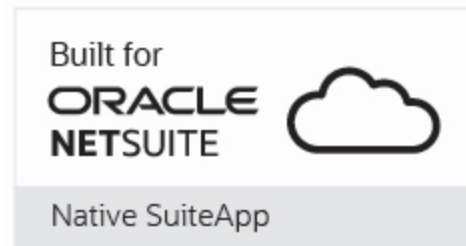


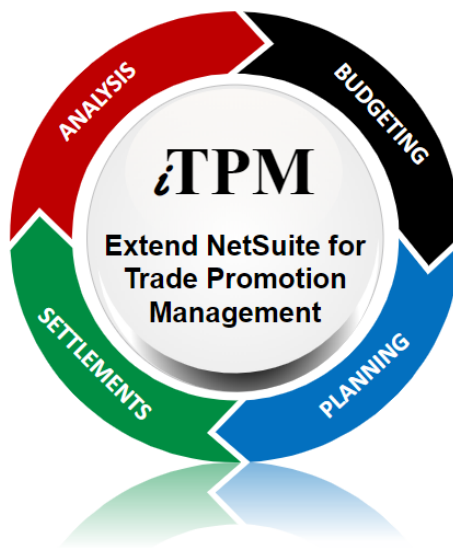
Integrated Trade Promotion Management



User Guide: iTPM Connector: Forge

October 2020

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Also available at the bottom of each page: [Quick Reference Links](#)

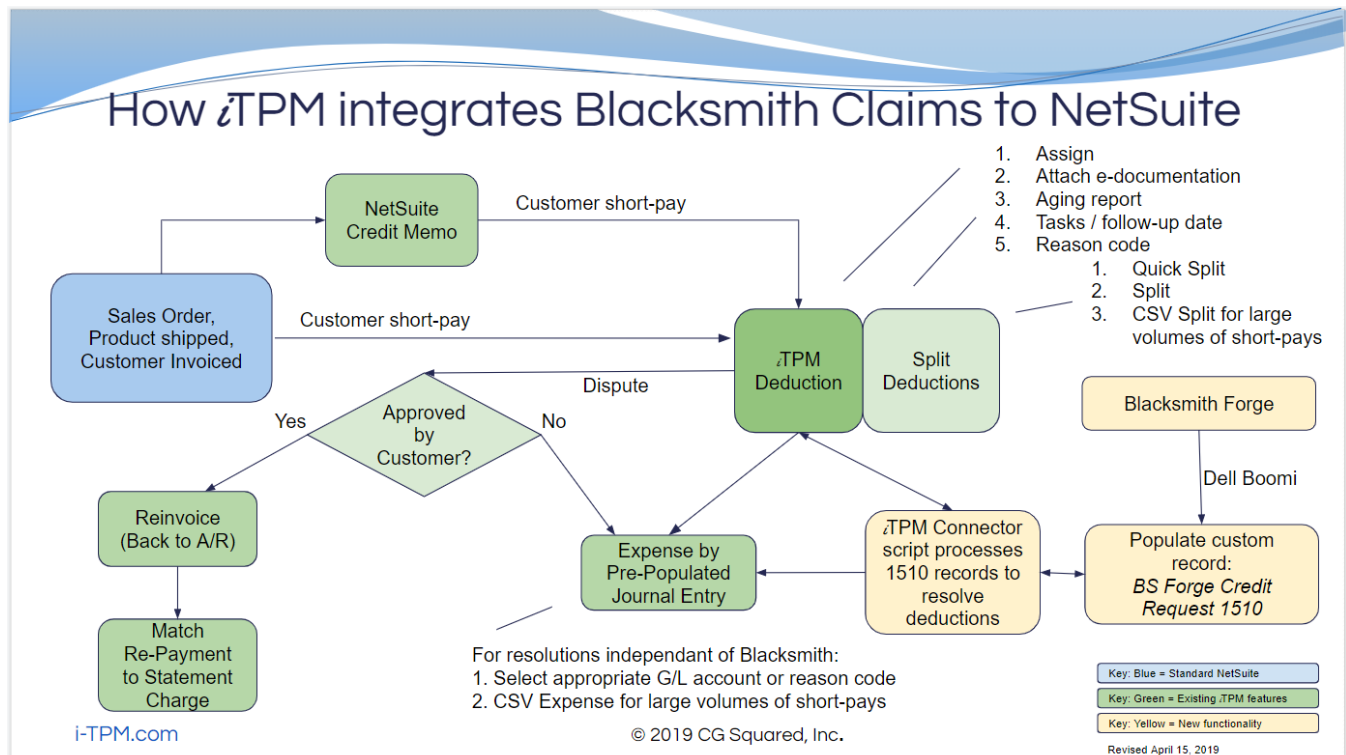
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Quick Reference: Forge Credit Requests (1510)

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 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 " <i>Forge 1510 Credit Requests</i> ": 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 is equal to or greater than 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.

