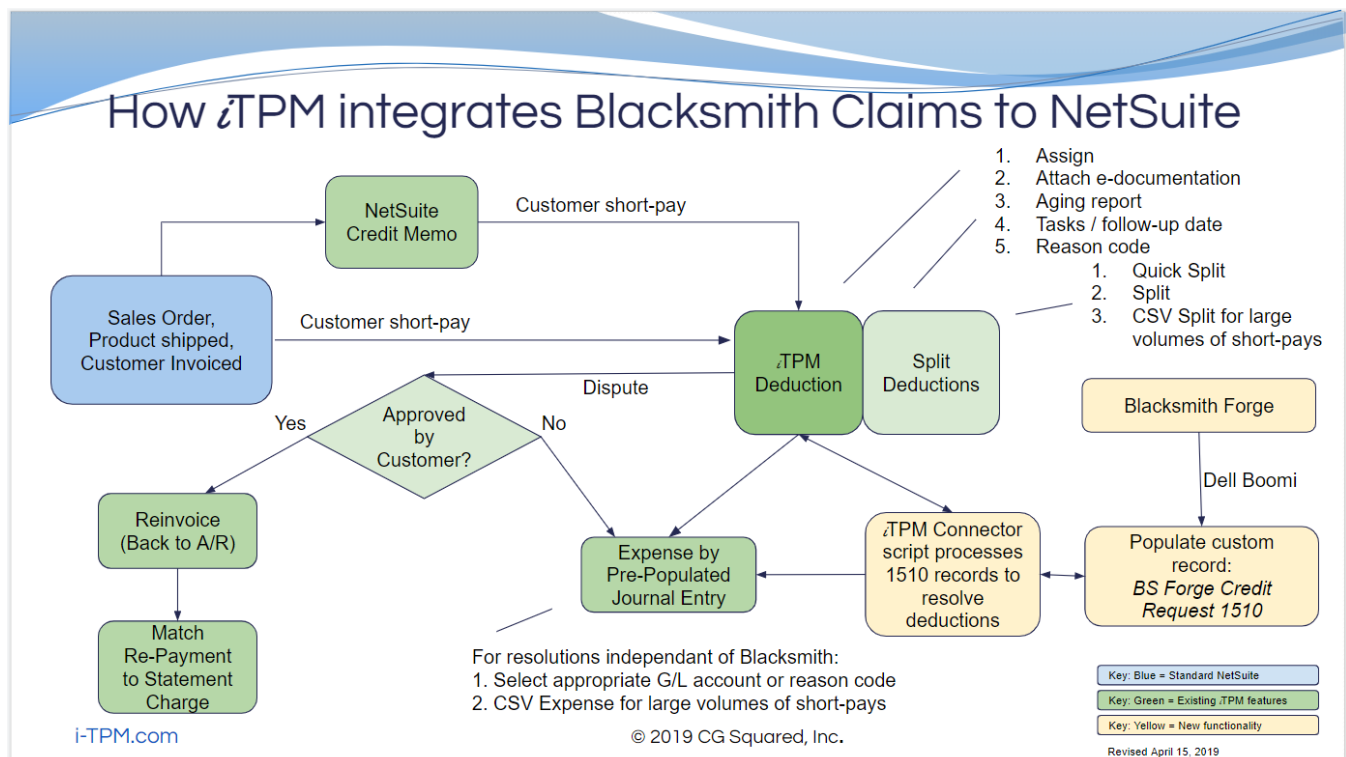


## Quick Reference: Forge Credit Requests (1510)

HELP! Email questions & issues to [support@cgsquared.com](mailto:support@cgsquared.com)

Documents at [www.i-TPM.com/connector](http://www.i-TPM.com/connector)

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



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

**HELP!** Email questions & issues to [support@cgsquared.com](mailto:support@cgsquared.com)

Documents at [www.i-TPM.com/connector](http://www.i-TPM.com/connector)

Step	Description of tasks and workflow
<a href="#">2.1</a>	<b>Import Forge off-invoice allowances</b> into NetSuite (Also called Deal Requests 2000) This includes new (C), revised (R), and deleted (D) Forge program allowances.
<a href="#">2.2</a>	iTPM Connector automatically processes the Forge Deal Requests and creates <b>approved iTPM off-invoice promotions</b> in NetSuite. Online iTPM Promotion Planning User Guide available at <a href="http://www.i-TPM.com/promotion-planning">www.i-TPM.com/promotion-planning</a>
<a href="#">2.3</a>	iTPM <b>applies off-invoice allowances to sales orders or invoices</b> when the “Apply iTPM discounts” checkbox is checked on the sales order.
<a href="#">2.4</a>	<b>Confirm off-invoice allowances are accurate.</b> The “iTPM Discounts” subtab on the sales order shows you which programs are available to be applied to the order. Make corrections or re-apply if needed. <ul style="list-style-type: none"> <li>Missed off-invoice on the sales order and/or invoice</li> <li>Doubled allowances, or incorrect application of off-invoice allowances</li> </ul>
<a href="#">2.5</a>	iTPM Connector automatically ‘updates’ eligible items using Forge product attributes and NetSuite item master every evening.

