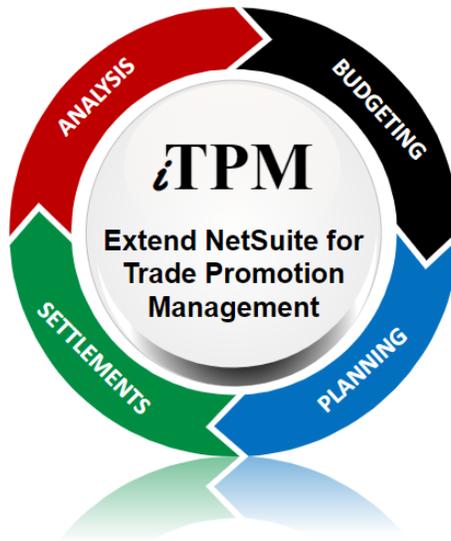


Integrated Trade Promotion Management



User Guide: iTPM Connector: Forge

DRAFT June 5, 2019



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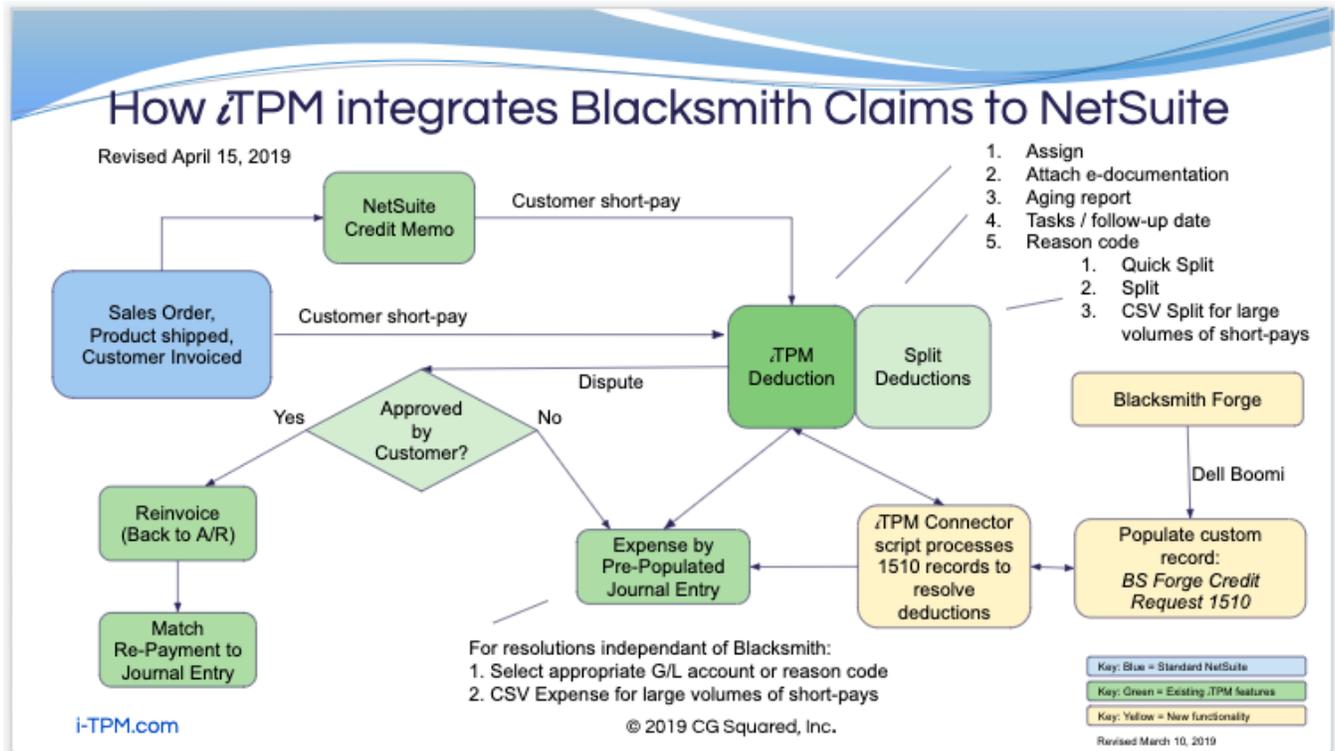
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Quick Reference: Forge Credit Requests (1510)

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

Documents at www.i-TPM.com/connector

Step	Description of tasks and workflow
1.1	Use iTPM to process deductions in NetSuite <ul style="list-style-type: none"> Create a deduction from an invoice, or from a credit memo using the DEDUCTION button. SPLIT the deduction to align with Forge claims (Reference # and amount) iTPM Deduction Management User Guide is available online: www.i-TPM.com/deduction-management
1.2	Import validated Forge/Blacksmith claims into NetSuite as "Forge 1510 Credit Requests": To VIEW valid claims, go to iTPM Connector -> BS Forge -> 1510 - Credit Request
1.3	iTPM Connector automatically resolves deductions in NetSuite where the reference code and amount matches the claims validated in Forge. To see processed claims, go to iTPM Connector -> BS Forge -> 1510 - Credit Request and change the filter, and/or use a NetSuite Workbook.
1.4	Use iTPM to track and recover claims that are identified as invalid by Forge <ul style="list-style-type: none"> EDIT deduction, check DISPUTED? Resolve using REINVOICE or EXPENSE buttons.
1.5	Manually process claims that are not able to be automatically processed by iTPM Connector: <ul style="list-style-type: none"> SPLIT and/or EXPENSE deduction, EDIT the Forge claim, check <i>manually processed</i>. SPLIT and/or EXPENSE deductions that are NOT validated by Forge, i.e. Damages.