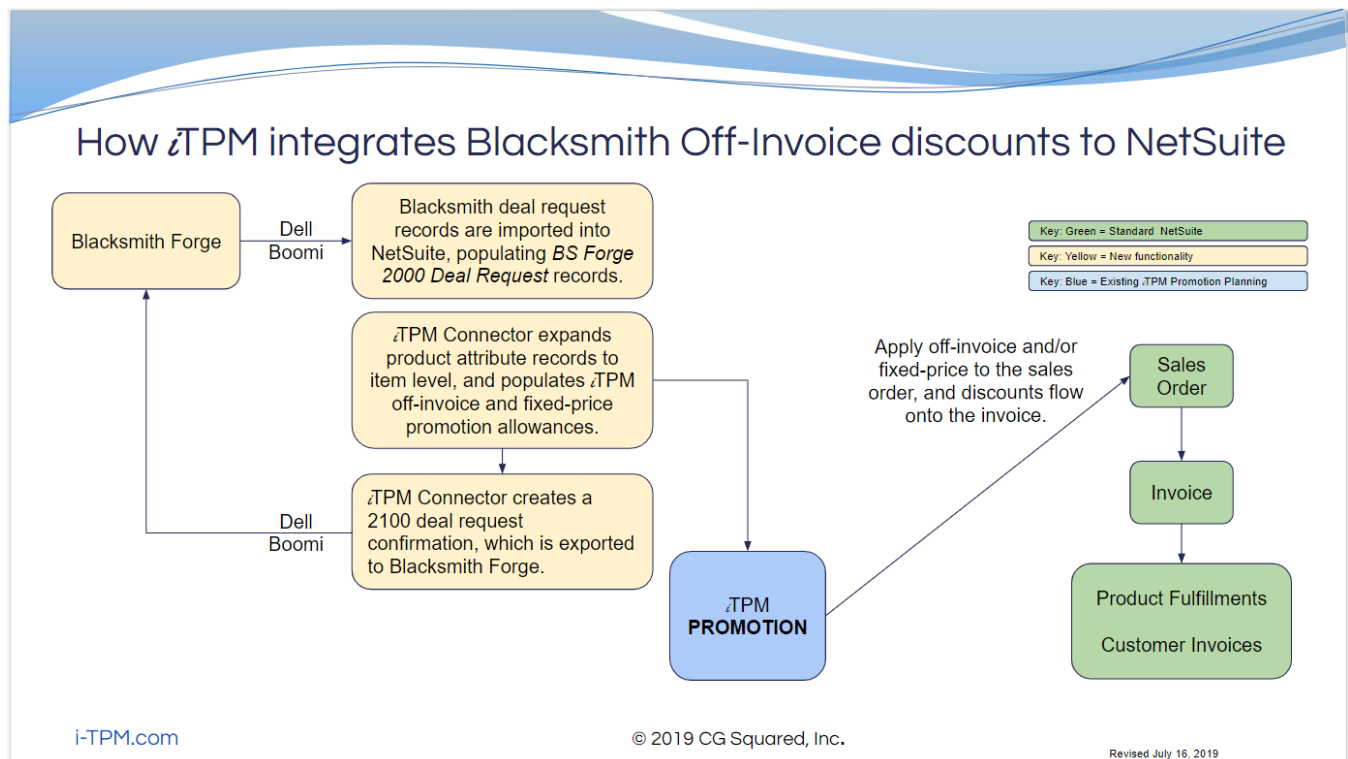


Quick Reference: Forge Off-Invoice Deal Requests (2000)

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 (C), revised (R), and deleted (D) Forge program 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 when the “Apply iTPM discounts” checkbox is checked on the sales order.
2.4	Confirm off-invoice allowances are accurate. 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"> 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.



1.0 Resolve iTPM deductions using Forge Credit Requests:

Here are 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 is 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.
 - Option: 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 can 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 the 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.

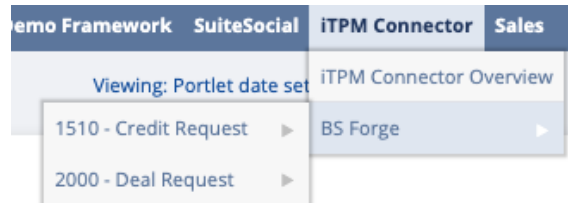
Note: The amount must EXACTLY MATCH the request. When using Excel to create a CSV file, be sure to format the reference code column as text so Excel will include the leading zero on numbers, and not convert large numbers to scientific notation.



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".
- Enter "Forge 1510" in the global search to view valid claims, or go to **iTPM Connector -> BS Forge -> Credit Request - 1510**.



- Every record in the *1510 Credit Request* list is a valid deduction.
- Credit requests that have NOT yet been processed by iTPM Connector have bank "Processing Status" and "Processing Notes".
- If a credit request is matched to an open deduction, the *Processing Status* will be SUCCESS.
- If a credit request can't be matched, a message is shown in *Processing Notes*.
-

BS Forge 1510 Credit Request List										
VIEW: BS Forge 1510 Edit View New BS Forge 1510 Credit Request										
<div> <div> <div>IGNORE?</div> <div>- All -</div> </div> <div> <div>MANUALLY PROCESSED?</div> <div>- All -</div> </div> <div> <div>CUSTOMER</div> <div>- All -</div> </div> <div> <div>REFERENCE NUMBER</div> <div></div> </div> </div> <div> <div>DATE CREATED</div> <div>All</div> <div>FROM</div> <div></div> <div>TO</div> <div></div> <div>STYLE</div> <div>Normal</div> </div>										
<div> <div>SHOW INACTIVES</div> <div>QUICK SORT Recently Created</div> <div>TOTAL: 1</div> </div>										
EDIT VIEW	IGNORE?	MANUALLY PROCESSED?	PROCESSING STATUS	PROCESSING NOTES	REQUEST ID	REFERENCE NUMBER	CUSTOMER	AMOUNT	ACCOUNT NUMBER	CF
Edit View	No	No			ABC123	18799	AB&I Holdings	85.00	188	
Processing Error										



Helpful Hint: Forge 1510 credit requests are NOT financial transactions in NetSuite. Only the journal entries created by iTPMc will appear on your company's financial statements.



Helpful Hint: You can use standard NetSuite functionality to create your own custom view of the 1510 credit requests.

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 request:

- For each new credit request that has not been processed, iTPMc looks 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 or less than the credit request amount? If not, is the amount within the configuration threshold 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 credit request is more than the credit request but equal or less than the threshold, then the difference is populated in the field "*credit request variance*", and a user note is created to document the difference and use of the threshold to automatch.
- If the claim fails validations, iTPM Connector flags the claim and creates 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?](#)

The end result of this automated and manual workflow: The Forge credit request will be marked as "SUCCESS", 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 created through credit requests.



Helpful Hint: Use NetSuite Workbooks to analyze and track your credit requests. Example, credit requests by period and status:

Processing Status				
Created (Mont...)	Success		- No Processing Status -	
	Amount (Sum)	Request ID (Cnt)	Amount (Sum)	Request ID (Cnt)
8			3,412.30	9
9	3,242,318.36	5,654	66,823.22	152
10	3,729,216.75	4,213	31,168.66	66
11	9,312,632.10	17,530	794,176.31	2,632
12	3,026,793.82	4,490	1,381,118.95	2,191
Grand Total	19,310,961.03	31,887	2,276,699.44	5,050

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 by creating a statement charge.
- 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

Save Cancel Reset Change ID Actions

CUSTOM FORM *
Standard BS Forge 1...redit Request 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?

☒ MANUALLY PROCESSED?

REQUEST ID *
321

REFERENCE NUMBER *
321

AMOUNT *
3.00

CUSTOMER *
1311 REINHART BOSTON : AFFILIATED FO

ACCOUNT NUMBER
638

PROCESSING STATUS

PROCESSING NOTES

CREDIT NUMBER
Journal #JE-17

CREDIT DATE
05/15/2019

DEDUCTION NUMBER
- iTPM Deduction #3

Notes Workflow

User Notes System Notes

VIEW
Default

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.
- Credit requests **that failed validations** and need to be reviewed manually.
 - 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.

