 52 week average. Currently only the item number is shown and the total.
- S-02031 On the ALL settlement list view, identify settlements that void other settlements. Add additional list views that show Only Voiding Settlements, and Only Adjust Spend Settlements, and a list view that does NOT show voided/voiding settlements and spend adjustments. These list views are helpful for data reconciliation.
- S-01952 Add MEMO field to the CSV Bulk Expense template
- S-01969 On Quick Split, the reason code and performance date should be copied forward as defaults.
- S-02003 Not all the fields were copied forward to both deductions from the original when using Quick Split.
- S-01975 Prevent promotions from being copied if the promotion is “Pending Copy” status.
- S-01970: Splits should retain the date of the parent deduction unless the user changes the date
- S-01992 Move the CREDIT MEMO list to the iTPM DEDUCTIONS menu. (This is because we no longer allow match-to-deduction, so all credit memos in the list were used to create deductions, not resolve them.
- S-01990 When using bulk journal entry approvals, deductions can get stuck in pending status. iTPM should move every deduction to resolved status when it’s associated journal entry is bulk-approved.
- S-02001 CSV Bulk Expense should populate the line-level memos of the JE the same way as the EXPENSE button.
- S-02000 Add checkbox to accrual configuration: Adjust accrual for overspends
- S-01999 Add JE status to the iTPM -> Resolutions -> JE saved search list
- S-02009 Change to S-01977 Populate Deduction Other Reference # with Credit Memo PO field

- S-02008 Add item to the filter in the *iTPM -> Promotion Comparison Detail* list view
- S-02032 On the accrual set-up form, don't make Statistical Account a required field. This change allows clients to use the Accrual Log without needing to enable NetSuite Advanced Financials.
- S-02030 Simplify the on-line documentation, *iTPM Help-> User Guides*, with one web page per role: Planning, Deduction Management, and Admin. Currently the Planning and Deduction management training resources are on one web page.
- S-02011 To prevent deductions from getting stuck in processing status, check deduction status before split in case someone has changed the deduction after the CSV split file was imported.
- S-02002 Apply % off-invoice allowances on a sales order as a percent, not as a rate per unit.
- S-02024 Add item description to the 52 week saved searches under the planning subtab, and show both the 52 week average and the total number of units sold.
- S-02013 Create an iTPM Executive center tab for clients that use that center.
- S-02039 iTPM Support and iTPM Admin roles are missing new setup menu elements
- S-02034 Three more reconciliation saved searches
- S-02040 When viewing a deduction, add a new subtab to show ALL applied transactions to the parent deduction and all related splits.
- S-02036 Do additional validations on CSV Splits to prevent deductions from getting stuck in processing status under certain circumstances.
- S-02046 Open up the period field on settlements for editing to allow backdating.
- S-02044 To prevent any confusion, change one iTPM clean-up delete script concurrency from 2 to 1 to be consistent with all the other scripts that absolutely must always be a concurrency of 1. ALL iTPM scripts are now a concurrency of 1.
- S-02048 change the Adjust Spend feature to be available to all users that can create settlements, not just the iTPM admin role.

Additional changes in this version of iTPM:

- [1.2 What's Fixed or Improved](#)
- [2.2 What's New \(Technical Perspective\)](#)

1.2 What's Fixed or Improved

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


- D-01236 One client was not able to create new allowances under the Allowances subtab because the UOM drop-down menu was blank.
- I-01096 On client reported that they were unable to create a deduction from an invoice. This was fixed in both 2018.2.1a and 2018.2.1b.
- D-01233 The saved search used for NetSuite reminders “Promotions active in the next 30 days” showed promotions beyond 30 days.
- S-02015 To prevent confusion, don't allow a promotion to be copied while promotion copy is in progress.
- D-01232 While iTPM would not allow users to create bad data, the deduction open amount was editable in a settlement. We made that field a read-only field.
- S-02017 To prevent the potential for creating ‘bad’ data, prevent users from checking or unchecking two fields on the promotion type form; order dates and performance dates. Changing these values for existing promotions created error messages when editing and coping promotions created with the old values. Users will follow best practices of creating a replacement promotion type and unchecking the “Available?” checkbox for the old promotion type.
- D-02019 Deleting a settlement didn't trigger a KPI refresh.
- S-02022 Validations on performances types were too strict. Validations were relaxed to only validate that the performance end date is after or equal to the performance start date.
- S-01971 To prevent confusion, do NOT show deductions on the list of deductions when using RESOLVE DEDUCTIONS that are already in the resolution queue. While this didn't create ‘bad’ data, it was confusing.
- S-01980 We removed some permissions from example iTPM roles that are not needed:
 - Change *Find Transaction* permission from EDIT to VIEW for role= *iTPM Promotion View Only* and *iTPM Promotion Planner*
 - Remove the *Override Period Restrictions* permission from the role= *iTPM Settlements & Deductions*
 - Remove *Check* permission from iTPM roles, including *iTPM Admin*, and *iTPM Settlements & Deductions*. iTPM no longer supports ‘Apply-to-Check’.
- S-01998 Show journal entry reversals in the *Applied Transactions* sublist on deductions and settlements.
- S-01235 Prevent user from creating bad data: On JE save, confirm the JE amount is equal to the deduction amount. When working on iTPM data reconciliation, we confirmed that it is possible to change the amount of the journal entry such that it does not match the deduction open balance.
- S-01242 Editing a voided settlement changes the GL impact.
- D-01239 One client noted that the deduction amount is not correct when creating a deduction from an invoice that is associated with a payment against multiple invoices. We have not been able to replicate this issue in any other account, and not other client has reported this issue. A NetSuite specific to that client has been created.

