# Integrated Trade Promotion Management

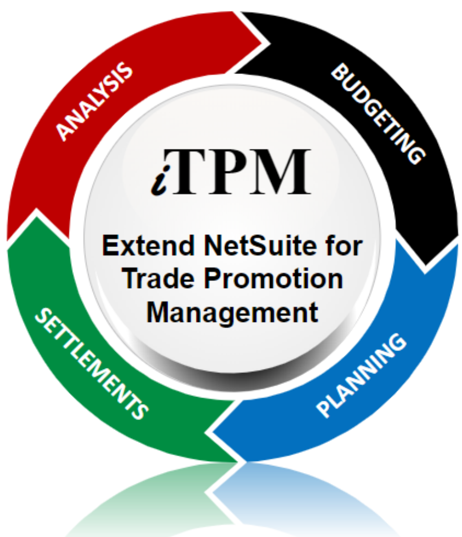
Built for
ORACLE
NETSUITE
Native SuiteApp

# iTPM Admin Release & Install Notes

# Version 22.2.1 Update

## July 2022

July 12, 2022

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**Helpful Hint:** When viewing this as a PDF, click on the topic to go directly to that section. To get back to the Table of Contents, click on *Release Notes* at the top of the page or *Link to Table of Contents* at the bottom of the page.

# Quick Reference: UPDATE *i*TPM to version 22.2.1

Use the Administrator User Guide and follow first-time tasks when installing *i*TPM.
This check list is for UPDATING *i*TPM in your sandbox and/or production account.

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

**Test in your sandbox before installing in production.** We recommend you test this new version in your sandbox before installing in production to prevent issues, and to practice performing the administrative tasks in section 2.6 iTPM Administrator tasks (After first-time install or Update).
We test *i*TPM using the Chrome browser.

**You may be required to update to 22.2.1** before *i*TPM 22.2.2 is published. Any NetSuite accounts not updated by this date will be notified when their account will be updated.

| Milestone | UPDATE *i*TPM:<br>Tasks for the *i*TPM Administrator | Status / Comments |
|---|---|---|
| 1. *i*TPM 22.2.1 is available. | As time allows, **read Chapter 1 and Section 2.6** in these technical release notes and the *What's New* in this new version of *i*TPM. | |
| 2. Update your sandbox<br>Skip to step 5 if you don't have a sandbox. | To **update your sandbox**, follow instructions in section 2.4 UPDATE iTPM in your Sandbox (or Release Preview account) to update your sandbox to *i*TPM 22.2.1. If you don't have a sandbox, update and test in your Release Preview account if available.<br>**If you don't have a sandbox or release preview account, skip to step 5.** | |
| 3. Perform admin tasks in your sandbox | **Perform admin tasks** as described in section 2.6 *i*TPM Administrator tasks (After first-time install or Update) | |
| 4. Test! | **Test *i*TPM.** Suggested areas to include are in section 2.7 Suggested Sandbox Testing | |
| 5. Authorize update to your production | **Email CG Squared** to update *i*TPM in production, described in section 2.5 UPDATE *i*TPM in production | |
| 6. Perform admin tasks in production | **Perform admin tasks** as described in section 2.6 *i*TPM Administrator tasks (After first-time install or Update) | |
| 7. Monitor | Monitor *i*TPM to confirm it's working as expected. | |

# 1.0 Overview

## 1.1 Enhancements in iTPM 22.2.1

The following changes were made to iTPM after January 18, 2022 and are included in iTPM version 22.2.1.

- iTPM 22.2.1 will be tested with NetSuite 2022.2, and submitted for re-certified as Build-for-NetSuite
- This list begins with Agile Development iteration #195 through #225:
- **Defect** tickets start with "**D**".
- **Enhancement** tickets start with an "**S**"
- **Notable enhancements are bolded.**

The following stories were added to iTPM after January 18, 2022:

- S-03240: Percent lift in the planning record should not have an upper limit of 100%. Change this to 9999%

- S-03243: Add the EDI UOM field name as a parameter to the SO EDI suitelet script

- S-**03241**: When creating the statement charge, have the script check "Customer agrees to repay".

- D-01399: If a deduction is in a period that is closed and does not have the "Allow non G/L changes" checked, and the deduction is selected under the Resolve Deductions button on the promotion, a settlement was created when it should not, and causing the deduction open balance to be incorrect.

- **S-0354: Develop a new data-entry method for planning promotions by only entering total estimated revenue, and let iTPM calculate estimated units.**

- S-03253: Remove invalid MOPs from the drop-down MOP menu when using the Resolve Deductions button on approved promotions.