Use NetSuite Analytical workbooks to see how many records have successfully processed, error records, and those that are queued up for processing:

Example workbook by status:

BS Forge 1510 Credit Request Analysis ⓘ

Dataset Pivot 2 Chart 1 Pivot 4 Pivot 3

Fields	Layout	Measures
Amount #	Rows	Amount (Sum)
Created	Processing Status	Request ID (Cnt)
Customer		
Ignore?		
Name T	Columns	
Processing Status T	Drop fields	
Reference Number T		
Request ID T		
	Measures	
	Amount (Sum)	
	Request ID (Count)	

Processing Status	Amount (Sum)	Request ID (Cnt)
- No Processing Status...	1,918,537.00	3,947
Success	14,011,633.15	23,546
Error	460.72	9
Grand Total	15,930,630.87	27,502

Example workbook by month and status:

BS Forge 1510 Credit Request Analysis ⓘ

Dataset Pivot 2 Chart 1 Pivot 4 Pivot 3

Fields	Layout	Measures
Created (Mont...)	Processing Status	Amount (Sum)
	Success	Request ID (Cnt)
	- No Processing Status -	Amount (Sum)
	Error	Request ID (Cnt)
8		
9		
10		
11		
Grand Total		

Created (Mont...)	Success Amount (Sum)	Success Request ID (Cnt)	- No Processing Status - Amount (Sum)	- No Processing Status - Request ID (Cnt)	Error Amount (Sum)	Error Request ID (Cnt)
8			3,412.30	9		
9	3,242,318.36	5,654	66,823.22	152		
10	3,729,216.75	4,213	31,168.66	66	356.81	6
11	7,040,098.04	13,679	1,817,132.82	3,720	103.91	3
Grand Total	14,011,633.15	23,546	1,918,537.00	3,947	460.72	9

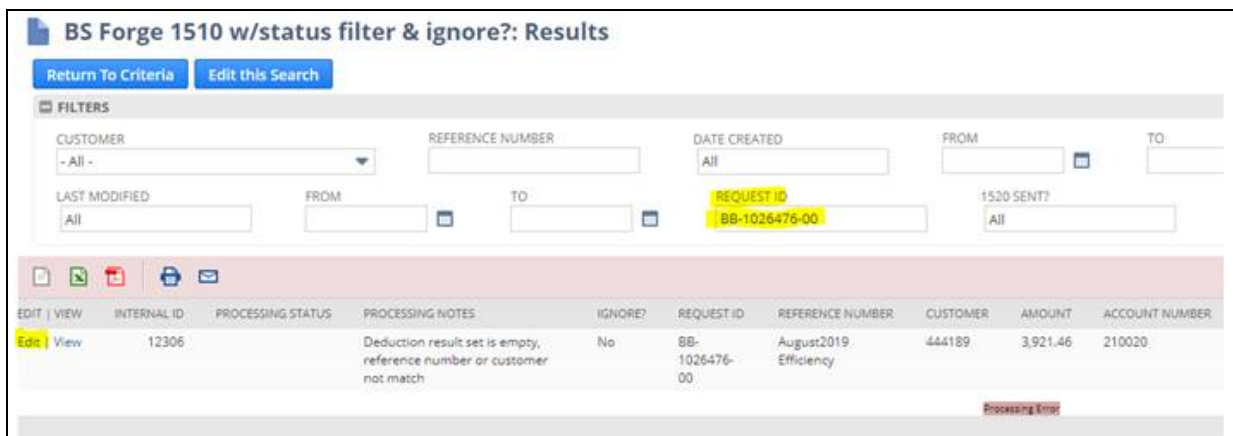
1.6 Manual overrides

It is easy to set the flag and have iTPMc ignore records that should not be processed by iTPMc:

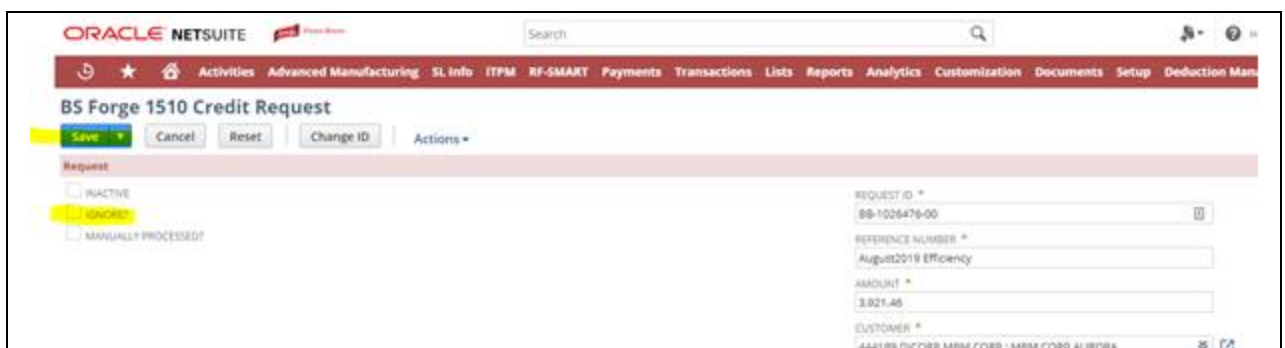
1. **VIEW** the Forge 1510 credit requests. You can type “1510 forge” in the NetSuite global search, and then select the list-view that has filters set up for you: “*BS Forge 1510 w/ status filter & ignore?*”



2. Enter the request ID into the filter to see the credit request, and click **EDIT**



3. Check “**IGNORE**” and click **SAVE**.



2.0 Apply Forge off-invoice allowances in NetSuite:

Here are four software 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** **RMA**

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.

RMAs: Apply iTPM discounts to RMAs. (Return Merchandise Authorizations)

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

[Save](#)
[Cancel](#)
[Reset](#)
[Change ID](#)

[List](#)
[Search](#)
[Customize](#)
[More](#)

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



Helpful Hint: You can use standard NetSuite functionality to create your own custom view of the 2000 deal requests.

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	PRICE LEVEL List Price	STACKABLE WITH	
	PROMOTION # 45	DESCRIPTION Show how iTPM can apply OI to sales orders to save date entry time.		
	OTHER REFERENCE CODE Only 7 CAR brand items			

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



Note: FIXED PRICE PROGRAMS CAN NOT BE STACKED. iTPM assumes there will be only one valid fixed price allowance for a customer, item, and date. If there are overlapping fixed price allowances, iTPM will skip and not apply any allowance.

2.3 Step 3: Apply OI allowances to sales orders or invoices, RMAs

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 or the requested delivery date must be within the promotion start and end ship dates. See the Deduction Management user guides for details.
 - **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.
 - iTPM uses 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.
 - If iTPM discounts were previously applied to the sales order, the first banner will be "*Removing iTPM Discounts....*". After 15 minutes, a second banner will be "*Applying iTPM Discounts....*"



Note: iTPM will only apply discounts to sales orders in *open* or *pending fulfillment* status. iTPM will **NOT** apply OI to sales orders that are cancelled, closed, or billed, to invoices that are paid in full or rejected, and RMAs that are cancelled or closed.

