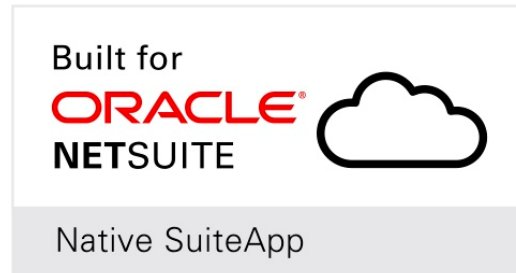


Integrated Trade Promotion Management

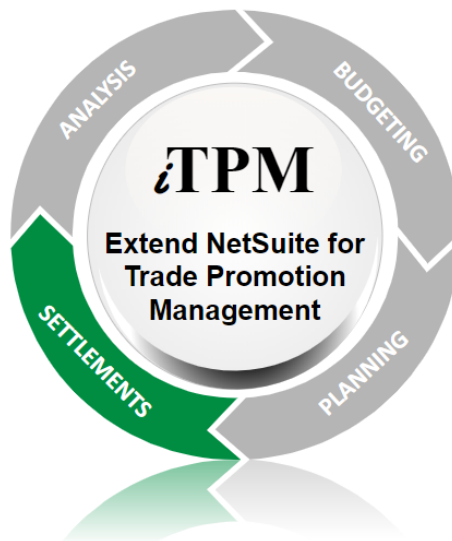


Monthly Reconciliation

iTPM Data

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Note: Monthly reconciliations in this User Guide are designed for data created in iTPM version 2018.2.1a and newer.

Reconciling data prior to December 2018 requires additional steps not outlined in this user guide: In 2018.2.1a, the following iTPM enhancements simplify monthly data reconciliation:

- No corresponding journal entry is created when creating a settlement.
- Settlements are now voided with another settlement, not a journal entry.
- Match-to-deduction, and Match-to-credit-memo are no longer supported by iTPM.
- No corresponding journal entry is created when creating a deduction from a credit-memo.

All of the above reduce the number of transactions created by iTPM each month, and simplify the overall monthly data reconciliation process.

Monthly iTPM Reconciliation Quick Reference

Here is an overview of the overall reconciliation process:

| Step | Description | Comments & notes |
|-------------------------------|---|---|
| <u>Step 1</u> | Quick Review of iTPM data Look for unusual data points, and other situations that may require the attention of an iTPM administrator. | You can also perform this quick review more often than monthly. Add iTPM to your NetSuite reminders to save time and mouse clicks! |
| <u>Step 2</u> | Reconcile Last Month's iTPM Data Review the iTPM data that affected the open deductions GL-account last month. | If last month's change in your open-deduction GL-account register does NOT match your calculated change, continue to Step 3, otherwise skip ahead to Step 4. |
| <u>Step 3</u> | Find & Fix data issues, if any If your open deduction GL-account register balance is off, then <ul style="list-style-type: none"> • look for data that explains the differences • fix data issues, if any | As you find data that explains the differences between the actual and calculated change in your open-deduction GL-account, go back and repeat step 2. The goal is to fix or explain differences in this month-end reconciliation process. |
| <u>Step 4</u> | Perform Proactive Monthly Admin Tasks These are tasks that should be discussed and/or reviewed monthly. | These admin tasks can prevent data issues in future months. |



NOTE:

Your worksheets may not balance because we missed adjustments that should be included in these calculations based on your unique iTPM and NetSuite configurations and customized workflows. This user guide and iTPM saved searches will be updated and improved in future releases as we use these calculations with real iTPM production data.

1.0 Monthly Reconciliation Overview

iTPM financial transactions can be reconciled by using the open deduction GL-account register. The chart below shows the financial impact of iTPM transactions on the open deduction account register;

| | | Open Deduction GL-Account Register | | | |
|---|--|------------------------------------|-------|--------|---------|
| | | Date | Debit | Credit | Balance |
| A. DEDUCTION button on an open Invoice User creates deduction from an open invoice. Open DDN register increases by the amount applied to the open invoice. | | Increase → | | | |
| B. DEDUCTION button on Credit Memo Create deduction from a credit memo. Open DDN register logs transaction. <ul style="list-style-type: none"> If credit memo uses the DDN register, there will be no net change. If credit memo uses a different GL-account, register will increase. | | No net change → | | | |
| C. DELETE button on the deduction Open DDN register will decrease by the amount of the deduction deleted. | | Decrease → | | | |
| D. SETTLEMENT button on the deduction RESOLVE DEDUCTIONS button on the promotion User resolves open balance of a deduction by creating a settlement. Open DDN register will log a decrease by the amount of the settlement | | Decrease → | | | |
| E. ADJUST SPEND button on the promotion Open DDN register will log the transaction, but there will be no net change. | | No net change → | | | |
| F. VOID button on the settlement Open DDN register will log a decrease by the amount of the settlement. | | Increase → | | | |
| G. EXPENSE and QUICK EXPENSE buttons on the deduction User resolves open balance of a deduction by creating a journal entry. Open DDN register will log a decrease by the amount of the journal entry. This includes deductions expensed when splitting a deduction. | | Decrease → | | | |
| H. REINVOICE button on the deduction User resolves open balance of a deduction, returning it to A/P. Open DDN register decreases by the amount of the statement charge. | | Decrease → | | | |
| I. QUICK SPLIT, SPLIT, and CSV SPLIT buttons on the deduction User splits a deduction. Open DDN register will log the splits. Both debit and credit of split will be to the same GL-account register. There is no net-change to the account balance. | | No net change → | | | |
| | | | | | Ending |