- D-01225 Prevent users from creating bad data: On the journal entry save, confirm the journal entry amount is equal to the deduction open amount.
- D-01250 CSV Bulk Expense could create bad data by create a journal entry for a deduction in a closed period where "Allow non-GL changes" is not checked
- D-01249 Voiding a Spend Adjustment settlement did not add the promotion to the KPI refresh queue.
- D-01246 Under some circumstances, the Close and Reopen buttons don't add the promotion to KPI refresh queue.
- D-01255 Sometime process plan appears to skip an item. Why?
- D-01254 Net Liability KPI is not always correct for closed promotions on the Promotion Comparison report.
- D-01242 Editing a voiding settlement changes the GL impact
- D-01251 Journal entry amount is doubled in Resolutions -> Journal Entries. Not the rows, just the amount of the debit and credit. The data is correct, just doubled in the view
- D-01252 Known issue: Creating a settlement for \$.01 that is allocated across more than 10 items will result in the settlement getting stuck. Short-term work-around: void the settlement and use the EXPENSE button on the deduction as an alternative to resolve the deduction.
- D-01256 Known issue: The new sublist "Related Applied Transactions" under the iTPM subtab on deductions shows a doubled amount for credit memos. The data is correct, the issue is only in the list view.
- D-01256 The new *Related Applied Transactions* subtab on a deduction is doubling the credit memo amount in the view. The amount is correct, it is only doubled in the view.
- D-01261 A deduction created from an invoice does not correctly adjust for the term discounts when the invoice is still qualifies for term discounts.
- D-01252 Under some circumstances, settlements less than \$1.00 can get stuck in process status. iTPM now prevents settlements less than \$1.00 until we change the allocation methodology to accommodate this. For small amounts, use the EXPENSE button to get the spending to the correct GL-account. You can use ADJUST SPEND on the promotion to add the amount if required.

Minor update, 2018.2.1.3

- **D-01264** The credit memo ID in the deduction lines memo do not match the credit memo ID we show in the "applied to" field. (It was showing the internal ID instead of the document number.)
- **S-02058** Make child customer promotion available to resolve parent customer deduction from the SETTLEMENT button on a deduction.
- **S-02061** Make child customer promotion available to resolve parent customer deduction from the RESOLVE DEDUCTIONS button on a promotion.
- **S-02065** Add credit memo line description to our Deduction line description to save mouse clicks.
- **S-02063** Settlement customer should always be the deduction customer, event when resolving a deduction to a child-customer or indirect customer promotion.

1.3 Upcoming changes

 **You are required to update to 2018.2.1.3 on or before March 9, 2019.** Any accounts not updated by this date will be notified of when their account will be updated.

Release Schedule:


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

iTPM Anticipated Releases	Anticipated Date Generally Available*
2018.2.1x	Minor updates as needed. iTPM 2018.2.1x will be minor releases to fix critical bugs, and the addition of minor features requested by clients.
2019.1.1	Spring / Summer 2019 Major release with significant enhancements After iTPM 2019.1.1 is published, no bug fixes will be published to previous versions.