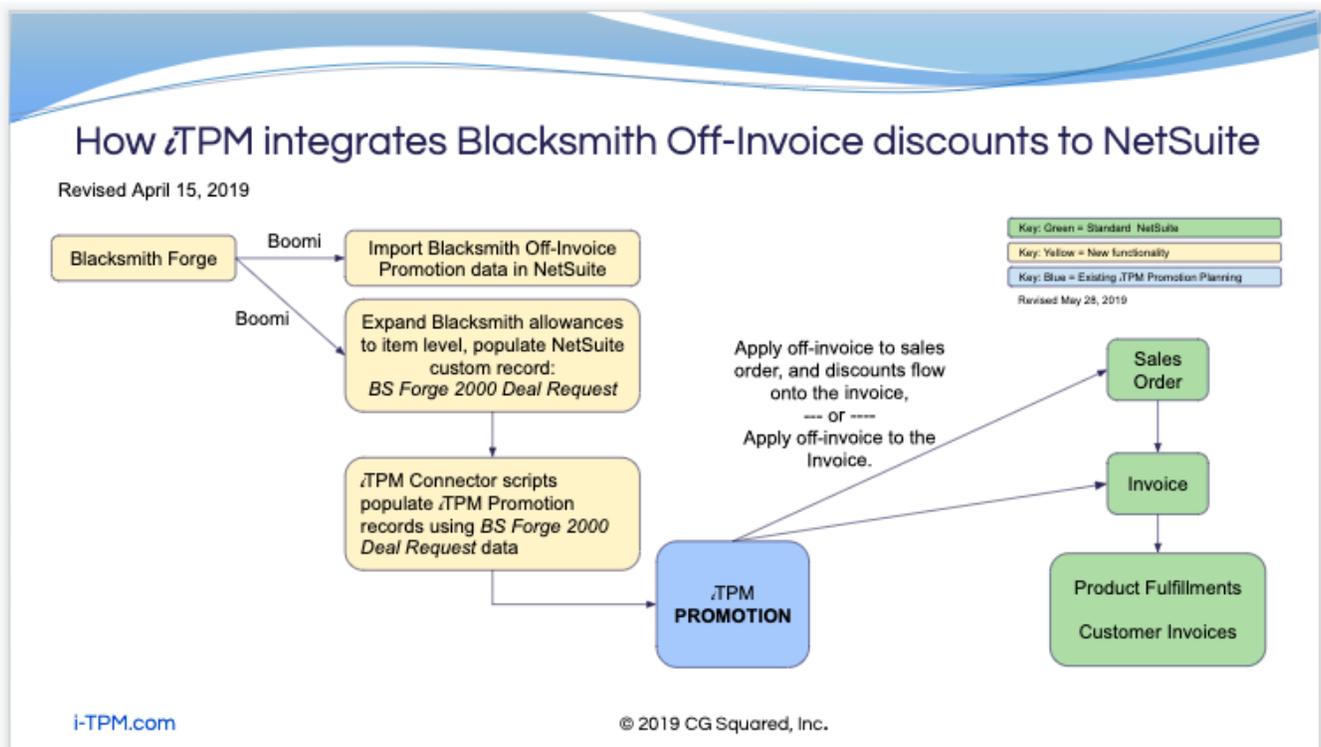


Quick Reference: Forge Off-Invoice Deal Requests (2000)

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

Documents at www.i-TPM.com/connector

Step	Description of tasks and workflow
2.1	Import Forge off-invoice allowances into NetSuite (Also called Deal Requests 2000) This includes new promotions, and modified or deleted allowances.
2.2	iTPM Connector automatically processes the Forge Deal Requests and creates approved iTPM off-invoice promotions in NetSuite. Online iTPM Promotion Planning User Guide available at www.i-TPM.com/promotion-planning
2.3	iTPM applies off-invoice allowances to sales orders or invoices.
2.4	Confirm off-invoice allowances are accurate. Make corrections as needed. <ul style="list-style-type: none"> • Missed off-invoice on the sales order and/or invoice • Doubled allowances, or incorrect application of off-invoice allowances
2.5	iTPM Connector automatically 'updates' eligible items using Forge product attributes and NetSuite item master every evening and/or weekend.



1.0 Resolve iTPM deductions using Forge Credit Requests:

Here are the four solutions that are used to process deductions and claims:

- **NetSuite** is the ERP, managing orders, invoices, inventory, production, financials, etc.
- **Forge** is a stand-alone solution by Blacksmith that is used to manage contracts and validate claims, also called Forge **Credit Requests 1510**.
- **iTPM** is a SuiteApp installed inside Netsuite that extends NetSuite for deduction management.
- **iTPM Connector** uses Forge claim data to automatically resolve iTPM open deductions inside NetSuite.

1.1 Step 1: Use iTPM to create Deductions in NetSuite

- iTPM will be used during cash-app to create deductions in NetSuite.
 - Create one or more credit memos and apply them to short-paid invoice(s).
 - Note: You can use a non-inventory item so the credit memo GL-impact is to the iTPM open deduction suspense GL-account.
 - Skip the credit memo and create the deduction directly from the short-paid invoice(s).
- The deduction(s) may be split to create one deduction in NetSuite for every claim taken by the customer:
 - Splitting can be done by using the *iTPM CSV Bulk Split* import and the customer's remittance data, or manually through the browser using *Quick Split* and/or *Split*.
 - Every deduction should include a reference # which matches the 1510 Credit Requests:
 - If the reference code in the deduction is NOT unique, then iTPM can't automatically match the deduction to the Blacksmith claim, and the deduction will be resolved in iTPM manually.
 - If you do not create the deduction with exactly the same reference code as in Blacksmith, the deduction may need to be resolved manually in iTPM.
 - You can split the original deduction to make sure the reference code and total amount of the deduction align with how these deductions will be validated by Forge.



Note: The reference code must EXACTLY MATCH the reference code in the Forge for iTPM to automatically match and resolve the iTPM deduction.

