Integrated Trade Promotion Management
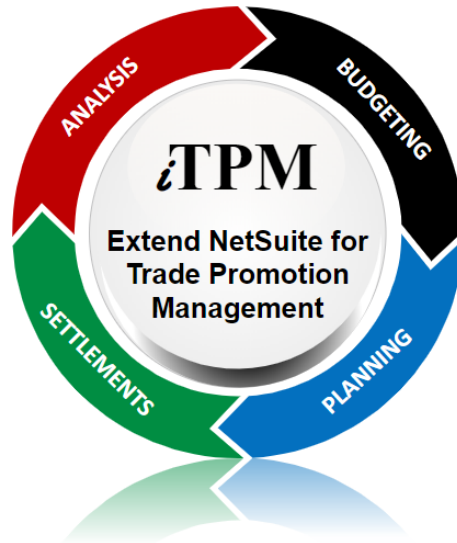
Built for
ORACLE®
NETSUITE

Native SuiteApp
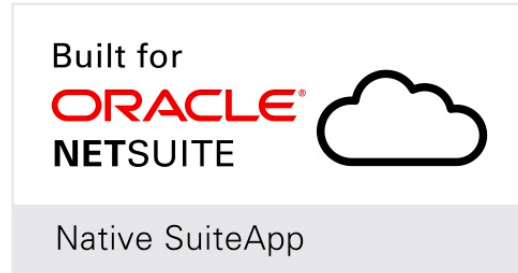
*i*TPM Admin Release & Install Notes

Version 18.2.5 *Minor* Update

Released May 3, 2019

Revised May 22, 2019

*i*TPM

Extend NetSuite for
Trade Promotion
Management

ANALYSIS   BUDGETING   SETTLEMENTS   PLANNING

CG²

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

*i*TPM

Table of Contents

> ℹ️ **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.

Quick Reference: UPDATE *i*TPM 18.2.3/4 to 18.2.5

Use the Administrator User Guide and follow first-time tasks when installing *i*TPM.
This check list is for UPDATING *i*TPM 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 *i*TPM using the Chrome browser.

> ⚠️ **You are required to update to 18.2.5 on or before May 17, 2019**. Any NetSuite accounts not updated by this date will be notified when their account will be updated. *i*TPM.

Milestone	UPDATE *i*TPM: Tasks for the *i*TPM Administrator	Status / Comments
1. *i*TPM 18.2.5 is available.	If time allows, **read these technical release notes and the *What's New In 18.2.5***	
2. Update your sandbox **Skip if no 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 *i*TPM 18.2.5. If you don't have a sandbox, skip to step 5.	
3. Perform admin tasks in your sandbox	**Perform admin tasks** as described in 3.6 *i*TPM Administrator tasks (After first-time install or Update)	
4. Test!	**Test *i*TPM.** Suggested areas to include are in section 3.7 Suggested Sandbox Testing	
5. Authorize update to your production	**Email CG Squared** to update *i*TPM in production, described in 3.5 UPDATE *i*TPM in production	
6. Perform admin tasks in production	**Perform admin tasks** as described in 3.6 *i*TPM Administrator tasks (After first-time install or Update)	
7. Monitor	Monitor *i*TPM to confirm it's working as expected.	

1.0 Overview

1.1 Enhancements in 18.2.4 & 18.2.5 (End User Perspective)

The following are minor enhancements to *i*TPM version 18.2.4:

○ S-02072 Add Settlement Customer as a column to the Settlement List under the promotion settlement subtab in the promotion.

○ S-02060 When creating a deduction, populate the deduction lines with product class.

○ S-02076 Write a script to populate historical deductions with product class. This script is available for one-time use for clients that want their historical deductions populated with produce class.

○ S-01723 Unlock the *i*TPM Merchandising types so clients can edit the names, and add new types as needed.

1.2 What's Fixed or Improved

The following are *i*TPM defects and usability issues that have been addressed in this update:

● D-01266 Sometimes making a planning row inactive hide the *submit* button. The user had to wait until the overnight process ran and deleted the inactive promotional records. This this fix, the submit button is visible after planning and allowance rows are made inactive.

● D-01267 Sometimes deductions got stuck when there were shipments for for the customer, but no shipments for any items in the promotion.

● S-02059 Promotion workflow added a log record to every promotion every day, which was not necessary.