Enhancement candidates for the first half of 2019:

2019 ‘major’ release enhancement candidates that are being considered:

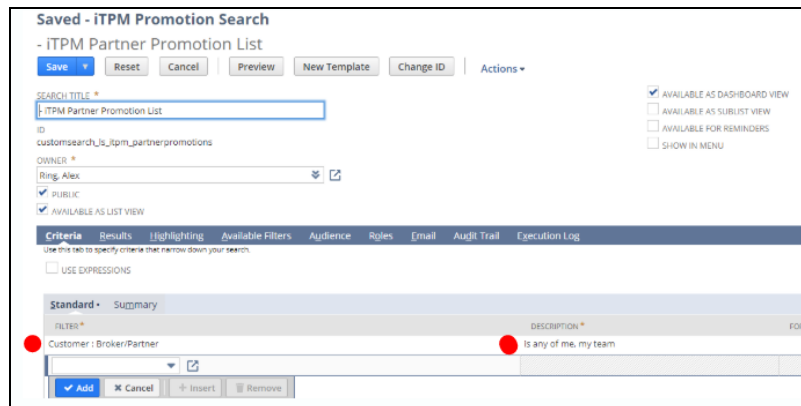
S-02050	Period-based accruals
S-01872	Support line promotions with thousands of items. (All item promotions)
S-01897	Support NS item groups with 100 or more items
S-01812	Better support for indirect customer promotions
R-01356	Option for PROCESS PLAN to allocation estimated quantity using actual sales over last 52 weeks for allocation
R-01366	Option to override GL-account on settlement (to use an accrual account)
S-01957	Option to adjust event-based accruals for over-spends
S-01938	Change REINVOICE to statement charge

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

1.4 Known issues:

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

- **DO NOT change the concurrency of any iTPM scheduled scripts** without first consulting CG Squared. Script concurrency should be 1 for all iTPM scripts. Concurrency of 2 or more may result in the creation of incorrect data.
- D-01223 In some NetSuite accounts, the price level doesn't always default correctly. CG2 is working with NetSuite support to determine the root cause case #3233263. Work around is to manually select the price level when creating a new promotion if it doesn't default correctly, or to populate a default price level for customers.
- D-01241 Settlement list views in some NetSuite accounts only work for Admin roles. (Regular, Voiding, Adjust Spend) This is a NetSuite issue, case #3303681. As a work-around, the settlement list view has been unlocked. If appropriate, see the [work-around](#) task to make this return the correct results for non-admin roles.
- S-02056 KPIs are not always refreshed on the day a promotion status changes from *future* to *active*. This mostly affects promotion types where the "Do not update liability with actuals" is checked. The work-around is to manually click the KPI refresh button on the promotion. Any settlement to a promotion automatically refresh the KPIs.
- D-01253 Under some circumstances when allowances for approved, future promotions are edited, the Promotion Comparison Report KPIs aren't being updated for *Estimated Spend*. The promotion KPIs under the KPI subtab are correct. Work-around: Use the KPI Refresh button when the promotion changes from Future to Active.
- D-01254 Net Liability KPIs are correct on the promotion KPI, but not always updated on the the Promotion Comparison Report for *closed* promotions. Work-around: Set the Comparison Report filter to exclude closed promotions when analyzing liability across promotions.
- S-01981 This is only a one-time issue if you have brokers that use the Advanced Partner Center to access iTPM. If you have partner management **not enabled** before you update or install iTPM, the criteria in the saved search, "- iTPM Partner Promotion List" will not have the correct search criteria. After you enable partner management, edit this search to enter the correct criteria shown below, **or simply update iTPM again**.



- I-01125 If NetSuite has Journal Entries configured to have classification to be at the line level, under some circumstances iTPM does not create the second line in the journal entry when using the Expense button on a deduction. Work-around: Manually enter the second line.

2.0 Technical Perspective

This chapter contains technical details for the NetSuite administrator.

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

2.1 Bundle Details

The following describes iTPM 'minor' Release [2018.2.1.3](#).

iTPM Bundle Details	Release 2018.2.1.3
Design, development, testing and publishing	January 24, 2019- February 26 2019
Bundle release date	February 27, 2019
Publisher ID	44277 CG Squared, Inc.
Bundle ID	Bundle #264626
NetSuite Built-for-NetSuite review?	iTPM 2018.1.3 was tested with Netsuite 2018.2 and received Built-for-Netsuite certification. iTPM 2018.2.1.3 has been tested with NetSuite 2019.1 and submitted for BFN certification.
Admin tasks required AFTER installation?	Yes. Review and update preferences. See 3.6 Administrator tasks (First-time install or Update)



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

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



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



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

2.2 What's New (Technical Perspective)

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

- S-02011, S-02012, S-02036 To prevent the creation of bad data through splits, additional we are performing additional validations. One client accidentally replaced an imported CSV file with a different file in NetSuite after the file was imported, but before it was used to split a deduction. While this is an unusual situation, we added redundant validations to prevent an incorrect CSV file from being used; Check deduction status before split, and Check split lines before CSV split import.
- S-01708 To prevent users from accidentally installing two versions of iTPM into the same account, iTPM now validates that iTPM is NOT installed before a new copy of iTPM can be installed. This does NOT prevent the user from updating iTPM.