Note: If you are using iTPM ONLY for deduction management, you will NOT have the following transactions in your open deduction GL-account:

- D: Settlements
- E: Adjust Spend settlements and
- F: Voiding settlements
- H: Statement charges

For more information on the G/L impact of these transactions, go to chapter 2.11 in iTPM User Guide for Administrators, available at www.i-tpm.com/admin-training-resources

1.1 Step 1: Quick Review of iTPM Data

The following are tasks that should be performed monthly by your iTPM administrator. These tasks will identify specific deductions, promotions, and/or settlements that may need an administrative to correct.

| What to check or do | Objective | Why? |
|---|---|--|
| 1A. Settlement status | Make sure all settlements are processed | Under some situations, settlements can get stuck in "processing" status. |
| 1B. Journal Entry status OPTIONAL | If you require all JEs to be approved, confirm all JEs related to iTPM for last month have been approved. | If you approve all journal entries in NetSuite, iTPM transactions are not finalized until the journal entries associated with iTPM transactions for last month are approved. |
| 1C. Deduction status | Review deductions to make sure none are in <i>pending</i> or <i>processing</i> status. | Make sure no deductions with approved journal entries are 'stuck' in <i>pending</i> status. Make sure no SPLITS or CSV SPLITS are stuck, resulting in deductions being stuck in <i>PROCESSING</i> status. |
| 1D. Promotion status | Make sure promotion status are as expected. | Look for promotions stuck being copied, or stuck on process plan. Look for promotions that are active or soon active and haven't been approved. Look for promotions that are more than "x" months old and haven't been closed. |
| 1E. Quick look at iTPM processing queues | Look for error messages, and requests that didn't process | KPI refresh CSV Split CSV Bulk Expense CSV Bulk Settlements |

If you are using iTPM ONLY for deduction management, you can SKIP these steps:

- 1A: You will not have any Settlements
- 1D: You will not have any Promotions

Step 1A: Get a list of settlements in processing status, and see if any are 'stuck' in this status.

Go to **iTPM -> All Settlements -> List**, and change the filter to status=*settlements processing*, or set up your NetSuite reminders to use the saved search, - *iTPM Settlements Processing*. (iTPM dashboard saved-search reminder is also available.)

If a settlement has been in *processing* status for a few hours, it may be stuck.

View each settlement. Click on the link to view the promotion, Click on REFRESH KPIs. (Often the RESOLVE DEDUCTIONS button is not visible for promotions where settlements get stuck. Clicking the REFRESH KPI button often allows these settlements to process the next time the script runs... typically within 30 minutes.) Under some circumstances, you may need to simply edit and save one allowance to trigger the complete re-calculation of the KPI measures. See also inactive items in [step 4B](#).

Step 1B: Review the list of journal entries associated with iTPM.

(SKIP this step if you don't require ALL NetSuite journal entries to be approved.)

(The list view includes the journal entry status starting with iTPM version 2018.2.1b)

Go to **iTPM -> Resolutions -> Journal Entries**. Filter the list on status, and look for any journal entries that are NOT Approved for Posting. Deductions associated with the journal entries will be in *pending* status until these journal entries are approved.

Step 1C: PART ONE, Get a list of deductions that are in *pending* status.

If all journal entries in Step 1B are approved, then NO deductions should be in *pending* status.

Go to **iTPM -> Deductions -> List**, and change the filter to status= *deductions pending*, or set up your NetSuite reminder to use the saved search - *iTPM Deductions Pending*.

If all the journal entries associated with deduction resolutions have been approved, any deductions in pending status may be 'stuck' due to bulk journal entry approval. (This issue is resolved in iTPM 2018.2.1b.)

View each deduction. Click on the *iTPM* subtab, then the *APPLIED* sublist, and finally the link to view the journal entry. If the journal entry status is APPROVED FOR POSTING, the simple act of viewing the journal entry will allow the deduction to move to *resolved* status. If the journal entry status is PENDING APPROVAL, someone will need to approve the journal entry before the deduction can move to resolve status.

PART TWO, Get a list of deductions that are in *processing* status.

Go to **iTPM -> Deductions -> List**, and change the filter to status= *deductions processing*. If any deductions are in this status, review to see how long they have been in that status. The split process by default is set to run every hour, or if the deduction have been in this status for more than a few hours, changes are something went wrong with the split. Email support@cgsquared.com with the details.

Step 1D: Use NetSuite reminders to quickly view promotions being copied and processing.

You can use **iTPM -> Promotions -> List** and change the filter, and sort the list.

Sort on *Copy in progress?*, and look for = YES.

Sort on *Process Plan?*, and look for YES.

You can also use a saved-search reminders, - *iTPM Promotions being copied*.

Email support@cgsquared.com with the details if any appear to be 'stuck'.