● D-02074 Set a field level filter on all item fields to exclude inactive records. This will help prevent errors and settlements from getting stuck under some conditions.

● D-01270 Promotion allowances could be edited in *approved* status by non-admin roles using the edit link under the allowances subtab.

● S-02056 The KPIs were not automatically being refreshed when the condition changed from *Future* to *Active* for promotions where "Do not update liability based on actuals" was checked. Before this fix, the work-around was to click the Refresh KPI button on the promotion.

● S-02080 When clicking the Expense button on deductions, *i*TPM did not fully create a journal entry if the NetSuite configuration was set to have line-level classifications on journal entries.

● D-01276 Under some circumstances, splitting a deduction could cause the deduction to get stuck processing if it had more than two lines.

● D-01281 In some NetSuite configurations, creating a deduction from a credit memo does not populate the GL-account in one of the lines. Even though the user can populate the line, this requires extra mouse clicks. This defect is fixed in 2018.2.5.

1.3 Upcoming changes

⚠️ **You are required to update to 18.2.5 on or before May 30, 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*
18.2.x	Minor updates as needed. iTPM 18.2.x will be minor releases to fix critical bugs, and the addition of minor features requested by clients.
19.1.1	Spring / Summer 2019 Major release with significant enhancements After iTPM 19.1.1 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 *i*TPM releases**:

- DO NOT change the concurrency of any *i*TPM scheduled scripts without first consulting CG Squared. Script concurrency should be 1 for all *i*TPM 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-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 and Detail Reports for *closed* promotions. Work-around: Set the 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 *i*TPM. If you have partner management **not enabled** before you update or install *i*TPM, 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 *i*TPM again**.
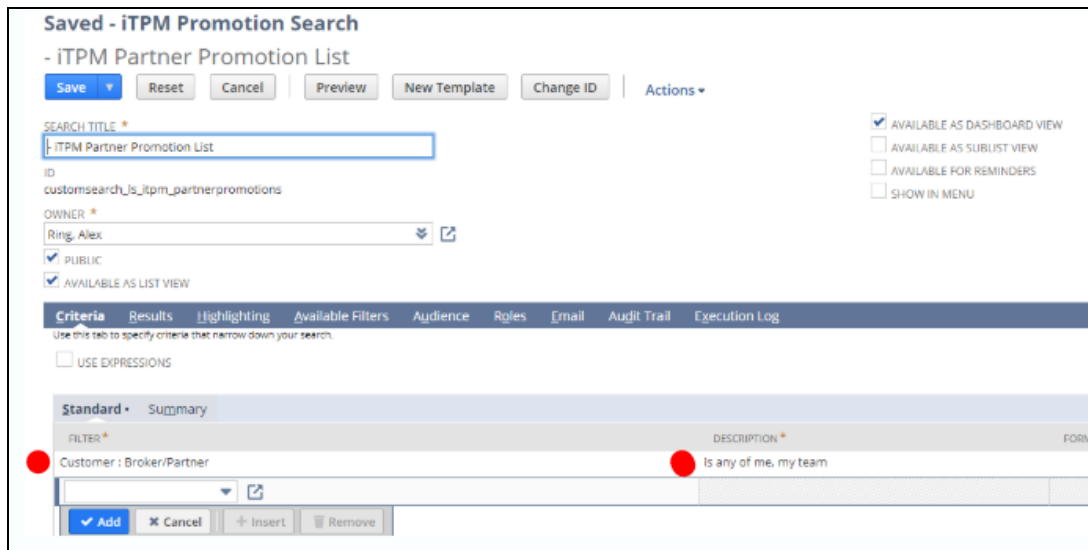
2.0 Technical Perspective

This chapter contains technical details for the NetSuite administrator.

For details on how to update your existing *i*TPM bundle, or install *i*TPM for the first time, go to 3.0 Installing the Bundle.

2.1 Bundle Details

The following describes *i*TPM 'minor' Release 2018.2.1.5.

*i*TPM Bundle Details	Release 2018.2.1.5
Design, development, testing and publishing	February 27, 2019- May 22, 2019
Bundle release date	May 22, 2019
Publisher ID	44277 CG Squared, Inc.
Bundle ID	Bundle #276021
NetSuite Built-for-NetSuite review?	*i*TPM 2018.2.3 was tested with Netsuite 2019.1 and received Built-for-Netsuite 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 *i*TPM from your live production account.** Doing so after go-live will result in the loss of *i*TPM data, including all promotional data and custom transaction records that resolve your short-pays.