Note: The amount must EXACTLY MATCH the request. [Future version of iTPM Connector will auto split the deduction amount.]



Helpful Hint: See chapter 3 in the iTPM Deduction Management User Guide for more details on creating deductions: www.i-TPM.com/deduction-management

1.2 Step 2: Forge validates claims and exports them to NetSuite.

- Blacksmith staff will access your customer’s portals and use the Forge software solution to process your claims.
- Blacksmith staff will use Forge to identify which deductions are valid.
- Valid deductions will be exported to NetSuite to populate a NetSuite custom record called “Credit Request 1510”.
- To view valid claims, go to **iTPM Connector -> BS Forge -> Credit Request - 1510**.



- Every record in the *1510 Credit Request* list is a valid deduction.
- To view new credit requests that have NOT yet been processed by iTPM Connector, click on the “+” **FILTERS** to open the filter and view only rows where “Processed” is blank.

BS Forge 1510 Credit Request List List Search Audit Trail

VIEW: BS Forge 1510 Edit View New BS Forge 1510 Credit Request

FILTERS

IGNORE? MANUALLY PROCESSED? CUSTOMER REFERENCE NUMBER

DATE CREATED FROM TO STYLE

SHOW INACTIVES QUICK SORT: Recently Created | TOTAL: 1

EDIT VIEW	IGNORE?	MANUALLY PROCESSED?	PROCESSING STATUS	PROCESSING NOTES	REQUEST ID	REFERENCE NUMBER	CUSTOMER	AMOUNT	ACCOUNT NUMBER	OF
Edit View	No	No			ABC123	18799	AB&i Holdings	85.00	188	

Processing Error

1.3 Step 3: iTPM Connector automatically resolves open deductions

iTPM Connector is an automated process that matches Forge Credit Requests with open deductions in NetSuite using the reference code. If the open deduction aligns with a credit request, the deduction is resolved, a journal entry is created with the appropriate GL-account, and the credit request is marked as processed.

Here is the automated process used by iTPM Connector to process each credit requests:

- For each new credit request that has not been processed, look for deduction(s) that match the credit request's reference code and perform validations
 - Is the reference code unique, or are there duplicates?
 - Is the matching deduction's open balance equal to the credit request amount?
 - Is the GL-account in the claim record valid?
- Credit requests that pass all validations will be marked as 'matched', and the open iTPM deduction will be resolved by a journal entry created by iTPM Connector.
- If the claim fails validations, iTPM Connector will flag the claim and create a processing message for you to manually review and process it.

See section [1.5 Step 5: What if iTPM can't match the Forge claim to a deduction?](#)

- Short-term work-around: Partial resolutions may not be automated as of go-live. Resolving partial claims may be done manually until this enhancement is available.

The end result of this automated and manual workflow: The Forge credit request will be processed, the open deduction will be resolved, and the claim amount will be expensed to the appropriate GL-account(s) when iTPM creates the journal entry.



Helpful Hint: Note: Claims that need to be paid by check are NOT included in this workflow and are NOT matched to open deductions. These are a separate workflow in NetSuite, and are not credit requests..

1.4 Step 4: Use iTPM to recover claims Forge says are invalid

Processing invalid deductions starts with a report from Forge to identify invalid claims. This Forge report is available daily. You will NOT find each of these deductions in the list of Credit Request 1510 deductions. That's because these deductions are NOT valid.

Disputed deductions will be processed using MANUAL tasks through the browse interface:

- If the customer agrees to repay, the REINVOICE button on the deduction will return the deduction to the customer's A/R.
- If the customer does NOT agree to repay, then the deduction can be expensed to the appropriate GL-account using the iTPM EXPENSE button on the deduction.
- Online User Guides and videos available at www.i-TPM.com/deduction-management

Workflow for invalid deductions:

1. Login to Forge, or use a daily report to see amounts approved as \$0 the previous day.
2. View the invalid claim, and/or make note of the Forge reference code.
3. In NetSuite, search and find the deduction with the same reference code.
4. EDIT the deduction and mark the deduction as DISPUTED, then click SAVE.
5. Contact customer to recover invalid deduction. Use the COMMUNICATION subtab on the deduction to add notes, attach electronic documentation, etc.
6. If customer agrees to repay, EDIT deduction and check "Customer agrees to repay", and click SAVE. Click REINVOICE amount to return the amount to A/R.
7. If customer does NOT agree to repay, EDIT the deduction, select the appropriate reason code, and SAVE. Next, click the EXPENSE button to expense the invalid amount to the GL-account associated with the reason code you selected.

BS Forge 1510 Credit Request
← → List Search Customize More

Save **Cancel** **Reset** **Change ID** **Actions**

MANUALLY PROCESSED?

REQUEST ID *

REFERENCE NUMBER *

AMOUNT *

CUSTOMER *

ACCOUNT NUMBER

PROCESSING STATUS

PROCESSING NOTES

CREDIT NUMBER

CREDIT DATE

DEDUCTION NUMBER

CUSTOM FORM *

OWNER Paulomi Gudka

DATE CREATED 05/06/2019 9:10 am

LAST MODIFIED BY 05/16/2019 3:20 pm Alexander E Ring

INACTIVE

IGNORE?

Notes Workflow

User Notes System Notes

VIEW

New Note **Customize View**

EDIT	DATE	AUTHOR	TITLE	MEMO	DIRECTION	TYPE	TERMINATE ACCESS STATUS	REMOVE
No records to show.								