2.3 What's Removed

This version removes the following from iTPM:

- S-02021 Item fulfillment permission is not a required permission for the iTPM deduction role. It has been removed from that role.
- S-02005 Remove the validation on the deduction follow-up date when editing a deduction. This is to prevent mouse clicks when simply editing another field on a deduction. (Client request)
- S-02004 Remove CHECK-CREATE permission from three standard iTPM roles. This permission is no longer needed, now that we do not support Apply-to-Check.
- S-02064 Two permissions in the iTPM role were reduced from full to edit.

3.0 Installing or Updating the iTPM Bundle

3.1 Prerequisites to first-time installation

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



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



Sandbox and Release Preview Accounts:

- Only Administrators can install the iTPM managed bundle in sandboxes and release preview accounts.
- The user that installs iTPM is the 'owner' of iTPM.



Production:

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



Note: iTPM does NOT support custom segments. If you have custom segments, email support@cgsquared.

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

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

Company subtab

- Multiple Units of Measure

Accounting subtab

- Accounting
- A/R
- A/P

SuiteCloud subtab

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

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

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

1. After you confirm prerequisites in section 3.1, go to **Customization > SuiteBundler > Search & Install Bundles** to install the iTPM SuiteApp.



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

2. Use the following information to **search** for the iTPM SuiteApp:
 - **Bundle Name:** iTPM : Trade Promotion Management
 - **Bundle ID:** 264626

NAME	BUNDLE ID	VERSION	MANAGED	COMPANY NAME
iTPM : Trade Promotion Management	264626	2018.2.1b	Yes	CG Squared, Inc. - 0 - TSTDRV1500358

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



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



Note: If the Install button is not available:

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

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



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


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

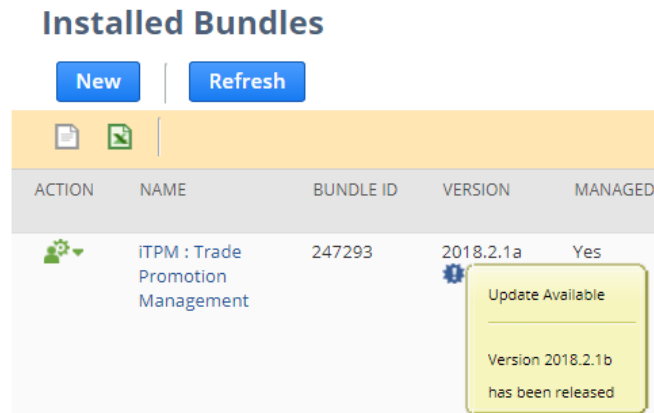
Setup tasks:	Status / Notes
Step 1: Setup the GL-accounts for Trade Promotion	
Step 2: Setup iTPM off-invoice discount item	
Step 3: Setup iTPM Preferences	
Step 4: Setup Promotional Activity (Optional)	
Step 5: Setup Promotion Types	
Step 6: Setup Deduction Reason Codes, Research Status, Next Steps, & Group	
Step 7: Flag Items available for iTPM allowances	
Step 8: Create NetSuite Item Groups for Allowances (optional)	
Step 9: Set the Default Sales Order Status	
Step 10: Setup iTPM roles and permissions	
Step 11: Show both item code and display name (optional)	
Step 12: Configure Period-Based Accruals (Future enhancement, optional)	
Step 13: Publish Dashboard Portlets and Reminders (optional)	
Step 14: Configure Event-Based Accruals (Optional)	
Step 15: Update your new Item checklist / workflow	
Step 16: Update your Month-end close checklist and reconciliation	
Step 17: TPM Cut-over date and legacy data options	
Step 18: Test your iTPM Setup	
Step 19: Document your transition plan for promotions / deductions	

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

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

To update the iTPM SuiteApp,

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



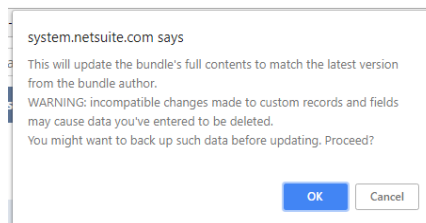
6. Follow the NetSuite update steps.

- a. Click UPDATE BUNDLE.

Preview Bundle Update



- b. Click OK.