  The following enhancements after January 18, 2022 are included in iTPM 22.1.1

- S-03254: Develop a new use-case for planning records: Just enter $ Revenue, and leave base, incremental and % lift as zero.

- D-01399: If a deduction in a closed period with the "Allow non G/L changes" unchecked is selected in the Resolve Deductions button on the promotion, the Expense Queue told the user a settlement could not be created, but it would incorrectly create the settlement.

- D-01400: The last two columns in the EDI SO report should use the Requested Price Adjusted, not the Customer Requested price.

  The following enhancements after February 1, 2022 are included in iTPM 22.1.1

  iteration 202

- S-03257: Change the copy item script to skip inactive items, eliminating script error messages when copying promotions that have inactive items.

- S-03279: Allow the Sales order EDI report to run even if the UOM parameter field name is blank and the EDI customer requested price field name is populated.

- S-03258: Change the allocation contribution calculation to skip inactive items. This will prevent the KPI Refresh process from getting stuck if items in a promotion are changed to inactive after the promotion was created.
- S-03272: Add "iTPM" to the name of several iTPM sublists and to the new "- iTPM Settlements & Deductions (Admin)" role.
- S-03263: Add "Use ship date to apply iTPM discounts?" to the header of the Sales Order EDI report.

  iteration 203

- **S-03247: Calculate a new KPI, "Planned Spend" for each row in the promotion planning grid in real-time.**
- S-03266 Populate the Total Revenue field for allocated items with the allocated revenue, not the planning record value**.**
- S-03282: Deprecate a duplicate script "- iTPM Promotion Planning UE" by making it undeployed
- S-**03248**: Prevent users from creating bad data if they use *Actions -> Delete* on deductions that have related transactions.
- S-03279: The Calendar Summary report did not correctly support the DD/MM/YYYY date format.
- S-03268: Add the new Out-of-Balance report to roles using the Account Center
- S-0256: Move two columns to the right of the list view in the allowances subtab in the promotion.
- S-03283: Review all scripts, Suitelets, etc. and make sure they are all set to Error, not Debug or Audit.

  iteration 204

- S-03286: Change the calculation of "Planned Spend" in the promotion planning grid to include % redemption.
- **S-03292: Develop a custom record to import promotions from an Excel spreadsheet to make it easier to create iTPM Promotions from Excel promotion planners.**
- S-03287: If more than 25 planning rows, then SKIP and do not populate Planned Spend in the planning grid to prevent script errors and comply with NetSuite governance.
- D-01403: Impact price in the allowance grid is not updated when the price level is changed under the allowance subtab on the promotion.
- S-03276: Add the field "Approval Notes" to the Mass Update form.
- S-03293: Shorten the name of three columns in the promotion planning grid to reduce the need to scroll left/right when creating promotions.

  iteration 205

- **S-03312: Create a CSV import template for the new Plan record.**
- S-03303: Hide or show Revenue, % lift and other fields in the Estimated Quantity Form based on the entry option drop-down menu

- S-03316: iTPM period share needs to support DD/MM/YYYY and D/M/YYYY local date formats.

iteration 206

- **S-03327: Change the Mass Expense script to support up to 3000 deductions**
- **S-03325: Change Non GL Mass Update to process more than 3,000 deductions**
- S-03322: Shorten the column description in the sublist under the promotion KPI subtab so reduce needing to scroll left and right
- D-01406: Correct the UOM conversion for Estimated Incremental Revenue and Actual Incremental Revenue
- S-03320: The accrual Log should support the day/month/year format.
- S-03321: Deduction script should support day/month/year format.

iteration 207

- S-03326: Enhance CSV split to support D/M/YYYY and DD/MM/YYYY, date formats for the deduction reference date. (CSV Split currently supports M/D/YYYY.)

iteration 208

- S-03346: Add a new column "inactive" to the Estimated Quantity list view in the promotion, and add totals to make it easier to compare to the planning record values.
- S-03294: Plan to Promotion: Do validations on the Plan record, populate processing notes.
- S-03305: Plan to Promotion: Populate the plan record with corrected, validated data.
- D-01407: Banner on the credit memo says there is an error when there is no error.
- **S-03306: New MR script to create a promotion from a plan record.**
- S-03338: Display a checkbox in the promotion under the Estimated Quantity subtab to show users if the Estimated Quantity was updated after the promotion was approved.
- **S-03324: New Button UPDATE QUANTITY on the promotion to make it easier to change just the estimated volume in approved promotions.**
- S-03337: Add the item # and description into the user note generated by the new UPDATE Quantity button as an audit trail of changes.
- S–3359: On the deduction form, move Research Status, Next Steps and Group to another column to see more of the form without scrolling.
- S-03354: Support new use-case identified when testing the new Update Quantity.
- S-03340: Plan to promotion: After populateing status with SUCCESS or ERROR, the MR script should UNCHECK "Create or Update Promotion?"
- S-03344: Plan to promotion: Lump sum and discounts need to be populated in the promotion.
- S-03341: Plan to promotion: The GL account for allowances is not populated in the promotion header.