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, or a sales order where NO iTPM discounts were applied.)

- 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, and/or change the item's price for fixed-price allowances.

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)	Ol 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?](#)

Use NetSuite Analytical Workbooks to help you quickly see which records have been processed, records that have errors:

Example workbook view by action indicator:

BS Forge 2000 Deal Request																									
<div> ↶ ↷ ↺ ↻ 📄 🔍 🔗 </div> <div> Dataset Pivot 1 Pivot 2 Pivot 3 + </div>																									
Fields << <div> Action Indicator T Created 📅 Customer 👤 Deal Number T Ignore? 🚫 Manually Processed? 🔄 Name T Processing Status T </div>	Layout << <div> Rows <div>Action Indicator</div> Columns <div>Processing Status</div> Measures <div>Deal Number (Count)</div> </div>	<div> <div>Σ</div> <div>🔍</div> <div>🔗</div> <div>🔗</div> <div>🔗</div> <div>🔗</div> </div> <div> <div>2 filters applied</div> <div>Remove all</div> <div>Value Filter(s): Ignore? any of false, <NO VALUE> AND Manually Processed? is false</div> </div> <table> <tr> <th rowspan="2">Action Indicator</th><th colspan="2">Processing Status</th><th rowspan="2">Grand Total Deal N...</th></tr> <tr> <th>SUCCESS</th><th>ERROR</th></tr> <tr> <td>C</td><td>18,423</td><td>425</td><td>18,848</td></tr> <tr> <td>D</td><td>9,538</td><td></td><td>9,538</td></tr> <tr> <td>R</td><td>1,384</td><td></td><td>1,384</td></tr> <tr> <td>Grand Total</td><td>29,345</td><td>425</td><td>29,770</td></tr> </table>		Action Indicator	Processing Status		Grand Total Deal N...	SUCCESS	ERROR	C	18,423	425	18,848	D	9,538		9,538	R	1,384		1,384	Grand Total	29,345	425	29,770
Action Indicator	Processing Status		Grand Total Deal N...																						
	SUCCESS	ERROR																							
C	18,423	425	18,848																						
D	9,538		9,538																						
R	1,384		1,384																						
Grand Total	29,345	425	29,770																						

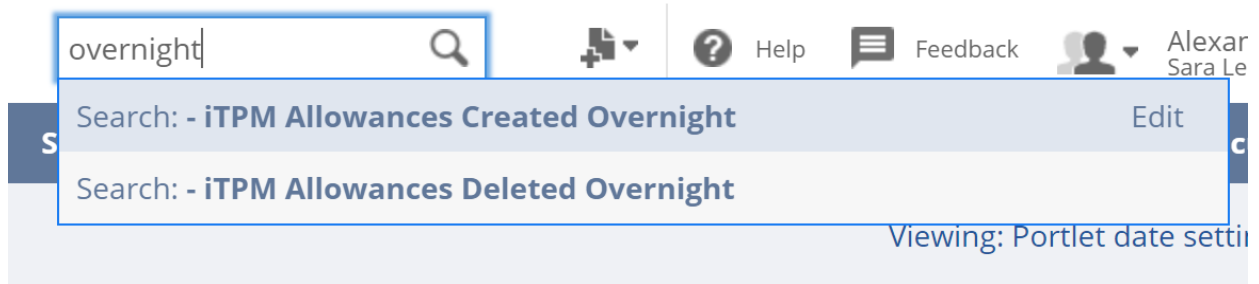
2.5 Step 5: iTPM updates active promotions with new items

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 to prevent the allowance from being applied to any future sales orders or invoices.
- There are two saved searches that will show you what items have product attributes that changed since the original deal request was imported into Netsuite and processed by iTPMc.
 - 1. Type “overnight” into the NetSuite Global search
 - 2. Select the saved search; “created” to see new allowances added to promotions, and “deleted” to see allowances removed from iTPM promotions.



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
Any issue	The Processing status will say ERROR, and the processing message will tell you more information about the error.	Edit the Forge 2000 record and save it. The record will be automatically reprocessed. Note: iTPMc does not do validations on fields you manually enter. For example, "CS " is not valid because it has a space after the "S".
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. Discounts are missing or incorrect.	3. Quantity, dates, and/or items were changed after iTPM discounts were applied to the sales order.	3. Re-price the sales order. Edit the sales order and click "Apply iTPM discounts." See 2.7 How to re-price a sales order for details.
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. 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. 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.

Options available to fix deal request issues:

All of the following remediations can be used by NetSuite and iTPM Administrators to find and fix issues with Forge programs inside NetSuite.

1. Use the IGNORE flag on the deal request record. This tells iTPMc to skip these records. Use this feature when you researched the issue and no processing is required for the deal request record. Example, duplicate deal request records were imported. Note: If you use *ignore*, don't also check the checkbox '*manual*'. Doing so will prevent the 2100 confirmation from moving to "SUCCESS"
2. Use the MANUAL flag on the deal request record. This tells iTPMc to skip these records. Use this feature to document in NetSuite that you found the issue and manually fixed it. Note: If you use *manual*, don't also check the checkbox '*ignore*'. Doing so will prevent the 2100 confirmation from moving to "SUCCESS"
3. EDIT and correct allowance records in the iTPM promotion. Use this approach when the deal request processing note identifies an issue, and you decide to correct the error manually.
4. EDIT the allowances records in the promotion and set them to INACTIVE. Example: The "D" delete request didn't fully delete all the allowance records for some reason. Manually deleting the record is fast and prevents the allowances from being applied to sales orders.
5. EDIT the promotion and set to INACTIVE. iTPMc will not delete a promotion if the promotion still has allowances. Example: You manually deleted some allowances and you confirmed that the entire program was deleted. (Matching C and D deal request records for the same program number) In this situation, you can set the promotion to inactive. Having a promotion with no allowances does not create any 'bad' data, but the promotion will appear on the list of promotions under the iTPM Discounts subtab for a sales order. Marking the promotion as inactive will remove the promotion from the list and can save time researching off-invoice issues on sales orders.
6. Use NetSuite's CSV IMPORT to fix data. Leverage the power of NetSuite to fix data if / when needed.



Helpful Hint: Email support@cgsquared.com for help finding and correcting issues with deal request records.