Step 1E: Review each iTPM processing queue. Look for messages and unprocessed requests.

iTPM -> Promotions -> KPI Refresh

iTPM -> Deductions -> Splits Queue

iTPM -> Deductions -> Expense Queue

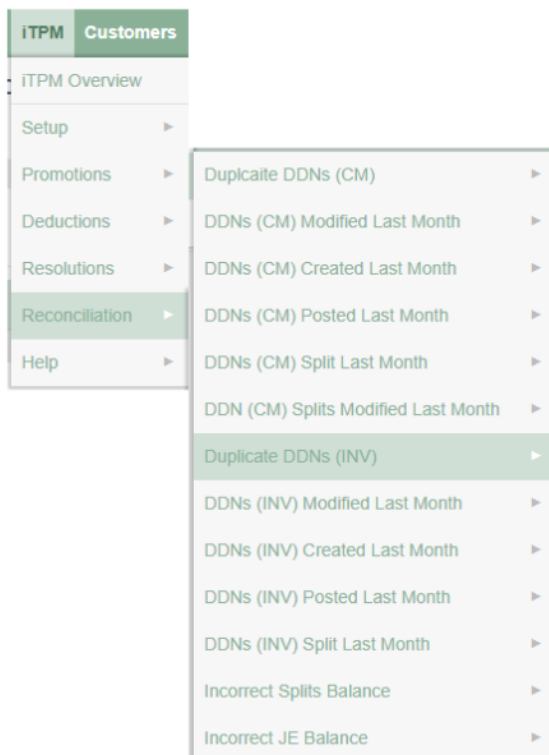
iTPM -> Resolutions -> Resolution Queue

1.2 Step 2: Reconcile Last Month's iTPM Data

There are two ways to run most of the saved searches you'll use for your monthly iTPM data reconciliation.

- Go to **iTPM -> Reconciliation**, and select the appropriate saved search
- You can enter "iTPM Recon" or just "Recon" into the NetSuite global search to see a list of all the pre-set saved searches for iTPM data reconciliation.

All of the saved search for reconciliation are unlocked, so you can modify them as needed.



Note: If your open deduction balance matches your open deduction register balance, it is still a good idea to review last month's iTPM data:

- Review journal entries created by EXPENSE button to confirm they hit the appropriate GL-accounts. Users can change the default GL-accounts in Expense journal entries.
- Review credit memos that hit the open deductions account where the DEDUCTION button was not used to create a new deduction. Your team have missed these credit memos, and need to create deductions from these credit memos.



Note: Your role will need appropriate permissions to use the iTPM saved searches provided for monthly reconciliation. These template searches were tested using the NetSuite admin role.

Use the following worksheet to validate your iTPM data for LAST MONTH:

| iTPM Transactions LAST MONTH | Calculation | Example amount | Notes: |
|--|-------------|----------------|---|
| 2A. Open DDN Account Ending Balance for LAST MONTH | | \$12,121 | Get this value from the open deduction GL-account register. Example: Balance on November 31st. |
| 2B. Starting Balance of open deductions account for LAST MONTH | subtract | \$14,111 | Get this value from the open deduction GL-account register. Example: Balance on November 1st. Assumes only iTPM creates transactions in this account. |
| 2C: Net impact of all iTPM transactions LAST MONTH. | = Total | \$2,010 | Net change LAST MONTH to the open deduction GL-account |
| 2D. Non iTPM Credit memos that POSTED LAST MONTH to the open deduction account* | | \$0 | These are credit memos you created that hit the open deduction account LAST MONTH, but didn't use to create iTPM deductions yet. |
| 2E. New original deductions POSTED last month from <i>credit memos</i> (Excludes all splits) | plus | \$3,123 | These are the new deductions your team created from credit memos. |
| 2F. New original deductions POSTED last month from <i>invoices</i> (Excludes all splits) | plus | \$4,351 | These are the new deductions your team created directly from invoices. |
| 2G. REGULAR Settlements that POSTED Last Month | minus | \$7,303 | These settlements resolved open deductions. This EXCLUDES settlements that void other settlements, and SPEND ADJUSTMENTS. |
| 2H: New Journal Entries and iTPM Statement charges POSTED last month | minus | \$1,043 | These resolved open deductions, and include Statement charges to Reinvoice and JEs to Expense. You may need to adjust for reversals, voids, and journal entries used to correct data. |
| 2i. <i>Calculated</i> net impact of all iTPM transactions LAST MONTH. | = Total | \$2,010 | This is the expected change last month to the open deduction account. |
| 2J. Amount over (under) expected balance | 2i minus 2c | \$0 | If this line doesn't equal zero, you'll need to perform additional tasks in STEP THREE to identify why the amounts don't match. |
| * This saved search in step 2D is unique to every client, and isn't published with iTPM because each client configures their own open deduction GL-account using iTPM preferences. | | | |

Step 2A: Get last month's ending balance of the open deduction account.

Go to **Setup-> Accounting -> GL-accounts**, select *Last Month* as the date, and get the ending balance.

Don't know your open deduction account? Go to **iTPM-> Settings -> Preferences**, and look for the *Open Deduction Account*.

This approach assumes the OPEN checkbox is **unchecked** on the register view:

Step 2B: Get last month's beginning balance of the open deduction account.

Go to **Setup-> Accounting -> GL-accounts**, select *Month before Last* as the date, and get the ending balance. This will be the beginning balance for last month.