⚠️ **IMPORTANT: Install *i*TPM in your SANDBOX account for testing BEFORE installing in your live production account.** While *i*TPM 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.

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

Perform admin tasks as outlined in 3.6 iTPM Administrator tasks (After every Install or Update)

*i*TPM

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 *i*TPM.

○ S-02096 Four attribute fields have been added to the item record. These fields are added to support *i*TPM Connector.

2.3 What's Removed

This version removes the following from *i*TPM:

● Nothing has been removed in 18.1.4

3.0 Installing or Updating the *i*TPM Bundle

3.1 Prerequisites to first-time installation

Skip this section if you have already installed *i*TPM and you are just updating *i*TPM.

> ⚠️ **Note**: *i*TPM requires all of these prerequisites to work properly in your NetSuite accounts.

> ⚠️ **Sandbox and Release Preview Accounts**:
> - Only Administrators can install the *i*TPM managed bundle in sandboxes and release preview accounts.
> - The user that installs *i*TPM is the 'owner' of *i*TPM.

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

> ⚠️ **Note**: *i*TPM does NOT support custom segments. If you have custom segments, email support@cgsquared.

Before you install the *i*TPM 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
        ● Accounting Periods
    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. Confirm your account is not scheduled for <u>maintenance</u> when you want to install *i*TPM.
2. Confirm prerequisites in <u>section 3.1</u>.
3. Go to **Customization > SuiteBundler > Search & Install Bundles** to install the *i*TPM SuiteApp.

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

4. Use the following information to **search for the *i*TPM SuiteApp**:
   ● **Bundle Name:** *iTPM : Trade Promotion Management* **Bundle ID: 276021**

5. Click on the ***iTPM : Trade Promotion Management*** link
6. Click **INSTALL** and follow directions. (*I AGREE*, and *INSTALL BUNDLE*).
7. After *i*TPM is successfully installed, be sure to perform Administrator tasks:

   a. See section <u>3.3 First-time Administrator Set-up Tasks (Skip if Updating)</u>

   b. See section <u>3.6 Administrator tasks (First-time install or Update)</u>

⚠️ **IMPORTANT: Install *i*TPM in your SANDBOX and/or Release Preview account for testing BEFORE installing in your live production account.** While *i*TPM 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.

ℹ️ **Note: If the Install button is NOT available**:
   ● The *i*TPM SuiteApp may not have been shared with your account. To get access to *i*TPM, contact the *i*TPM Help Desk at <u>support@cgsquared.com</u>.

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

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

1. After installing *i*TPM, complete all the administrator tasks listed in section 3.6 for the installation.
2. Then use the *Administrator User Guide* to setup and configure *i*TPM for the first time:

Setup tasks: (You will skip some steps if only Deduction Management)	Status / Notes
Step 1: Setup the GL-accounts for Trade Promotion	
Step 2: Setup *i*TPM off-invoice discount item	
Step 3: Setup *i*TPM 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 *i*TPM allowances	
Step 8: Create NetSuite Item Groups for Allowances (optional)	
Step 9: Set the Default Sales Order Status	
Step 10: Setup *i*TPM roles and permissions	
Step 11: Show both item code and display name (optional)	
Step 12: Set NetSuite Accounting Preference for JE bulk approval (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 *i*TPM Setup	
Step 19: Document your transition plan for promotions / deductions	

3.4 UPDATE *i*TPM 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 *i*TPM SuiteApp,

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

ACTION	NAME	BUNDLE ID	VERSION	MANAGED
[icon]	iTPM : Trade Promotion Management	264626	2018.2.3	Yes
[icon]	Application Performance Management	67350	1.0	

Update Available

Version 2018.2.4 has been released

7. Follow the NetSuite update steps.

   a. Click UPDATE BUNDLE.

   Preview Bundle Update

   Cancel   Update Bundle

   b. Click OK.

   system.netsuite.com says

   This will update the bundle's full contents to match the latest version from the bundle author.
   WARNING: incompatible changes made to custom records and fields may cause data you've entered to be deleted.
   You might want to back up such data before updating. Proceed?