2.7 How to re-price a sales order:

Here are the steps to re-price a sales order

1. **EDIT** the sales order you want to re-price.
2. Go to the **iTPM subtab**
3. **Check “Apply iTPM discounts”**. (Click OK on the pop-up message.)
4. **SAVE** the sales order.
5. You'll see a banner above the sales order
 1. In the first 15 minute cycle, the old iTPM discounts will be removed. The banner will say, “Please wait while iTPM removes discounts”
 2. In the second 15 minute cycle, iTPM discounts will be reapplied. The banner will say, “Please wait while iTPM applies discounts”
 3. Do other work in NetSuite. You don't need to keep the web page open for processing to continue.
 4. Use your iTPM dashboard reminder to see what sales orders are being processed.
6. **VIEW** the sales order to confirm it is re-priced
 1. When the iTPM banner is gone, the order has been re-priced by iTPM .
 2. Off-invoice and rate-per-unit allowances will appear as rows under the item. These are called NetSuite discount items.
 3. Fixed-price will show up on the item as the new price. To see the log of iTPM this change, scroll all the way to the right, and click on the history link. If iTPM changed the price, this log will show you the old price, and the fixed price applied by iTPM .
7. Optional: What discounts are available for this sales order?
 1. Go to the **iTPM_Discounts** subtab on the order
 2. Click on the information you want:
 - **Report** link shows you promotions that intersect the customer & date
 - **Off-invoice** link shows you the % discount and rate-per-unit allowances for all items in these promotions
 - **Fixed price** link shows you all the fixed-prices by item in these promotions



Note: iTPM can only reprice sales orders that are *open* or *pending fulfillment* status. iTPM will skip all other statuses because native NetSuite prevents changes to the order.



Helpful Hint: Reprice a sales order if:

- Items have been added to the sales order.
- Items have been removed from the sales order, and the user or process may not have also removed the associated NetSuite discount item.
- The item quantity was changed
- The item price was changed
- EDI made changes that impact the price, quantity and/or items on the sales order.
- EDI change the “PO Type”, as NetSuite will remove all discount items.

3.0 Technical 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>	<i>This field is used to determine if iTPM Connector will create, delete, or revise the iTPM promotion header or iTPM allowance records</i>	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 <u>every</u> 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	<p>1 = Item 2 = Category 3 = Sub Category 4 = Brand 5 = Sub Brand</p>	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.	<p>Use this field to populate the UoM in the allowance record.</p> <p>If rate is %, populate the iTPM % discount iTPM value.</p> <p>If rate is per UoM, populate that field in the allowance record.</p>	%, 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	<p>7 Character Forge Program Number (do not send PRG- nor the suffix)_ShipTo Number</p> <p>NOTE: If a program has multiple ship tos then it will send multiple Locator Deal IDs through - one per Program/ShipTo combination</p>
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 (One-time Admin Tasks)

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

DATE CREATED: 06/18/2019 1:44 pm
 LAST MODIFIED BY: 06/20/2019 5:36 pm iTPM Support
☐ INACTIVE
 DEAL NUMBER MAPPING *: name
 DEAL TYPE MAPPING *: custrecord_itpm_pt_otherrefnum
 ITEM NUMBER MAPPING *: itemid
 ATTRIBUTE 1 MAPPING: class
 ATTRIBUTE 2 MAPPING: csegcseg_slfb_brand
 ATTRIBUTE 3 MAPPING: custitem_atlas_product_group
 ATTRIBUTE 4 MAPPING:
 MOP BILL BACK:
 MOP OFF INVOICE: R100
 MOP NET BILL:
 MOP FIXED PRICE:

Data Field	Description (Note: * indicates a required field to save the record)
Inactive	NetSuite flag to delete the record
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. This field value will be used to find the <i>Promotion Type</i> with the same <i>Other Reference Code</i> value. For more information see <i>Promotion Types</i> in the iTPM Admin User Guide.
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 Fixed Price	This field tells iTPM Connector what attributes from Forge represent the discount

BSF2000 Setup record configuration

- The BS Forge 2000 Setup record stores the mapping for BS Forge 2000 Deal Request processing. This is used to “map” or relate the fields and values on BS Forge 2000 Deal Request records with iTPM Promotions, Promotion Types, Items and other relevant records.
- The values in this setup record should be set by iTPM Admins or by CG Squared upon installation of the bundle in the customer’s account.
- The Attribute Mapping field should contain the internal id of the corresponding field on the item record that relates to this attribute. The Attribute Source field should contain the internal id (script id) of the record that is the source for this field on the item record, IFF the item field is a dropdown-select field. If the source is a custom list, do not enter a value in the attribute source field. The Attribute Source fields will be used by iTPM Connector to get the hierarchical values of attributes. *Only true hierarchy is supported by iTPM Connector.*
- More than one Attribute field can be mapped to the same item field. If more than one attributes are mapped to the same item field (and source), then this most likely indicates that the source has hierarchical values.
- When iTPM Connector processes BS Forge 2000 data records, it will first read from the BSF2000 Setup record. If required mapping fields are blank, then processing will throw an error and end.
- Note: Deal Number mapping can NEVER be set to “internalid” or “id” or “recordid”. This is because the Deal Number field value is written to the iTPM Promotion, and the internalid and Promotion ID fields are system populated. Users cannot overwrite these values. If Deal Number mapping is set to one of these values, iTPM Connector will throw an error.

Future functionality for Deal Requests

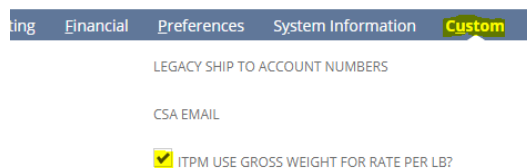
- Currently there are no validations on iTPMc setup records. Ideally there should only be ONE setup record per data record type that needs to be processed. For future functionality, iTPMc can either prevent multiple setup records, or we can allow multiple records but only use the record with the latest last modified date for processing.

UOM Setup records

- Create one UOM setup record per UOM that needs to be processed
- Name should be set to whatever text value iTPM Connector will find on BSF2000 requests. The linked internal ID should be the internal ID of the Unit of Measure in that NetSuite account.

Use Net Weight or Gross Weight?

- A checkbox on the customer record determines which weight to use.
- The default is to use Net Weight. Gross Weight is only used if the customer has this checkbox checked: It’s under the *custom* subtab on the customer form:



When POUND is not a valid unit-of-measure across all NetSuite items, iTPMc uses script parameters instead of hard coded values of both NET WEIGHT (custom item field id) and CASE (UOM internalid). Your iTPM Administrator should be aware of this configuration to setup both script parameter values on " - iTPMc - MR Promotion Creation" MR script deployment record, both during implementation and after EVERY update to iTPMc.