Step 2C: Calculate the change in the open deduction account balance = (Step 2a) minus (Step 2b)

Step 2D: [View](#) credit memos that hit the open deductions GL-account but are not iTPM deductions.

If you create credit memos that may impact the open deduction GL-account, you'll also need to adjust for these credit memos that have not yet been converted into iTPM deductions using the DEDUCTION button.

If your credit memos don't hit the open deduction account, you can skip this step.

Step 2E: Add the amount of new deductions created from credit memos last month and posted.

Go to **iTPM -> Reconciliation -> iTPM Recon - DDN (CM) Posted Last Month**

Use the sum of iTPM Amount column.

This search lists credit memo based deductions that posted last month. This does not include splits. This does not filter by created date or transaction date or date modified.

Step 2F: Add the amount of new deductions created directly from invoices last month and posted.

Go to **iTPM -> Reconciliation -> iTPM Recon - DDN (INV) Posted Last Month**

Use the sum of iTPM Amount column.

This search lists invoice based deductions that posted last month. This does not include splits. This does not filter by created date or transaction date or date modified.

Step 2G: Subtract the amount of settlements that were created last month and posted.

(You can skip this if you only use iTPM for deduction management.)

Go to **iTPM -> Resolutions -> Regular Settlements**

Set the filter to see only settlements for last month. This list excludes settlements that void other settlements, and Spend Adjustment settlements.

Step 2H: Get all journal entries associated with iTPM that posted last month.

Go to **iTPM -> Reconciliation -> Journal Entries**

Set your filters to sum up all APPROVED for posting journal entries where the **period** is LAST MONTH. This will show your journal entries that post to the register.



Calculating Step 2H is more complicated for data created prior to

December 2018: Reconciliation of data prior to December 2018 will require additional adjustments for the following:

- Each settlement had a corresponding journal entry. (Now eliminated)
- Deductions created from credit memos had a corresponding journal entry. (Now eliminated)
- Voided settlements had a corresponding journal entry. (Now eliminated)
- Match-to-Deduction and Match-to-Credit-Memo created journal entries. These are no-longer created by iTPM. Historical data with these transactions require additional steps to reconcile.

Get all statement charges associated with iTPM that posted last month.

Go to **iTPM -> Reconciliation -> Statement Charges**

Filter the list to include only those that posted last month.

ADD the sum of JEs and Statement Charges from last month to 2H in your workbook.

Step 2i: Calculate steps 2D to 2H. This is your calculated register change last month.

Step 2J: Calculate the difference between the actual register balance and the expected balance.

Difference = (Step 2i) minus (Step 2C)

Compare the *actual* open deduction account balance to the *calculated* balance:

If the difference is NOT ZERO, go to [Step 3](#) and analyze data to explain the difference.

If the difference is ZERO, Skip [Step 4](#).



Helpful Hint: If last month you corrected iTPM data during your month-end reconciliation process, you may need to adjust your expected balance for those adjustments.

To perform Step 2D (and Step 5C) you'll have to create a saved search. Create this saved search one-time, and use it every month as part of your month-end reconciliation process.

After installing iTPM, your administrator will make a copy of a template saved search called -iTPM Recon - CM in Deduction Account, add a row where your GL-account is your open deduction GL-account. (first screenshot below)

NOTE: Replace “is 6014 Open Deductions” below with you open deduction GL-account.

Saved Transaction Search

- iTPM Recon - CM In Deduction Account (6013)

Save & Run Reset Cancel Preview New Template Pivot Report Change ID

SEARCH TITLE *
- iTPM Recon - CM In Deduction Account (6013)

ID
customsearch_itpm_rec_incorrectcmaccount

OWNER *
Alex Ring

☒ PUBLIC
☐ AVAILABLE AS LIST VIEW

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

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

☐ USE EXPRESSIONS

Standard Summary

| FILTER * | DESCRIPTION * |
|-------------------------------|-------------------------|
| Type | is Credit Memo |
| ITPM Applied To (Custom Body) | is none |
| Account | is 6013 Open Deductions |

OK Cancel Insert Remove

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

Use this tab to indicate columns to be included in the search results as well as sort order.

SORT BY
Date DESCENDING
☐ DESCENDING

THEN BY
☐ DESCENDING

THEN BY
☐ DESCENDING

OUTPUT TYPE
Normal
☒ SHOW TOTALS

☐ RUN UNRESTRICTED ☐ DISALLOW D
☐ MY PREFERRED SEARCH RESULTS

Columns Drill Down Fields

Remove all Add Multiple

| FIELD * | SUMMARY TYPE | FUNCTION | FORMULA | WHEN ORDERED BY FIELD |
|-----------------|--------------|----------|---------|-----------------------|
| * | | | | |
| Date | | | | |
| Status | | | | |
| Document Number | | | | |
| Name | | | | |
| Account | | | | |
| Memo | | | | |
| Amount | | | | |

Add Cancel Insert Remove Move Up Move Down Move To Top Move To Bottom

1.3 Step 3: Find and fix incorrect iTPM data (if any)

Each of the following situations could affect your open deduction account balance and cause it to be different than your open deduction balance.