- S-03339: Plan to promotion: When creating a new promotion from a pln, the "Is plan linked records deleted?" checkbox should be checked.
- S-03358: Proces plan for approved promotions needs to support promotion types that only create 1 item for NetSuite item groups.

iteration 209

- S-03343: Copying a plan should clear the processing status, changing it to blank.
- S-03361: The UPDATE QUANTITY should trigger the recalculation of Planned Spend in the Planning subtab on the promotion.
- S-03332: When a promotion is copied, it should have the "Is Period share Calculated?" UNchecked.
- **S-03284: Create an iTPM Admin tool to easily populate fields in the promotion header that can't be changed through the browser. This is only available to NetSuite Admin and iTPM Support roles. *iTPM -> Admin Tools -> Fix Promotions***
- S-03348: Plan to Promotion: Populate missing data in the promotion.
- S-03353: Plan to Promotion: Promotion is not created when the plan has just base and % lift.
- S-03347: Plan to Promotion: Create a filter for plans using just the year and not dates.

iteration 210

- S-03349: Plan to Promotion: If the promotion is already created from the plan, then update the promotion using the data in the plan.
- S-03356: Plan to Promotion: Server side script and workflow just run when creating a promotion.
- S-03351: Change all iTPM MR scripts to buffer size = 1, log-level = error to improve MR script processing efficiency.
- **S-03310: Create the new Mass Status change for promotions to mass change promotions from DRAFT to Submitted, DRAFT to Approved status.**
- S-03352: Plan to Promotion: Clear the ERROR and SUCCESS processing status when a plan record is saved.
- S-03355: Plan to Promotion: Trigger a Planned Spend calculation when creating or updating the promotion.
- **S-03373 New "Split Lines" button on open deduction. Populate the split form using the deduction lines, which were sourced from the original credit memo.**
- S-03367: When the promotion dates change, trigger a period share recalculation, and delete, re-create the period share records. (Design S-03331)
- S-03380: Add the PLAN record permission to the standard "- iTPM Admin" and NetSuite Admin roles.

iteration 211

- S-03314: Add new fields in the promotion header and planning records, and populate these when the promotion is created or updated from the plan.

- S-03372: Add a pop-up message to the Mass Copy Form, "Please wait…. It may take a while to copy your promotions."
- S-03382: Force a process plan when a user directly deletes a planning record outside the promotion form. (Design S-03375)
- S-03393: Update the logic for copying promotions to support changing promotion type date changes. If promotion order or performance dates aren't needed, don't copy them. If dates are required, populate with ship dates.

iteration 212

- S-03410: Remove the allowances sublist under the Overlapping Deals subtab on the promotion to eliminate an error when there are too many records to show without pagination.
- S-03377: When creating a deduction, default the deduction reason code using the credit memo reason code.
- S-03407: Plan to Promotion: Store the planning record ID# from the promotion in the plan.
- S-03393: Plan to Promotion: New checkbox to the plan record called "Edited". This box will be checked whenever a plan record is saved. The MR plan script will uncheck this when the plan is processed.
- **S-03386: Develop a new overnight or weekend MapReduce script to add items to all-item promotions if/when new items are sold to the customer during the promotion ship dates.**
- S-03442: Add 'Other Reference Code' to the Open Deductions by Month report.
- S-03432: Plan to promotion: Create a subtab that shows plans with the same customer, promotion type, title and dates.
- S-03437: Plan to promotion: Make several minor changes to the subtabs on the plan, which show other plans with the same customer, promotion type,title and dates.
- S-03434: Change the iTPM menu to *iTPM -> Annual Plan -> Event Plans*
- S-03357: Plan to Promotion: Show a blue "i" banner on the Plan if there are other plan records with the same customer, promotion type, title and dates.
- S-03395: Plan to Promotion: Display the name of the item in the Plan form.