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

Installed Bundles



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

3.5 UPDATE iTPM in production

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



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

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



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

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



Note: After iTPM is updated, sometimes we see a few script errors. That's because a script from our older managed bundle is still running or hasn't been reset. We typically only see these errors after the update and before 12 midnight on the day iTPM is updated. You'll see "module not found" and similar messages because the old script has been replaced by a new script in the updated managed bundle.

Email support@cgsquared.com if you observe NetSuite error messages for iTPM the day after iTPM has been updated.

3.6 iTPM Administrator tasks (After every Install or Update)



Important: If you skipped any iTPM updates, be sure to read the release notes for previous versions. Look for the link to the *iTPM Release Notes Archive LINK*. The archive has release notes for all previous version of iTPM. You may need to perform some or all of those administrator tasks for the previous versions. If in doubt as to what tasks to perform after iTPM is updated, contact support@cgsquared.com.

There are several tasks for administrators after iTPM is installed or updated from 2018.2.1b to **2018.2.1.3**:

TASK #1: Review Reason code values: You can now associate a GL-account with each reason code to save mouse clicks when using the EXPENSE button on deductions. See the Deduction Management user guide for more details.

If you use custom roles with iTPM permissions, you may need to add a permission to this new reason code custom record, *-iTPM Reason Code if you haven't done so already*. See section 5 in the Admin User Guide for details.

TASK #2: If non-admin users need to view settlements, you may need to edit several saved iTPM searches:

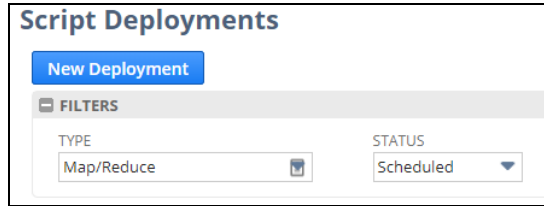
This task is related to D-01241 Settlement list views (Regular, Voiding, Adjust Spend) only work for Admin roles. This is a NetSuite issue, case# 3303681. As a work-around, the settlement list view has been unlocked. Using a role that have permission to edit this saved search, if appropriate, check the “*run unrestricted*” permission to make this return the correct results for non-admin roles.

Note: The other settlement list views may not return the correct results due to this NetSuite defect.

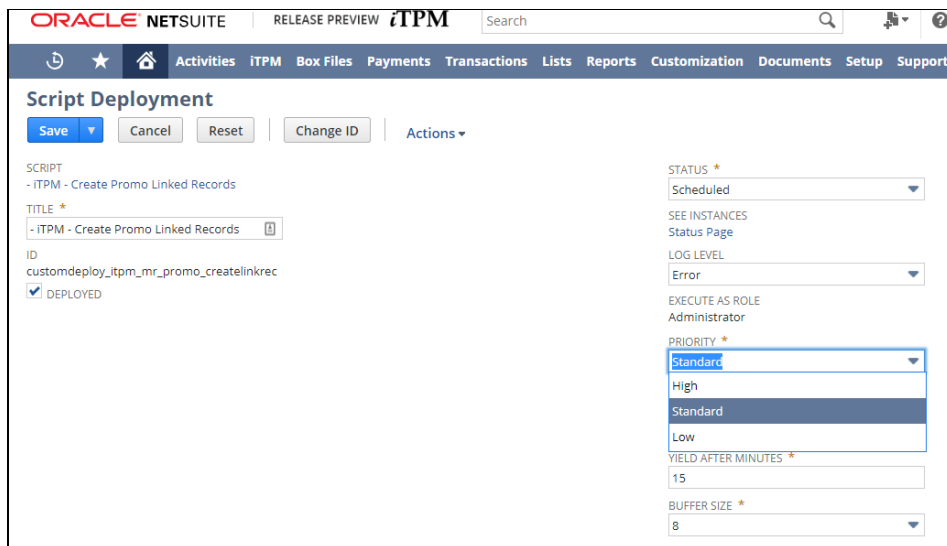
TASK #3 OPTIONAL: Change the priority of the PROCESS PLAN script from standard to HIGH.

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

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



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



3.7 Suggested Sandbox Testing

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

- While many changes in this 'minor' update are cosmetic, we still recommend clients that have sandboxes test iTPM before updating their production account.



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



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



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



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

4.0 Support

4.1 Troubleshooting

Email your issues to support@cgsquared.com.

Please include the following in your email to iTPM support:

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

4.2 Contacting Support

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

How to get Help!	Description
Online documentation	Use www.i-tpm.com/admin-training-resources for User Guide PDFs and Training videos.
Email	Just email your question or issue to support@cgsquared.com .

5.0 Terms and Conditions

5.1 NetSuite Disclaimer

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

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

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

5.2 iTPM Terms and Conditions

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