1.5 Step 5: What if iTPM can't match the Forge claim to a deduction?

The iTPM *Open Deduction Aging* report and Deduction List provide visibility to deductions that have not been resolved:

- Open deductions that **haven't been validated yet** by Blacksmith/Forge.
 - On the aging report, many of these deductions may be in the current month.
 - When these are validated and exported to NetSuite, you can expect these to be automatically resolved.
 - **Action:** None, just wait for the deduction to be validated and automatically resolved, or identified as invalid.
- Open deductions that **will NOT be processed by Forge**. Example, damages.
 - These open deductions will have reference codes that will never match Forge Credit Requests.
 - These may be identified with reason codes, i.e. Damages
 - **Action:** EDIT the promotion so the deduction has the appropriate reason code, SAVE. Use the EXPENSE button to create a pre-populated journal entry with the default GL-account based on the reason code.
- Open deductions that Forge identifies as **invalid deductions**.
 - See section [1.4 Step 4: Use iTPM to recover claims Forge says are invalid](#)
 - **Action:** Edit the deduction and mark it as DISPUTED. Resolve by either REINVOICING if customer agrees to repay, or EXPENSE it to the appropriate GL-account.
- Open **deductions that failed validations**, and need to be reviewed manually.
 - On list of Forge Credit Requests, these credit memos have a processing error message.
 - **Action:** Use the error message on the credit request to determine what went wrong with the automatic processing, and fix the issue.
 - Fix the data in Blacksmith so the data will change and be fixed in NetSuite after the next export
 - Manually fix the Blacksmith claim data record in NetSuite, and/or
 - Manually process the claim using iTPM features to mark the claim as processed and resolve the open deduction.

2.0 Apply Forge off-invoice allowances in NetSuite:

Here are the four solutions that are used to apply Forge off-invoices to sales orders and invoices:

NetSuite is the ERP, managing orders, invoices, inventory, production, financials, etc.

Forge is a stand-alone solution by Blacksmith that is used to manage contracts with **off-invoice allowances**, also called Forge **Deal Requests 2000**.

iTPM Connector uses Forge data to create **off-invoice promotions** inside NetSuite.

iTPM is a SuiteApp installed inside Netsuite that extends NetSuite for trade promotion management, and **apply off-invoice allowances to sales orders and invoices**.

Here is a simplified overview of NetSuite sales orders and its relationship to invoices:

EDI Order (optional) -----> Sales Order -----> Fulfillment -----> Invoice

Sales Orders: In NetSuite, sales orders can be manually created through the browser interface, or created through EDI. Orders are for a specific customer, and have one or more NetSuite items. Each item on the order has a price.

Price Level: NetSuite supports price levels by item, by customer, and other configurations. The NetSuite price level is used to determine the price of an item on sales orders and invoices.

Discount Items: Off-invoice allowances are applied to items using a NetSuite discount item. These items appear as a row under the item that they apply to.

ITEM	ON HAND	AVAILABLE	QTY	UM	DESCRIPTION	PRICE LEVEL	PRICE	AMOUNT
CAR00003 Brand CAR size 3	10,512	10,502	10	Ea	Brand CAR size 3	5% Discount Level	40.84	408.40
Off-Invoice					Off Invoice discount for Item CAR00003 from Promotion OI promotion 2019	Custom	-10.0%	-40.84

The discount item can be either a rate per unit or a percent discount. The discount applies to the price shown of the item in the row above. The GL impact of the discount is determined by the GL-account associated with the discount item

Fulfillment: In NetSuite, this describes the process of processing the items on a sales order and shipping the product to the customer.

Invoices: Using standard NetSuite functionality, you create invoices directly from sales orders as part of the order to invoice workflow. The NetSuite price level and NetSuite discount items containing off-invoice allowances automatically flow from the sales order to the invoice.

Based on your organization's business practices, you can:

- Apply off-invoice to the sales order. The invoice created from the sales order will have the off-invoice allowances.
- Skip discounts on the sales order, and only apply the off-invoice discounts to the invoice.

2.1 Step 1: Import Forge Off-invoice promotion data into NetSuite

- Manage your promotions and foodservice contracts in Forge.
- Off-invoice promotions are exported into the NetSuite Forge Deal Request 2000 custom records.
- There is no need to view or edit the Forge data unless there are data issues with iTPM promotions.
- To review the Forge off-invoice data, go to **iTPM Connector -> BS Forge -> 2000 Deal Request**

BS Forge 2000 Deal Request List

VIEW: Default | Customize View | [New BS Forge 2000 Deal Request](#)

FILTERS

SHOW INACTIVES

EDIT VIEW	INTERNAL ID	LAST MODIFIED	ACTION INDICATOR	DEAL TYPE	DEAL NUMBER	CUSTOMER	START DATE	END DATE	ITEM NUMBER	ATTRIBUTE 1 ID	ATTRIBUTE 2 ID
Edit View	1004	05/17/2019 1:15 am	C	100	1000032	1311	12/30/2018	12/30/2018			55
Edit View	1003	05/17/2019 1:15 am	C	100	1000032	1311	12/30/2018	12/30/2018			

BS Forge 2000 Deal Request | List Search Customize More

Save Cancel Reset Change ID Actions

CUSTOM FORM *
Standard BS Forge ... Deal Request Form

OWNER
Paulomi Gudka

DATE CREATED
05/15/2019 11:17 am

LAST MODIFIED BY
05/15/2019 12:09 pm Chantal Tom

INACTIVE

ACTION INDICATOR *
C

DEAL TYPE *
500

DEAL NUMBER *
1000058

DESCRIPTION *
OI

CUSTOMER *
1311 REINHART BOSTON : AFFILIATED FO

START DATE
12/30/2018

END DATE
12/30/2018

ITEM NUMBER
10231

ATTRIBUTE 1 ID
10231

ATTRIBUTE 1 TEXT
BELGIAN CHEF CIN WF STIX 144CT

ATTRIBUTE 2 ID

ATTRIBUTE 2 TEXT

ATTRIBUTE 3 ID

ATTRIBUTE 3 TEXT

ATTRIBUTE 4 ID

ATTRIBUTE 4 TEXT

LUMP SUM

RATE *
1.25

RATE UOM
LB

MOP
100F

REQUIRES RECURRING PROCESSING?