1. Other UOM Field Id (Unique to your NetSuite account)
2. Case UOM Internal Id (Unique to your NetSuite account)

See the below screen to update the script parameters on the respective MR script deployment record

Script Deployment

Save Cancel Reset Change ID Actions

SCRIPT
- iTPMc - MR Promotion Creation

TITLE
- iTPMc - MR Promotion Creation

ID
customdeploy_itpm_mr_promo_create

☒ DEPLOYED

STATUS
Scheduled

SEE INSTANCES
Status Page

LOG LEVEL
Error

EXECUTE AS ROLE
Administrator

PRIORITY
High

CONCURRENCY LIMIT
1

☐ SUBMIT ALL STAGES AT ONCE

YIELD AFTER MINUTES
15

BUFFER SIZE
4

Schedule Parameters Execution Log System Notes

OTHER UOM FIELD ID
custitemcustfield_slb_net_weight

CASE UOM INTERNAL ID
6

When processing the rate per pound allowances, rounding to two decimal places may cause rounding issues when applying allowances to sales orders. There is a check box in the NBOI script to use four digits of precision when calculating allowances. If iTPMc has not populated the field with four digit precision, iTPM uses the standard two decimal place precision standard in NetSuite transactions.

Script Deployment

Edit Back Actions

SCRIPT
- iTPM - MR NBOI Processing

TITLE
- iTPM - MR NBOI Processing

ID
customdeploy_itpm_mr_nboi_processing

☒ DEPLOYED

Schedule Parameters Execution Log System Notes

☒ RATE IN 4 DECIMALS

Configure Credit Request 1510:

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

Data Field	Description (Note: * indicates a required field to save the record)
Inactive	NetSuite flag to delete the record
Reference Number Mapping*	This field tells iTPM Connector how to map the Forge value to NetSuite values.
Account Number Mapping*	This field tells iTPM Connector if the value supplied by Forge is the internal or external NetSuite ID.
Credit Request Threshold Value	This tells iTPM Connector how much the credit request can be above the open deduction amount and still automatch and resolve.

Configure UOM:

- Go to **iTPM Connector -> Setup -> UOM**
- Fill in the required information

Data Field	Description (Note: * indicates a required field to save the record)
Name*	This is the name of this unit of measure
Inactive	NetSuite flag to delete the record
Unit Internal ID*	This is the internal NetSuite ID for this unit-of-measure

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 only for iTPM Admin
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 only for iTPM Admin
Custom Record	BS Forge 2100 Deal Request	This is the confirmation record that is sent back to Forge to acknowledge that all the 2000 deal request records have been successfully processed by iTPMc.	EDIT

Permissions

Restrictions

Forms

Searches

Users

Preferences

Dashboard

Translation

History

Transactions

Reports

Lists

Setup

Custom Record

RECORD	LEVEL	RESTRICT
BS Forge 1510 Credit Request	Edit	
BS Forge 1510 Credit Request Setup	View	
BS Forge 2000 Deal Request	Edit	
BS Forge 2000 Deal Request Setup	View	
BS Forge 2100 Deal Request	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
Custom Record	BS Forge 2100 Deal Request	View access to see the confirmation records to Forge.	VIEW

3.6 iTPM Processing Notes

Forge 2000 Processing Notes	What it means	How to fix it
Invalid method of payment	A new method of payment has been imported from Forge. A manually created record has an incorrect MOP.	Contact Blacksmith to confirm this is valid. If manually created, edit the record and correct the MOP.
Item does not exist or may be inactive.	An item sent by Blacksmith is marked as inactive in NetSuite.	If the item is actually inactive, no action is required. These items will not be on sales orders, and iTPM will not process these records.
Deal Number and Customer exists.	The "C" in the record says create a new promotion, but iTPMc finds a promotion already exists.	Use iTPM to view the promotion and allowances to determine the mis-match.
End Date MUST be GREATER THAN OR EQUAL TO Start Date.	The Forge data has invalid program dates.	Contact Blacksmith.
Missing base price.	While the item may have other price levels populated, there is no base price for this item.	Populate the base price of the item. iTPM can't process the allowance for the item without base price.
Deal number and customer exist.	The record is C for create, but the promotion exists already.	If the record is valid, change it to an R to re-process, or make a copy with "R" for ALL records for the program.
Promotion created without allowances	The promotion 'header' was created (customer & dates), but there were problems creating allowances for items.	Look at the error message. You may need to fix something and force iTPMc to reprocess the Forge data record by editing and re-saving the record.
Given value has multiple item types	The same item number is both an inventory item and an assembly item	Review the item master and fix this duplicate item.

3.7 iTPMc Map / Reduce Scripts

Scheduled

These scheduled Map / Reduce scripts automatically run:

iTPMc form, button or process	iTPM Map/Reduce Script
Process Forge 1510 credit requests, find deductions that match, resolve the deduction and mark the credit request as successfully processed.	- iTPMc - MR Deduction Expense
Process Forge 2000 deal requests. Create, revise, or delete the allowances in the corresponding iTPM promotion.	- iTPMc - MR Promotion Creation
Weekend (or overnight process) to add or remove items from promotions based on the current product attribute item group definitions in NetSuite on the product item records.	iTPMc - MR 2000 Recurring Process Related saved searches: <ul style="list-style-type: none"> • <i>BS Forge 2000 - Requires Recurring Processing</i> shows deal requests considered by the recurring script. • <i>- iTPM Allowances Created Overnight</i> • <i>- iTPM Allowances Deleted Overnight</i>
Read the status of the Forge 2000 deal records, and update the 2100 deal request confirmation record totals and group processing status accordingly.	- iTPMc - MR Update 2100 Record
Clear the processing notes of the Forge 1510 credit requests so they can be re-processed by the - iTPMc - MR Deduction Expense script.	- iTPMc MR Emptying 1510 ProcessingNotes

Unscheduled

These unscheduled Map / Reduce scripts do NOT automatically run:

iTPMc form, button or process	iTPM Map/Reduce Script
Clear the processing status of 1510 credit requests that were marked as ERROR so they can be re-processed by the - iTPMc - MR Deduction Expense script.	iTPMc MR Emptying 1510 Notes AndStatus

3.8 How to manually run iTPMc scripts

This section documents standard NetSuite features for manually running unscheduled and [scheduled](#) MR scripts, and shows you how to [check a script status](#) and history:



Note: Be careful! While your role may have the NetSuite permissions that enable you to edit and run scripts, be careful! **If the wrong script is run, it is possible to accidentally create thousands of 'bad' data records.** If you have any doubts or questions, email support@cgsquared.com

UNSCHEDULED scripts:

Step 1: VIEW the unscheduled script: *Customization -> Scripting -> Script Deployments*

Be sure to set the TYPE = *Map/Reduce*, and STATUS = *Not Scheduled*

The screenshot shows the 'Script Deployments' interface. At the top is a 'New Deployment' button. Below it is a 'FILTERS' section with several dropdown menus: 'TYPE' set to 'Map/Reduce', 'STATUS' set to 'Not Scheduled', 'RECORD TYPE' set to '- All -', 'API VERSION' set to '- All -', and 'SCRIPT' set to '- All -'. At the bottom of the filter section is a checkbox labeled 'SHOW UNDEPLOYED' which is currently unchecked.