Many of these data issues are not common. Older versions of iTPM could create bad data when the accounting period was closed and “Allow non-G/L changes” was not checked, and under some circumstances when a user’s role was missing some of the recommended NetSuite permissions. Whatever the root-cause of the issue, these saved searches can help you look for potential data issues:

| Step | Potential Issue | Situation(s) that can create ‘bad’ data |
|---|--|---|
| 3A. | Look for deductions where the open balance is less than zero. | When the “ <i>Allow non-G/L changes</i> ” was not checked for a closed or locked period, and the deduction was in a closed period, an older version of iTPM was not able to update the deduction open balance and incorrectly allowed deductions to sometimes be over resolved. iTPM version 2018.2.1a and newer prevents this. |
| 3B. | Look for duplicate deductions created from the same credit memo | When the “ <i>Allow non-G/L changes</i> ” was not checked for a closed or locked period, an older version of iTPM was not able to link the credit memo to the deduction. Because of this, iTPM sometimes allowed another deduction to be created from the same credit memo. iTPM version 2018.2.1a and newer prevents this. |
| 3C. | Look for duplicate deductions created from the same invoice | When the “ <i>Allow non-G/L changes</i> ” was not checked for a closed or locked period, an older version of iTPM was not able to mark all of the invoices to the deduction to prevent another deduction from being created from the same invoice. iTPM version 2018.2.1a and newer prevents this. |
| 3D. | Look for deductions where the split records don’t match the parent deduction | This is caused if the iTPM script that splits or CSV splits deductions is incorrectly changed from a concurrency of 1 to 2, and when imported CSV split files are accidentally overwritten by the user after successful import but before split processing. Do not change the concurrency of iTPM scripts. Concurrency should be equal to 1. |
| 3E. | Look for voided journal entries associated with iTPM transactions. | If you <i>void</i> , <i>reverse</i> or <i>reject</i> a journal entry associated with a deduction, the deduction balance isn’t updated to reflect the void. This will cause your reconciliation to be out-of-balance. |
| 3G. | Look for duplicate journal entries associated with iTPM transactions | Under some circumstances, either by accident or on purpose, it is possible in NetSuite to create duplicate journal entries. This is one data issue that could explain why your iTPM monthly reconciliation is out-of-balance. |
| 3F. | Look for journal entries created to expense deductions that do NOT hit the open deduction account. | This will be a future saved search if requested by iTPM clients. While this is not anticipated, it is possible to edit the lines of a journal entry such that it does not correctly reduce the open deduction account. |
| Email support@cgsquared.com if these steps don’t help you reconcile iTPM for last month. | | |



False Positive Results: Data results from these pre-set saved searches may incorrectly flag data as incorrect that is actually correct. Assumptions for these saved searches may not reflect how you use iTPM. Please give us feedback so we can improve the methodology for finding and fixing data issues.

Step 3A:

Look for deductions with an open balance less than zero

Go to *iTPM -> Deductions -> List*, and set the filter to see ALL deductions.

Click on OPEN to sort deductions from smallest to largest open balance.

If you see any deductions with the open balance less than zero, contact iTPM support to fix the deduction balance.

Step 3B:

Look for duplicate deductions created from the same credit memo

Go to *iTPM -> Reconciliations -> iTPM Recon - DDN (CM) Duplicates*

View each deduction to identify and confirm a duplicate was created.

If there are no resolutions associated with one of these duplicate deductions, and the period is still open, iTPM and NetSuite admin roles can DELETE the deduction.

If the deductions are resolved by settlement(s), you can void the settlements to make the deduction open status again. Then use the EXPENSE button to return the deduction amount back to A/R. In the memo field, identify the deduction as a duplicate.

If you can't delete the deduction, and the deduction was resolved using the EXPENSE button, then try to edit the journal entry. If you can, change the expense lines to your A/R GL-account. If you can't edit the journal entry, then make a copy of it, and edit the lines such that the expense is moved by to A/R.

If you have any questions on this, contact iTPM support for help.

Step 3C:

Look for duplicate deductions created from the same invoice

Go to *iTPM -> Reconciliations -> iTPM Recon - DDN (INV) Duplicates*

View each deduction to identify and confirm a duplicate was created.

The steps to fix this are the same as in Step 3B.

Step 3D: Look for deductions where the split records don't match the parent deduction.

Go to iTPM -> Reconciliations -> Incorrect Split Balances

Export this list to Excel. Create a pivot table from this data with the columns below:

Rows: Column A: From column I, Parent Deduction

Values: Column B: Sum of column K, iTPM Amount

Values: Column C: Average of column R, Parent Split Off

Values: Column D: Average of column Q, Parent Balance

Values: Column E: Average of column P, Parent Amount

Here is how to look for incorrect split balances using your pivot table:

- If column B is not equal to C on split deductions, you have an split data issue.
- If column B plus D is not equal to E, you may have a split data issue.
(If you partially resolved a deduction and then split it, this column will suggest that there's an error when it is actually correct.)
- You may have a split issue if column D is not equal to zero. View these deductions and look for split issues.