IGNORE?

MANUALLY PROCESSED?

ERP DEAL NUMBER

ALLOWANCE ID

PROCESSING STATUS

PROCESSING NOTES

SUBSIDIARY
KSLB Group Holding...Frozen Bakery, LLC

SALES ORG

DISTRIBUTION CHANNEL

DIVISION

CURRENCY
US Dollar

Notes Workflow

User Notes System Notes

2.2 Step 2: iTPM Connector creates iTPM OI promotions in NetSuite

- The iTPM Connector script will create iTPM off-invoice allowances using the Deal Request data:
 - There is no reason to view or edit any of the iTPM promotions or allowances unless there is a data issue, and to validate the accuracy of iTPM promotion allowances.
 - One iTPM promotion will be created for every Forge program, by customer, promotion description, and promotion dates
 - Every iTPM promotion has one or more allowance records with a % or rate discount and unit-of-measure. i.e. Cases, Pounds, etc.
 - iTPM promotions are customer specific. i.e. Sysco Corporate, Sysco Atlanta, etc.
 - An iTPM promotion created at the corporate level will be applied to all the divisions.
 - iTPM promotion allowances are by item. The iTPM Connector expands the Forge promotions from allowance product dimensions to items, creating one iTPM allowance for each item in the dimension. i.e., Brand A becomes Item 1, Item 2, etc.
 - iTPM promotion allowances can be a percentage or rate-per-unit, and can be stacked. i.e. 3% Earned Income Contract #1, plus another 2% discount Contract #2.
 - Promotions are created in *approved* status.
- To view these promotions, go to **iTPM -> Promotions -> List**
- To view the off-invoice allowances by item, go to the **ALLOWANCES** subtab on the promotion.

- iTPM Promotion

OI promotion 2019

[Edit](#) | [Back](#) | [Resolve Deductions](#) | [Adjust Spend](#) | [Refresh KPIs](#) | [Void](#) | [End Promotion](#) | [Print](#) | [Actions](#)

Promotion Information

SUBSIDIARY Honeycomb Holdings Inc. : Honeycomb Mfg.	PROMOTION TYPE EDLP	CUSTOMER UNFI (East & West)	STATUS Approved	CONDITION Active
CURRENCY USA	TITLE / REFERENCE CODE OI promotion 2019	PROMOTION # 45	PRICE LEVEL List Price	STACKABLE WITH
	OTHER REFERENCE CODE Only 7 CAR brand items	DESCRIPTION Show how iTPM can apply OI to sales orders to save date entry time.		

Promotion Dates

SHIP DATE - START SHIP DATE - END
1/1/2019 12/31/2019

LENGTH IN WEEKS - SHIP
52.14

[Planning](#) | **[Allowances](#)** | [Estimated Quantity](#) | [Retail Info](#) | [KPI's](#) | [Settlements](#) | [Reports](#) | [Files](#) | [Communication](#) | [Workflow](#) | [System Information](#) | [Accrual](#)

VIEW - iTPM ALLOWANCES
Default View

[New - iTPM Allowances](#) | [Attach](#) | [Customize View](#)

EDIT	ID #	ITEM	ITEM DESCRIPTION	PRICE LEVEL	IMPACT PRICE	METHOD OF PAYMENT	ALLOWANCE TYPE	UNIT	UNIT PRICE	RATE PER UNIT	% PER UNIT	ALL
Edit	4017	CAR00001	Brand CAR size 1	List Price	31.99	Off-Invoice	% Discount	Each(12)	31.99	3.20	10.0%	No
Edit	4018	CAR00002	Brand CAR size 2	List Price	34.95	Off-Invoice	% Discount	Each(12)	34.95	3.50	10.0%	No

2.3 Step 3: How OI allowances are applied to sales orders & invoices

How iTPM applies off-invoice allowances to SALES ORDERS

- These are the conditions for iTPM off-invoice allowances to be applied to a sales order:
 - **Status:** The promotion must be approved status with off-invoice allowances.
 - **Customer:** The customer on the order must match the customer on the promotion, or the parent of the customer.
 - **Date:** The order date must be within the promotion start and end ship dates
 - **Item:** The item on the order must match an item in the promotion
 - To see what discounts meet these conditions on your sales order or invoice, use the *iTPM Discounts* subtab on the order to visually see the promotions, items and allowances.
- There are two ways to trigger applying off-invoice allowances to a sales order or invoice:
 - EDIT the sales order, check '*apply iTPM discounts*' and SAVE.
 - A NetSuite transaction workflow is used to automatically check "*apply iTPM discounts*" when the sales order is created.
- iTPM applies off-invoice allowances using a NetSuite discount item.
 - If there is a small number of items on the order and only few items in the promotion, iTPM applies the off-invoice allowances in real time as the order is saved.
 - For orders with many items on the order, and/or promotions with many allowances, iTPM will use a scheduled script to apply the off-invoice allowances to the sales order. The order will show a banner that tells the user to wait while allowances are being applied. This script is scheduled to run every 15 minutes.

How iTPM applies off-invoice to INVOICES

If you applied off-invoice allowances to the NetSuite sales order, your invoice created from the sales order will automatically include all your off-invoice allowances.

If your invoice doesn't have off-invoice allowances, the workflow described above for sales orders also works for invoices: (Example, Military Invoices)

- For an iTPM off-invoice allowance to be applied to an INVOICE, the same conditions described above: The approved promotion must intersect the customer, dates and items of the invoice.
- The "Apply iTPM Discounts" checkbox must be checked when the invoice is saved, either by a user or by a NetSuite transaction workflow.
- iTPM will apply off-invoice allowances to the invoice using a NetSuite discount item.

2.4 Step 4: Confirm allowance accuracy on sales orders & invoices:

Use the **iTPM Discounts** subtab on the sales order and invoice to visually validate that your invoice contains the off-invoice allowances it should.