   OK   Cancel
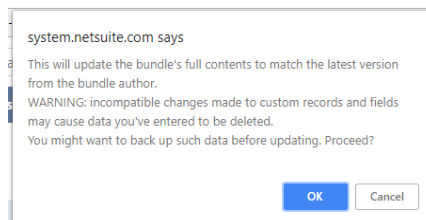
   c. Click REFRESH to see the status of the *i*TPM update.

   Installed Bundles

   New | Refresh

After *i*TPM is updated, be sure to perform ALL administrator tasks listed in section 3.6.

3.5 UPDATE *i*TPM in production

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

Make sure your account is not schedule for maintenance when you are updating *i*TPM.

1. Go to Setup-> Company -> Administrative Notifications
2. Go to the *Confirmed* subtab and sort the notices so the newest notices are on the top.

Administrative Notifications

| Edit | Back |

| Options ▾ | **Confirmed** ▾ | Pending Confirmation |

NOTIFICATION TYPE	CONFIRMED BY	DATE CONFIRMED ▾	MESSAGE TEXT
Scheduled Maintenance	Giriesh Gunturi	3/27/2019 2:25 pm	As a courtesy, this communication is to notify you of scheduled downtime for your NetSuite account(s) during a planned maintenance window as we perform hardware maintenance.
			Account TSTDRV1837465 is **scheduled for maintenance downtime on March 28, 2019 from 11:00 pm to 12:00 am (Eastern Daylight Time).**

3. Look at the list and confirm there is no maintenance or down-time scheduled. Postpone your *i*TPM update if your account is scheduled for maintenance or downtime.

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

⚠️ **IMPORTANT: UPDATE *i*TPM in your SANDBOX and/or Release Preview account for testing BEFORE UPDATING *i*TPM in your live production account.** While *i*TPM 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 *i*TPM 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 *i*TPM 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 *i*TPM has been updated.

3. **After the update is done, review and perform the administrator tasks listed in section 3.6.**

ℹ️ **Note:** After *i*TPM 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 *i*TPM 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 *i*TPM the day after *i*TPM has been updated.

3.6 _i_TPM Administrator tasks (After every Install or Update)

> ⚠️ **Important:** If you skipped any _i_TPM 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 _i_TPM. 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 _i_TPM is updated, contact support@cgsquared.com.

Here are the admin tasks to perform after _i_TPM is installed or updated from 2018.2.1.**3** to **2018.2.1.4**:

TASK #1 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**

TASK #2 OPTIONAL: If you use *i*TPM to apply off-invoice allowances to sales orders, change the priority of the OI NB script from standard to HIGH.

1. Go to ***Customization -> Scripting -> Script Deployments***
2. Filter the list to show type= *Map/Reduce*, Status = *Scheduled scripts*.
3. **EDIT** the script, *- iTPM - MR NBOI Processing*
4. Change Priority from STANDARD to HIGH, and click **SAVE**

TASK #3: OPTIONAL: You may need to change the following if you customized *i*TPM

● If you changed links in the *i*TPM center tab menus, you may need to edit the menu so it points to your customized form, report, and or list view.
● If you changed frequency for any *i*TPM scripts, they will revert back to the default frequency after *i*TPM is updated. Edit these scripts and change the frequency as needed.

*i*TPM

3.7 Suggested Sandbox Testing

The following are suggested use-cases *i*TPM 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 *i*TPM before updating their production account.

⚠ **Note: If you installed the *i*TPM 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 *i*TPM managed bundle**.

⚠ **IMPORTANT: Install *i*TPM in your SANDBOX account for testing *BEFORE* installing in your live production account.** While *i*TPM 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 *i*TPM administrator, are responsible for setting up any new preferences**, NetSuite settings, and performing any other tasks that are required by this updated version of *i*TPM. Be sure to read ALL of the tasks in this chapter before you begin testing *i*TPM in your sandbox.

⚠ **Important: You, as *i*TPM administrator, are responsible for testing *i*TPM *BEFORE*** installing *i*TPM 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.

*i*TPM

4.0 Support

4.1 Troubleshooting

Email your issues to support@cgsquared.com.

Please include the following in your email to *i*TPM 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 *i*TPM Terms and Conditions

By installing the *i*TPM managed bundle, you accept your *i***TPM Acceptance Form Agreement** entered into between the purchasing company ("**Customer**") and CG Squared, Inc. (**CG²**), and agree to be bound by the *i***TPM 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**.

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