Email support@cgsquared.com to fix any deductions with split errors that you find.

| f8 | | | | | |
|---|-----------------------|--------------------|-----------------------------|---------------------------|--------------------------|
| If B + D is not equal to E, then there is a problem | | | | | |
| | A | B | C | D | E |
| 1 | Parent Status | (All) | | | |
| 2 | | | | | |
| 3 | Row Labels | Sum of iTPM Amount | Average of Parent Split Off | Average of Parent Balance | Average of Parent Amount |
| 4 | - iTPM Deduction #1 | 487 | 487 | 0 | 487 |
| 5 | - iTPM Deduction #10 | 384 | 384 | 0 | 384 |
| 6 | - iTPM Deduction #104 | 66 | 66 | 0 | 66 |
| 7 | - iTPM Deduction #106 | 13 | 11 | 0 | 11 |
| 8 | - iTPM Deduction #107 | 8 | 8 | 0 | 8 |
| 9 | - iTPM Deduction #11 | 384 | 384 | 0 | 384 |
| 10 | - iTPM Deduction #111 | 30 | 30 | 0 | 30 |
| 11 | - iTPM Deduction #112 | 30 | 30 | 0 | 30 |
| 12 | - iTPM Deduction #114 | 2 | 2 | 0 | 2 |
| 13 | - iTPM Deduction #116 | 123.21 | 123.21 | 0 | 123.21 |
| 14 | - iTPM Deduction #117 | 2 | 2 | 0 | 2 |
| 15 | - iTPM Deduction #118 | 1.75 | 1.75 | 0 | 1.75 |
| 16 | - iTPM Deduction #121 | 0.45 | 0.45 | 0 | 0.45 |
| 17 | - iTPM Deduction #123 | 0.3 | 0.3 | 0 | 0.3 |
| 18 | - iTPM Deduction #13 | 374 | 374 | 0 | 374 |
| 19 | - iTPM Deduction #131 | 1013.32 | 1013.32 | 0 | 1013.32 |
| 20 | - iTPM Deduction #135 | 550 | 550 | 0 | 550 |
| 21 | - iTPM Deduction #136 | 100.01 | 100.01 | 0 | 100.01 |
| 22 | - iTPM Deduction #142 | 25 | 25 | 0 | 25 |
| 23 | - iTPM Deduction #150 | 9.99 | 9.99 | 0 | 9.99 |
| 24 | - iTPM Deduction #152 | 25 | 25 | 0 | 25 |
| 25 | - iTPM Deduction #163 | 10 | 10 | 0 | 10 |
| 26 | - iTPM Deduction #164 | 15 | 15 | 0 | 15 |
| 27 | - iTPM Deduction #166 | 5 | 5 | 0 | 5 |
| 28 | - iTPM Deduction #168 | 5 | 5 | 0 | 5 |
| 29 | - iTPM Deduction #172 | 9.99 | 9.99 | 0 | 9.99 |
| 30 | - iTPM Deduction #176 | 5 | 5 | 0 | 5 |



Note: Validating a deduction? Use the iTPM subtab to save time:

- Use the **Related Deductions** to see all the deductions and splits associated with the parent deduction you are viewing.
- Use **Related Applied transactions** to see all the resolutions and related transaction to ANY deduction related to the parent of the deduction you are viewing.
- Use **Applied Transactions** to see all the resolutions and related transactions to the deduction you are viewing.
- If you split this deduction, use **Splits** to view the details.

Step 3E: Look for voided, reversed and rejected journal entries associated with iTPM transactions

Go to **iTPM -> Resolutions -> Journal Entries**, and look for iTPM journal entries with a status of *voided*, *rejected*, or *reversed*.

If the voided, reversed, or rejected journal entry was a duplicate, no action is required. If it is not a duplicate, the typical data fix is to copy the voided or rejected journal entry, and edit the lines to accomplish the desired end result. This approach keeps the journal entry associated with the deduction. Each case is unique, so email support@cgsquared.com for instructions.

Step 3G: Look for duplicate journal entries associated with iTPM transactions

Go to **iTPM -> Resolutions -> Journal Entries**

Export the list to Excel, and sort the list first on Amount, then on *iTPM Applied To*, and secondarily on Amount (either credit or debit). Duplicate journal entries may appear as two unique journal entries for the same deduction and same amount. To confirm, view the deduction, go to the iTPM subtab, and applied sublist.

If the period is open, reverse the duplicate journal entry. If the period is closed, make a copy of the duplicate and reverse the lines so that the copy cancels out the duplicate.

Step 3F: This may be a future saved search template.

1.4 Step 4: Monthly iTPM Proactive Admin Tasks

These are pro-active tasks will not take much time each month, but they can save you and your organization a lot of time and effort by preventing issues and the potential for creating 'bad' data.

| What to check or do | Objective | Why? |
|---|---|--|
| 4A. "Allow non-G/L changes" is checked for closed or locked periods | Enable iTPM to link deductions to transactions in closed periods or locked periods. | iTPM prevents duplicate deductions and resolutions by preventing iTPM transactions that can't be linked to the invoice, credit memo, statement charge and/or journal entry. |
| 4B. New items, and items used for allowances that are changed to inactive. | Make new items added to Netsuite this month also available for iTPM allowances. Be aware of issues making iTPM allowance items inactive. | You can't create allowances for any item that doesn't have the "Available for iTPM?" checked. Inactivating items used for allowances can make settlements get stuck processing. |
| 4C. NetSuite item Groups | Make sure new items added to NetSuite this month are also added to item groups used to create iTPM allowances. | New items will only be included in promotions that are planned by item group when the new item has been added to the NetSuite item group. |
| 4D. Promotion status | Make sure promotion status are as expected. | Look for promotions that are active or soon active and haven't been approved. Look for promotions that are more than "x" months old and haven't been closed. |
| 4E. iTPM roles & Permissions | Make sure users have the permissions they need to perform their job. (After an iTPM update, new permissions may be required.) | iTPM has a material impact on your financials. Make sure users have appropriate access to iTPM. |

If you are using iTPM ONLY for deduction management, you can SKIP 4B, 4C and 4D.