Items	Promotions	Billing	Shipping	Gross Profit	Activities	History	Audit Trail/Workflow	Quote Approvals
Promotions •		Off Invoice •	Net Bill					
PROMOTION #	CUSTOMER	TITLE	SHIP START DATE	SHIP END DATE				
45	UNFI (East & West)	OI promotion 2019	1/1/2019	12/31/2019				

The **Promotions** sublist above shows all approved promotions that match the customer or parent of the customer AND the date of the invoice is between the promotion's start and end date.

The **Off Invoice** sublist above shows the off-invoice allowances by ITEM that are available for this order or invoice .

The iTPM Discounts subtab only shows you what iTPM allowances have been created from the Forge 2000 Deal Request records. See also [2.6 What if off-invoice allowances are not correct?](#)

2.5 Step 5: iTPM updates active promotions with new items



Note: This functionality is not in iTPM Connector 19.1.1. This is high priority enhancement and will be added in a future release.

Product attributes vs. items: iTPM promotions are item level, but Forge promotions are defined by product attributes. When iTPM creates a promotion, all of the items for a product attribute are included in the promotion.

The challenge: Items with a product attribute change over time. Items may be added or removed from a product attribute.

Updating active promotions with new items: An iTPM Connector script will run every night to compare the items in active promotions to the current items that have the product attribute:

- New items with the product attribute will be added to the promotion with the appropriate off-invoice allowance.
- Allowances for Items that no longer have the product attribute will be set to inactive or other data change to prevent the allowance from being applied to any future sales orders or invoices. (NetSuite prevents deleting data that is linked to transactions. If this item's allowance was applied to a sales order or invoice, it is linked to a transaction and can't be directly deleted.)

2.6 What if off-invoice allowances are not correct?

Here are some of the things that can go wrong, and how to fix them:

Issue	What could be wrong	How to fix it
1. Allowances are missing on all orders for a customer.	1a. The customer in Forge may not align with the customer ID in NetSuite. 1b. iTPM Connector may have a processing error. 1c. There could be an issue with the contract in Forge.	1a. Confirm the customer on the sales order aligns with the customer in the 2000 - Deal Request record(s). 1b. Look for processing messages in the 2000 - Deal Request record(s). 1c. Review the contract in Forge and the corresponding 2000-Deal Request records.
2. Some items get the off-invoice allowances, but some items are missing.	2a. The item's attributes in NetSuite may not be correct. 2.b The items attributes may have been changed or corrected since the last time the script refreshed items in active promotions. 2c. The item is missing from the Forge contract or promotion.	2a. View the attributes in the NetSuite item record, and make changes if needed. 2.b Either wait for the script to update items in the promotion, or manually add this item allowance to the promotion. 2c. Add the item in Forge, and wait for the data to sync to NetSuite.
3. Allowances are doubled up on the sales order or invoice.	3. The "Apply iTPM Discounts" was run twice without first removing iTPM allowances from the sales order and/or invoice.	3. Edit the order or invoice and manually remove the duplicates, and/or check the checkbox "Remove iTPM Discounts" to remove the duplicates.
4. The allowances are on the invoice, but the rate is not correct.	4a. The Forge unit-of-measure (UOM) may not align with NetSuite. 4b. Fixed price may not be supported in 19.1.1 (Development in progress) 4c. There could be an error in the contract in Forge.	4a. Confirm the UOM in the iTPM promotion allowance is correct, and aligns with the Forge 2000 Deal Request. 4b. Until this enhancement is in iTPM, you will need to manually enter the correct price on the sales order or invoice. 4c. Fix the error in Forge and wait for the data to sync to NetSuite.
5. Allowances are on the invoice that should be there.	5a. The item's attributes in NetSuite may not be correct. 5.b The items attributes may have been changed or corrected since the last time the script refreshed items in active promotions. 5c. There could be an error in the contract in Forge.	5a. View the attributes in the NetSuite item record, and make changes if needed. 5.b Either wait for the script to update items in the promotion, or manually add this item allowance to the promotion. 5c. Fix the error in Forge and wait for the data to sync to NetSuite.

3.0 Reference:

3.1 Forge 1510 Credit Request

iTPM connector is designed to process Forge data identified as “1510 Credit Requests”:

Blacksmith Forge Claim Data file spec, to be imported into a NetSuite custom claim record:	
REQUEST ID [KEY]	FORGE DISTINCT ID FOR EACH CLAIM – THIS WILL BE OUR BB NUMBER IN THE SYSTEM.
REFERENCE NUMBER [KEY]	REFERENCE NUMBER FOR EACH CLAIM FOUND IN FIELD 1 – THIS WILL BE THE CUSTOMER'S REFERENCE/INVOICE NUMBER. MULTIPLE REQUEST ID'S CAN HAVE THE SAME EXACT REFERENCE NUMBER WHICH MEANS YOU'D NEED TO ATTACH ALL OF THE REQUEST IDs TO ONE DEDUCTION
AMOUNT	IN U.S. DOLLARS
CUSTOMER NUMBER	PAYEE IDENTITY [CUSTOMER] THIS SHOULD MATCH TO THE CUSTOMER THAT IS TAKING THE DEDUCTION
GL OR FUND NUMBER [OPTIONAL]	OPTIONAL BASED ON CONFIGURATION

Note:

- The GL-account in the claim record will be used to populate the journal entry GL-account that resolves the deduction.
- There will be only two lines on each resolving journal entry created by iTPM.
- The GL-account number can be configured as the NetSuite internal or external ID in the iTPM Connector [configuration setup](#).