Click **VIEW** next to the unscheduled script you want to manually run.

Example: '- iTPMc MR Emptying 1510 Notes AndStatus'.

Manually run this script when you want to reprocess all the 1510 credit requests that have a status of ERROR. This script will clear both the status *and* the processing notes, so the next time the '- iTPMc - MR Deduction Expense' script runs, these credit requests will be reprocessed. If the error still exists, the credit request will be re-marked as ERROR. If iTPMc finds a matching deduction, the credit request will be marked as SUCCESS. If there is no match, the processing notes will describe why it wasn't matched.

The screenshot shows the 'Script Deployments' interface with a list of scripts below the filters. The target script is highlighted in yellow.

INTERNAL ID	EDIT VIEW	ID	SCRIPT	API VERSION	SCHEDULE
7664	Edit View	customdeploy_itpmc_mr_1510_empty_note_st	- iTPMc MR Emptying 1510 Notes AndStatus	2.0	one time event o



Note: Many scripts have similar names. Be sure the script you are viewing is the correct script you want to manually run. If you have any doubts or questions, email support@cgsquared.com



Helpful Hint: iTPM and iTPMc scripts have a leading dash, which will put them near the top of your list of scripts when you sort the list on the column called "SCRIPT".

Step 2: EDIT the UNScheduled script.

ORACLE NETSUITE | SANDBOX

Activities iTPM Advance

Script Deployment

[Edit](#) [Back](#) | [Actions](#) ▼

SCRIPT
- iTPMc MR Emptying 1510 Notes AndStatus

TITLE
- iTPMc MR Emptying 1510 Notes AndStatus

ID
customdeploy_itpmc_mr_1510_empty_note_st

☒ DEPLOYED

Step 3: Hover over the SAVE button and select **SAVE AND EXECUTE**

ORACLE NETSUITE | SANDBOX

Activities iTPM Advance

Script Deployment

[Save](#) ▼ [Cancel](#) [Reset](#) [Change ID](#)

Save & New

Save & Copy 1510 Notes AndStatus

Save and Execute

- iTPMc MR Emptying 1510 Notes AndStatus

Step 4: Your script is now running. When the status is “COMPLETE”, your script is done.

The browser page does not automatically refresh. Use the REFRESH button to see the current status. You can leave this web page and the script will continue to run.



Note: If you change a scheduled script to UNSCHEDULED to manually run it, don't forget to change the script back SCHEDULED.

If you have a script that runs for hours, you can always [check the status](#) while it is running, or check on the history of when it previously ran.

Map/Reduce Script Status

[Refresh](#)

FILTERS

DATE: today FROM: 04/26/2020 TO: 04/26/2020 SCRIPT: - iTPMc MR Emptying 1510 Notes AndStatus DEPLOYMENT ID: CUSTOMDEPLOY_ITPM...510_EMPTY_NOTE_5

☐ SHOW INACTIVES

SCRIPT	DEPLOYMENT ID	DATE CREATED	START DATE	END DATE	STATUS	STAGE	PRIORITY	CONCURREN
- iTPMc MR Emptying 1510 Notes AndStatus	customdeploy_itpmc_mr_1510_empty_note_st	04/26/2020 11:15:59 am	04/26/2020 11:16:00 am		Processing	Map	Standard	1

SCHEDULED scripts:

To manually run a scheduled script, these are the steps required by all NetSuite scheduled scripts:

- Change the script to NOT SCHEDULED, ...
- SAVE & EXECUTE the script, then ...
- Change the script back to SCHEDULED.

Step 1: VIEW the scheduled script: **Customization -> Scripting -> Script Deployments**

Be sure to set the TYPE = **Map/Reduce**, and STATUS = **SCHEDULED**

Script Deployments

[New Deployment](#)

FILTERS

TYPE: Map/Reduce STATUS: Scheduled RECORD TYPE: - All -

☐ SHOW UNDEPLOYED

Click **VIEW** next to the scheduled script you want to manually run.

Example: ‘- iTPMc MR Emptying 1510 Processing Notes’. Manually run this script when you want to reprocess all the 1510 records that weren't auto-matched yesterday, and don't have a status of “ERROR”.

Script Deployments

[New Deployment](#)

FILTERS

TYPE: STATUS: RECORD TYPE:

☐ SHOW UNDEPLOYED

INTERNAL ID	EDIT VIEW	ID	SCRIPT ▲	API VERSION
6377	Edit View	customdeploy_itpm_mr_apply_detached_inv	- iTPM - MR Apply Detached Invoice	2.0
4848	Edit View	customdeploy_itpm_mr_ddn_bulkexpense	- iTPM - MR Deduction Bulk Expense	2.0
4854	Edit View	customdeploy_itpm_mr_ddn_splitprocess	- iTPM - MR Deduction Split Process	2.0
5680	Edit View	customdeploy_itpm_mr_delete_processplan	- iTPM - MR Inactive Related Records	2.0
5681	Edit View	customdeploy_itpm_mr_inactive_relatedrec	- iTPM - MR Inactive Related Records	2.0
7644	Edit View	customdeploy_itpm_mr_nboi_processing	- iTPM - MR NBOI Processing	2.0
4862	Edit View	customdeploy_itpm_mr_kpi_deletequeuevec	- iTPM MR Delete KPI Queue Records	2.0
7669	Edit View	customdeploy_itpmc_mr_2000_recurring	- iTPMc - MR 2000 Recurring Process	2.0
7666	Edit View	customdeploy_itpmc_mr_ddn_expense	- iTPMc - MR Deduction Expense	2.0
7667	Edit View	customdeploy_itpmc_mr_promo_create	- iTPMc - MR Promotion Creation	2.0
7665	Edit View	customdeploy_itpmc_mr_update_2100_record	- iTPMc - MR Update 2100 Record	2.0
7663	Edit View	customdeploy_itpmc_mr_1510_empty_p_notes	- iTPMc MR Emptying 1510 ProcessingNotes	2.0



Note: Many scripts have similar names. Be sure the script you are viewing is the correct script you want to manually run. If you have any doubts or questions, email support@cgsquared.com

Step 2: EDIT the script, and change the STATUS to **NOT SCHEDULED**.