Step 4A: Make sure all locked and closed periods have "Allow non-G/L changes" checked

Go to *Setup -> Accounting -> Manage Accounting Periods*, and look for closed or locked periods without the "pencil" in the right-most column.

ALLOW NON-G/L CHANGES



EDIT the locked or closed period, check "Allow non-G/L changes", and SAVE.

- Step 4B:** Do a quick review of new items created since last month
- Go to *Lists -> Accounting -> Items*. Set the NetSuite QuickSort to “*Recently Created*”.
- If appropriate, EDIT the item, go to the *iTPM* subtab, and check the “*Available for iTPM?*” checkbox.
- NOTE:** DO NOT inactive old items that were used for iTPM allowances until AFTER all settlements to those promotions with those items are done, and the promotions are closed. An inactive item in a promotion will cause settlements to get stuck processing, and prevent the KPI refresh from working correctly. Email support@cgsquared.com BEFORE you inactive any iTPM allowance items to discuss options.
- Step 4C:** For every new item in step 4B, add the item to the appropriate Netsuite item group(s).
- Go to *Lists -> Accounting -> Items*. Set the filter to “*Item Groups*”.
- If appropriate, EDIT the item group, go to *Manufacturing* subtab, add the new item(s), and click SAVE. Update the item group description if it changed.
- For every item that's been discontinued, EDIT the appropriate NetSuite item group and remove it from the item group. Update the item group description if it changed.
- Note: PROCESS PLAN will skip these discontinued items. However, it is a good business practice to also remove these from the item group.
- Step 4D:** Use NetSuite reminders to quickly view promotions that may need action, etc.
- You can also use *iTPM -> Promotions -> List* and change the filter, but it is easier to add pre-set saved searches to your NetSuite reminders dashboard portlet. Here are suggested reminders that can save you time:
- *iTPM Promotions Active in the next 30 days*
 - *iTPM Active / Completed promotions Pending Approval*
 - *iTPM Approved Promotions (90+ days)*
- It is a best-practice to close completed promotions that you no longer expect claims. When you close completed promotions, the Promotion Summary Comparison will more accurately reflect the net liability of bill-back liability you incurred but haven't paid and hasn't been deducted yet.
- Step 4E:** Confirm permissions for new employees and/or employees with new responsibilities
- Go to *Setup -> Users/Roles -> Manage Users*, and confirm new users have been assigned the appropriate iTPM permissions.
- Chapter 5 in the *Admin User Guide* has details on Netsuite permissions by example iTPM role.

2.0 Other resources for month-end close



Assumptions: Worksheets and saved searches in the user guide are based on these assumptions:

- Only iTPM creates transactions that hit the open deduction GL-account.
- If deductions are managed across multiple subsidiaries, each subsidiary must be validated separately.
- The open deduction GL-account has NOT changed since implementing iTPM. If it has been changes, additional steps are required to reconcile.
- The settlement account under iTPM preferences is pointed to the open deduction GL-account. (Adjust Spend settlements uses the settlement account.)

2.1 Other Saved Searches

In addition to the saved searches for monthly data reconciliation, there are additional searches you can use to review iTPM from last month:

| Saved Search | Description |
|---|---|
| iTPM Recon - DDN (CM) Mod Last Month | This search lists all deductions that were created from credit memos and MODIFIED last month, but NOT CREATED last month. This search DOES NOT filter by the transaction date. This search DOES NOT include splits. |
| iTPM Recon - DDN (CM) New Last Month | This search lists all deductions that were created from credit memos last month. This search DOES NOT filter by the transaction date. This search DOES NOT include splits. |
| iTPM Recon - DDN (CM) Split Last Month | This search lists ONLY splits CREATED last month from deductions based on credit memos. This DOES NOT filter by transaction date. |
| iTPM Recon - DDN (CM) Split Mod Last Month | This search lists ONLY splits that were last modified last month, but NOT CREATED last month. This search DOES NOT filter by the transaction date. |
| iTPM Recon - DDN (INV) Mod Last Month | This search lists all deductions that were created from invoices and MODIFIED last month, but NOT CREATED last month. This search DOES NOT filter by the transaction date. This search DOES NOT include splits. |
| iTPM Recon - DDN (INV) New Last Month | This search lists all deductions that were created from invoices last month. This search DOES NOT filter by the transaction date. This search DOES NOT include splits. |
| iTPM Recon - DDN (INV) Split Last Month | This search lists ONLY splits CREATED last month from deductions based on invoices. This DOES NOT filter by transaction date. |
| ** Since these filters are based on NetSuite Accounting Period fields, these saved searches may not return the same results for all roles. | |
| If you company managed deductions using iTPM prior to 2018.2.1a, the following saved searches can be helpful: | |
| iTPM Recon - JE Voiding Settlements | List of journal entries used to void settlements in the old way. |
| iTPM Recon - JE Settlements | List of journal entries applied to settlements that are NOT voided. |

2.2 Other validations

If you configured iTPM to have an open deduction GL-account that is only used by iTPM, then the open deduction account balance should be the same as the adjusted value of the unresolved balance of open deductions.