3.2 Blacksmith Forge 2000 Deal Request

Field #	Name	Description	Logic to populate iTPM data records	Example	Notes from Forge/ Blacksmith to the developer
1	Action indicator	<p>Possible Actions: C = Create Line D = Delete Line R = Revise Line</p>	<p>This field is used to determine if iTPM Connector will create, delete, or revise the iTPM promotion header or iTPM allowance records</p>	C	<p>If it's a brand new program send through "C"</p> <p>If a customer is added send through "C" with all product details</p> <p>If a product is added send through "C"</p> <p>If a program is canceled send through "D" for all lines on the program (current config is 'cancel as if it never existed')</p> <p>If a customer or product is deleted from the program send through "D" for the lines</p> <p>If the header dates are changed or a rate is changed send through "R"</p> <p>** NOTE: If the header dates are changed every line on the program must be sent through with the new dates with "R"</p> <p>If a program title is changed do not send changes through</p> <p>** NOTE: every line must have the customer dimension on it So, all fields will send through for every change to a program for each line that is sent</p>
5	DELETE	This is the code for the specific Type of Agreement being created (client will have specific codes configured)	Use this to create the promotion header. Add this to the iTPM promotion description in the header.	2022	Hard code to "2022"
7	Customer	Customer Dimension [aligns with Indicator]	Use this as the customer in the iTPM promotion header	1234567	ShipTo Number from the Program.
10	Product Dimension Indicator	1 = Item 2 = Category 3 = Sub Category 4 = Brand 5 = Sub Brand	iTPM Connector uses this field to create one iTPM allowance record for every item in this product dimension	1	Hard code to "1"
11	Material	Item or Attribute Value	iTPM Connector will create one iTPM allowance record for every item in this product dimension		Program Product Code
14	Condition rate	The rate of the discount.	Use this value to populate the rate in the iTPM allowance record, based on value in UoM	7.5	Rate for the product on the program only send 2 decimal places. If more than 2 decimal places round to 2 decimals
15	UOM	UoM for the discount.	Use this field to populate the UoM in the allowance record. If rate is %, populate the iTPM % discount iTPM value. If rate is per UoM, populate that field in the allowance record.	%, CS, LB	Send "CS" for Case; Send % for percent deals
16	Start date of condition record	Start Date of the specific record.	Use this to populate the iTPM Promotion header record with the ship start date.		Program Start Date
17	End date of condition record	End Date of the specific record.	Use this to populate the iTPM promotion header with the ship end date.		Program End Date
18	Locator Deal Id	Program Number from Forge	Append this to the iTPM Promotion reference field.	1234567	7 Character Forge Program Number (do not send PRG- nor the suffix)_ShipTo Number NOTE: If a program has multiple ship tos then it will send multiple Locator Deal IDs through - one per Program/ShipTo combination
19	DELETE	This description will go on the header level of the Agreement.	Add this to the iTPM Promotion memo field or description in the header record. This will appear on the discount line on the sales order and invoice.		Forge Program Title

3.3 Blacksmith Forge Master Data

Forge Deal Requests 2000 and Credit Requests 1510 use master data 'owned' by NetSuite in and exported to Forge using some of the following standard Forge formats:

S.No	FILE NAME	SOURCE SYSTEM	DESTINATION	Object Name
1	100_PRODUCT.TXT	ERP	FORGE	Product
2	300_DISTRIBUTOR.TXT	ERP	FORGE	Distributor
3	1400_PRICE_LIST.TXT	ERP	FORGE	PriceList
4	500_VENDOR.TXT	ERP	FORGE	Vendor
5	1600_OPERATOR.TXT	ERP	FORGE	Operator
6	600_INVOICE_HEADER.TXT 610_INVOICE_DETAIL.TXT	ERP	FORGE	Invoice Header Invoice Detail
7	700_CHECK_REQUEST.TXT	FORGE	ERP	Check Request
8	800_CHECK_RESPONSE.TXT	ERP	FORGE	Check Response
9	1500_OPEN_DEDUCTION	ERP	FORGE	Open Deduction
10	1510_CREDIT_REQUEST.TXT	FORGE	ERP	Credit Request
11	1520_CREDIT_RESPONSE.TXT	ERP	FORGE	Credit Response
12	2000_DEAL_REQUEST.TXT	FORGE	ERP	Deal Request
13	2100_DEAL_RESPONSE.TXT	ERP	FORGE	Deal Response
14	9998_LIABILITY_REQUEST.TXT	FORGE	ERP	Liability Request

3.4 iTPM Connector Setup

Your NetSuite administrator will install the iTPM Connector managed bundle.

Configure Deal Request 2000:

- Go to **iTPM Connector -> Setup -> BS Forge 2000 Deal Request**
- Fill in the required information

BS Forge 2000 Deal Request Setup List Search Customize

INACTIVE

DEAL NUMBER MAPPING * <input type="text" value="recordid"/>	ATTRIBUTE 1 MAPPING <input type="text"/>	MOP BILL BACK <input type="text"/>
DEAL TYPE MAPPING * <input type="text" value="internalid"/>	ATTRIBUTE 2 MAPPING <input type="text"/>	MOP OFF INVOICE <input type="text"/>
ITEM NUMBER MAPPING * <input type="text" value="internalid"/>	ATTRIBUTE 3 MAPPING <input type="text"/>	MOP NET BILL <input type="text"/>
	ATTRIBUTE 4 MAPPING <input type="text"/>	MOP INVOICE PRICE <input type="text"/>

Data Field	Description
Deal Number Mapping:	This field is used to tell iTPM Connector what value to populate in the deal number field. This field is exported to Forge.
Deal Type Mapping	This field maps Forge programs to the appropriate iTPM promotion type.
Item Number Mapping	This field tells iTPM Connector if the Forge item number is the NetSuite internal or external ID.
Attribute 1 Mapping through Attribute 4 Mapping	This field tells iTPM Connector what NetSuite field in the item master contains the Forge product attribute
MOP Bill Back MOP Off-invoice MOP Net Bill MOP Invoice Price	This field tells iTPM Connector what attributes from Forge represent the discount

Configure Credit Request 1510:

- Go to **iTPM Connector -> Setup -> BS Forge 1510 Credit Request**
- Fill in the required information

BS Forge 1510 Credit Request Setup List Search Customize More

Save Cancel Reset

INACTIVE

REFERENCE NUMBER MAPPING * internalid

ACCOUNT NUMBER MAPPING * internalid

Data Field	Description
Reference Number Mapping	This field tells iTPM Connector how to map the Forge value to values inside NetSuite.
Account Number Mapping	This field tells iTPM Connector if the value supplied by Forge is the internal or external NetSuite ID.