Script Deployment

[Save](#) [Cancel](#) [Reset](#) [Change ID](#) [Actions ▼](#)

SCRIPT
- iTPMc MR Emptying 1510 ProcessingNotes

TITLE ★

ID
customdeploy_itpmc_mr_1510_empty_p_notes

☒ DEPLOYED

STATUS ★

Testing
Not Scheduled
Scheduled

Administrator

PRIORITY ★

CONCURRENCY/LIMIT

Step 3: Hover over the SAVE button, and select **SAVE AND EXECUTE**.

The screenshot shows the 'Script Deployment' interface. At the top, there are buttons: 'Save' (with a dropdown arrow), 'Cancel', 'Reset', 'Change ID', and 'Actions' (with a dropdown arrow). The 'Save' dropdown menu is open, showing three options: 'Save & New', 'Save & Copy', and 'Save and Execute' (which is highlighted in green). Below the buttons, there is a text input field containing '1510 ProcessingNotes'. Below that, there is a checkbox labeled 'DEPLOYED' which is checked. To the right of the input field, there is a 'STATUS' dropdown menu set to 'Not Scheduled'. Below the status menu, there are links for 'SEE INSTANCES' and 'Status Page'. Below that, there is a 'LOG LEVEL' dropdown menu set to 'Debug'. At the bottom right, there is a section for 'EXECUTE AS ROLE' set to 'Administrator'.

Step 4: Your script is now running. When the status is “COMPLETE”, your script is done.

The browser page does not automatically refresh. Use the REFRESH button to see the current status. You can leave this web page and the script will continue to run.

If you have a script that takes hours to run, you can [check the status and history of any script at any time.](#)

Step 5: The last step is to **change the script back to SCHEDULED**.

- View your script. You'll need to change your filter to UNSCHEDULED to find it.
- EDIT the script as you did in step 2, but now change the status back to SCHEDULED.
- Just SAVE the script. (NetSuite will not give you the option to SAVE and EXECUTE)



Note: The script will NOT run again until you change it back to scheduled status. Don't forget!

NetSuite may allow you to change the status back to scheduled and save it while your script is still running. If NetSuite prevents you from saving your script, wait until after the script is completed to return your script to scheduled status.

How to check the status and history of any script:

If you have a script that runs for hours, here's how to check on the status at any time:

- VIEW** the script by **Customization -> Scripting -> Script Deployments** and set the filter.
- Click on the **"Status Page"** link on the page

Script Deployment

[Edit](#) [Back](#) [Actions](#)

SCRIPT
- iTPMc MR Emptying 1510 Notes AndStatus

TITLE
- iTPMc MR Emptying 1510 Notes AndStatus

ID
customdeploy_itpmc_mr_1510_empty_note_st

☒ DEPLOYED

STATUS
Not Scheduled

SEE INSTANCES
[Status Page](#)

LOG LEVEL
Debug

EXECUTE AS ROLE
Administrator

- To see a history of when the script ran, change the date range in the filter.

Map/Reduce Script Status

[Refresh](#)

FILTERS

DATE (Custom) FROM 04/23/2020 TO 04/26/2020 SCRIPT - iTPMc MR Emptying 1510 ProcessingNotes DEPLOYMENT ID CUSTOMDEPLOY_ITPM...510_EMPTY_P_NOTI STATUS - All -

☐ SHOW INACTIVES

SCRIPT	DEPLOYMENT ID	DATE CREATED	START DATE	END DATE	STATUS
- iTPMc MR Emptying 1510 ProcessingNotes	customdeploy_itpmc_mr_1510_empty_p_notes	04/25/2020 8:02:09 pm	04/25/2020 8:02:24 pm	04/25/2020 9:11:26 pm	Complete
- iTPMc MR Emptying 1510 ProcessingNotes	customdeploy_itpmc_mr_1510_empty_p_notes	04/24/2020 8:01:58 pm	04/24/2020 8:02:18 pm	04/24/2020 9:02:37 pm	Complete
- iTPMc MR Emptying 1510 ProcessingNotes	customdeploy_itpmc_mr_1510_empty_p_notes	04/23/2020 8:01:53 pm	04/23/2020 8:02:14 pm	04/23/2020 9:07:13 pm	Complete



Helpful Hint: If you have any doubts about running an iTPM script, please email support@cgsquared.com

3.9 iTPMc 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 or pounds, units of measures that are in NetSuite.
- 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).
- iTPMc will NOT process programs that have more than one product attribute in the same Forge Blacksmith program.
- If you apply off-invoice allowances, we assume users will wait while off-invoice allowances are being processed and while the “*Applying iTPM Discounts....*” banner is on the sales order, invoice or RMA. For example, on sales orders, don’t begin fulfillment. For invoices, don’t apply payment.
 - If more than one fixed-price allowances is eligible for an item on a sales order or invoice, only ONE fixed-price allowance will be applied to an item on an order. All of the other overlapping fixed-price allowances will be skipped.
 - iTPM does not allow you to stack both fixed-price and net-bill allowances on the same sales order: If a sales order or invoice has both fixed-price allowances AND net-bill allowances that apply to any item, then iTPM will skip ALL of the net-bill allowances for ALL items and ONLY apply the fixed-price allowance.
- No iTPM promotion can have more than 4,000 item/allowance records. For these situations, create two Forge programs with 2,000 item/allowances each.
- Allowance in Forge by Pound: iTPM will only process rate-per-pound allowances. (Not fixed price.) iTPM uses the net-weight of each item to convert the rate-per-pound to a rate-per-case. We assume net-weight in the item master is in pounds, and is populated.
- The data processing assumes we will not receive any different action records for a program_customer until iTPMc processes those records and sends a 2100 confirmation to Forge. Example: No “R” revise records will be sent for a program before Forge receives confirmation that all the “C” create records were successfully processed by iTPMc.

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 AND customer must match with the deduction for it to be automatically processed.
- If there are duplicate Blacksmith Forge claim numbers, iTPMc will skip these. This could happen if data is accidentally imported twice, causing duplicates.

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**.

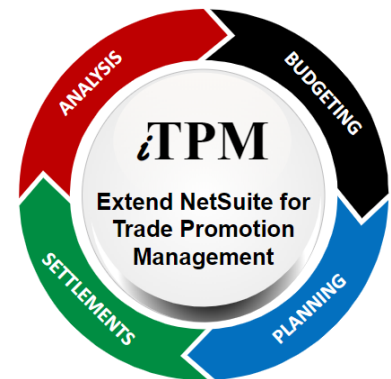
Learn more and follow our TPM blog at www.CGSquared.com.

CG² services are bound to the 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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