Note: This reconciliation is designed for data created by iTPM version 2018.2.1a and newer. Reconciling iTPM data created prior to December 2018 requires additional steps not outlined in this user guide:

Use the following worksheet to quickly validate your iTPM transactional data at a high level:

| iTPM Transaction | Calculation | Example amount | Notes: |
|---|-------------|----------------|--|
| 5A. Open DDN Account Ending Balance | | \$12,121 | Get this value from the open deduction GL-account. |
| 5B. Starting Balance of open deductions account (before iTPM) | subtract | \$0 | This is the balance just before you started using iTPM. Assumes only iTPM creates transactions in this account. |
| 5C. Non iTPM Credit memos that hit open deduction account* | subtract | \$0 | If you don't create credit memos that hit this account, you can skip this line. |
| 5D. Expected open deduction balance | = Total | \$12,121 | This is what you expect the open deduction balance to be using the open deduction account register. |
| 5E. Open Deduction balance** | subtract | \$12,121 | Get this from the Open Deductions report, or iTPM -> Deductions -> List, and set your filter to see all deductions in OPEN status. Sum the total open balance. |
| 5F. Amount over or (under) the the open deduction register balance | = Total | \$0 | If this line doesn't equal zero, you'll need to perform additional tasks to identify why the amounts don't match. |

* This saved search in step 5C is unique to every client, and isn't published with iTPM because each client configures their own open deduction GL-account using iTPM preferences.

** If you approve all journal entries, you'll need to exclude deductions that are in pending status.



Note: If your open deductions match your open deduction register, you confirmed all of the following:

- You don't have any duplicate journal entries associated with deductions.
- You don't have duplicate settlements associated with promotions and deductions.
- Split deductions match the amount of the original deduction being split.
- You don't have expense journal entries that didn't credit the open deduction account.
- The ending balance in your open deduction account matches your expected amount.



Note: For this overall reconciliation, we do NOT need to adjust for settlements in processing. Deductions that have settlements in processing status are not included in the deduction aging report, and their financial impact is recorded in the open deduction account register.



Note: You can perform this high-level iTPM data validation at any time. If you perform this validation during business hours, be user to collect the data values at the same time to ensure each data value includes all of the same transactions.

The following are detailed instructions for the iTPM reconciliation worksheet:

Step 5A: Get the ENDING BALANCE of the open deduction account balance

Go to *Setup-> Accounting -> GL-accounts*, and look at the ending balance of your open deduction account.

Don't know your open deduction account? Go to *iTPM-> Settings -> Preferences*, and look for the *Open Deduction Account*.

Step 5B: Get the STARTING BALANCE of the open deduction account balance

Go to *Setup-> Accounting -> Chart-of-Accounts*, click into the account to view the register. Go back to the date of the first iTPM transaction, and get the beginning balance of your open deduction account.

Helpful hint: Keep this value. This will not change over time. You'll only need to get this number once.

Step 5C: Adjust for credit memos you didn't convert to iTPM deduction:

In the global search, type enter "recon" and view the saved search: '*iTPM Recon - CM In Deduction Account*' Note: **You'll need to create this saved search once.** See next page for details.

Step 5D: Calculation: (What open deductions should be) = (step 5a) - (step 5b) - (step 5c)

Step 5E: Get your open deduction balance*

iTPM -> Deductions -> List. The list should default to only showing you open deductions. Export the list to Excel, and total the OPEN column.

Here's another way to get the total of all open deductions. *iTPM -> Deductions -> Open Deductions by Month*, change the dates to cover all of your iTPM history, and get the total open deduction amount. Be sure your report date range includes all the periods that contain open deductions.

Note*: If your organization requires all journal entries to be approved, some of your deductions may be in pending status. Pending status deductions are included in the open deduction report, but the journal entries will not hit the register until approved. Use this alternative approach: *iTPM -> Deductions -> List*, filter to show only open deductions, export to Excel, and get the total open deduction amount.

Step 5F: Calculate and compare the difference: **(Step 5d) - (Step 5e)**
Compare the *actual* open deduction account balance to the *calculated* balance:
If the difference is NOT ZERO, go to [Step 3](#) and analyze data to explain the difference.
If the difference is ZERO, you are done.

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. We are 100% focused on trade promotion and deduction management 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 the terms of service of the Professional Services Agreement between the parties.

iTPM Deduction Management

iTPM is a native SuiteApp built for NetSuite. iTPM is published and installed into your NetSuite account as a managed bundle.

This User Guide is written for iTPM users that are responsible for verifying iTPM data accuracy and performing administrative tasks to fix any iTPM data reconciliations issues.

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

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

Because we publish updates to iTPM at least twice each year, features and screenshots in this User Guide may not match what you see in iTPM. Look for *What's New in iTPM* at www.i-TPM.com/deduction-management for a release notes on new iTPM features and functionality.

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