3.6 NetSuite permissions

NetSuite Administrators don't need any additional permissions to edit iTPM Connector records.

All other roles need appropriate permissions added to their roles:

iTPM Connector Administrators:

Sublist	Record / Type	Comments	Recommended Level
Custom Record	BS Forge 1510 Credit Request	Edit access is required to fix errors encountered by iTPM Connector processing Forge1510 Credit Requests.	EDIT
Custom Record	BS Forge 1510 Credit Request Setup	This is the iTPM Connection configuration form. Only the iTPM administrator needs edit access to this record.	EDIT
Custom Record	BS Forge 2000 Deal Request	Edit access is required to fix errors encountered by iTPM Connector processing Forge 2000 Deal Requests.	EDIT
Custom Record	BS Forge 2000 Deal Request Setup	This is the iTPM Connection configuration form. Only the iTPM administrator needs edit access to this record.	EDIT



iTPM users that will manage deductions:

Sublist	Record / Type	Comments	Recommended Level
Custom Record	BS Forge 1510 Credit Request	Edit access is required for anyone that will manually process 1510 Credit Requests that can't be automatically processed by iTPM Connector.	EDIT

Any user that need view-only access to the actual Forge data:

Sublist	Record / Type	Comments	Recommended Level
Custom Record	BS Forge 1510 Credit Request	View access is required to view Forge Credit Requests.	VIEW
Custom Record	BS Forge 2000 Deal Request	View access is required to view Forge Deal Requests.	VIEW

3.6 Assumptions

Applying off-invoice to sales orders and invoices

- iTPM creates one discount line per applicable off-invoice allowance for each line item on the sales order and/or invoice.
- All Forge allowances exported to NetSuite are in cases.
- iTPM is designed to apply corporate-level off-invoice allowances to corporate and sub-division sales orders. (NetSuite child entity records.) For iTPM to properly apply off-invoice to orders, we will assume that the customer in the Forge off-invoice promotions will have the same parent/child relationship.
- If an item on an order qualifies for an off-invoice allowance, iTPM will apply the discount. Stated another way, all overlapping deals that intersect the order will be applied. The user can edit the order and manually remove the allowance if it is in error.
- The system will consider the value in the Item Number field to either be an individual item or an item group. Neither iTPM nor the iTPM Connector will process the NetSuite item-subitem hierarchy (i.e., even if the Item Number field lists a parent item that has subitems, only the parent item will be processed for promotions).
- If you apply off-invoice allowances only to invoices, we assume you will train users to wait on invoices while off-invoice allowances are being processed and while the “wait” banner is on the invoice. Consider requiring approval on invoices to prevent invoices from being sent out to military customers while the off-invoice script is running.
- When iTPM uses a promotion and allowance record to apply an OI to a sales order, a log record is created as part of the audit trail. Because the promotion allowance record is linked by NetSuite to this log, allowances marked by Blacksmith to be deleted may not be actually be deleted in NetSuite. We may instead, mark these as inactive, or perhaps set the rate to zero and have the script skip applying these to sales orders. Final approach will be tested as part of UAT.

Processing 1510 Credit Requests

- For a given claim reference number, all of the valid claims will be exported at the same time. Stated another way, no valid claims for a reference number will be exported until that claim is 100% processed.
- The reference code is sufficient by itself for matching to deductions. iTPM Connector will not use customer, because the claim could come from a different division or entity inside NetSuite. If actual data proves this assumption to be incorrect, then additional logic will be applied to incorporate the customer in the matching process.

CG Squared, Inc. and this User Guide

CG Squared designs, develops and supports the iTPM SuiteApp. CG Squared, or CG², stands for **C**onsumer **G**oods **C**onsulting **G**roup. Our passion and 100% focus is trade promotion for the CG industry. We have more than 30 years experience delivering closed-loop, trade promotion management solutions. CG² is committed to providing you world-class software and services:



- **Implementation services** to get iTPM configured, installed and ready for live production.
- **Training**, so your staff can efficiently use iTPM for trade promotion management.
- **Help Desk** support to answer your questions and help solve any issues.
- **Ongoing software enhancements**, with two new releases scheduled every year.
- Optional **TPM best-practices consulting**.

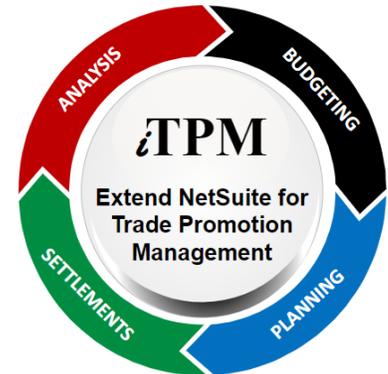
Learn more and follow our TPM blog at www.CGSquared.com.

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

iTPM Closed Loop Trade Promotion Management

iTPM is a native SuiteApp built for NetSuite. iTPM is published and installed into your NetSuite account as a managed bundle. iTPM Connector is only a managed bundle, and not published on SuiteApp.com.

This guide is for people using the iTPM Connector, or managing the data used by iTPM Connector. The iTPM Connector enables creating and updating iTPM records based on data imported from an external source.



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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