Iteration 213

- **S-03438: Create a script that will always check "Apply iTPM discounts" when a sales order in Pending Approval or Pending Fulfillment is saved. This will be in the iTPM bundle, but not deployed unless requested by the client.**

iteration 214

- **S-03201: Create a new custom record to store the Monthly Base Forecast by period by customer by item or item group.**
- S-03441: Uncheck the "Show in List" in the transaction body of all iTPM transaction fields, so users building saved searches don't have to manually remove them.
- S-03411: Plan to Promotion: Add a "Process Plan" checkbox in the plan record, and have the MR script

run Process Plan on the promotion if this and the "Create or Update Promotion" are checked.

- S-03436: Change Max and Expected liability to be stored KPI values, and set the fields to zero when the related promotion is voided or rejected status.
- S-03446: The MR script that creates allowances if/when new items are sold to the customer needs to populate the GL account in the allowance record.
- S-03447: In the Base Forecast, change the name to the internal ID, and create a new checkbox, "Include in Roll-ups"

iteration 215

- S-03462: Plan to promotion: Add Annual Plan to the iTPM menu in all the center tab centers.
- S-03453: Plan to promotion: Add a Base Forecast subtab to the plan.
- S-03451: Add a Base Forecast sublist to the Planning Subtab on the promotion.
- D-01409: iTPM should always remove the previously applied discounts on a re-price of the sales order, even if there are no overlapping promotions.

Iteration 216

- S-03457 Plan to Promotion: Create a System Information subtab on the plan
- S-03459: Add the same "52 week.. " subtabs onto the Monthly Base form that we have on the promotion under the Planning Subtab.
- S-03462: Add Plan and Base custom records to the iTPM Admin and iTPM Support roles.

Iteration 217

- S-03479: Change the internal name of an iTPM role to include 'iTPM" so it follows iTPM naming convention standards..
- S-03480: Allow the new copy promotion button to work for promotions where lump sum is zero and the LS account is null.
- S-03492: Fix a UOM conversion of discounts that used an incorrect UOM in some situations.
- S-03493: Fix blank screen after search using the Deduction Mass Update and Mass Expense for Non-One-World accounts. (this replaces a work-around)

Iteration 218

- S-3489: The promotion type menu in the copy promotion form should filter promotion types based on the subsidiary of the promotion being copied.
- S-03467: Process Plan option to create KPI records only for items sold needs to always create at least 1 allowance record for NetSuite item groups.
- Iteration 219
- S-03505: The Settlement subsidiary should be the deduction customer subsidiary, not the promotion subsidiary.

Iteration 220

- S-0411:  Repricing sales orders does not remove the net-bill allowances, which results in an incorrect price for the item.
- S-03516: Net bill discounts should NOT be removed or applied to CUSTOM price level items in the sales order, which is the same logic used for fixed-price discounts
- S-03517: Correctly calculate estimated revenue and estimated quantity when the promotion type has "Exclude items not sold in the last 52 weeks" NOT checked  (S-03508 design)
- D-01414:  The EDI SO report should use the price level that's in the sales order, not base price.
- S-03444:  Prevent access to the Mass Status Update form by roles that should not have access.
- S-03507: When creating a deduction from a credit memo, the default posting date (also the assign-to date) of the deduction should default to the credit memo date under some use-cases, where the credit memo date is in the current or last period and the period is open and unlocked.

Iteration: Publish 22.2.1 (for additional testing)

- S-03045:  Remove "Vicarious Emails", "Suite Script" from Set-up permissions in iTPM standard roles. These are not required by iTPM.
- S-03430:  Merchandising Type list should not be locked in the bundle.
- D-01414: The EDI SO Report should use the price level that's in the SO, not base price when it shows item price in the report.
- D-01415: The SO EDI report is using the wrong item price to calculate expected iTPM net price.

Testing 22.2.1

- S-03550: Remove inactive user validation in the Non G/L change form.
- S-03555: Revert Expected Liability and Max Liability KPIs back to calculated fields, not stored values.
- S-03557: Change copy promotion script configuration to prevent a blank screen for standard planning role when there are multiple subsidiaries.
- S-03542: Add cross-sub viewing to 3 iTPM roles:  iTPM Admin, Plan Settlement and DNs, and Planner + Approve (All)
- S-03546: Add NetSuite role permission that allows posting period view/create in transaction to all iTPM roles that manage deductions.

Re-publish 22.2.1  (for additional testing)

June 30 2022 Note: The stories below will be included in the next published update of iTPM.

- D-01416: The Actual Quantity UOM wasn't always correct for promotions with sales for sub-customers, which caused the Actual Spend for OI report under the Reports subtab on the promotion to be incorrect.
- S-03553: For customers using iTPM in many subsidiaries where price levels are by currency, iTPM did not use the correct base price for the calculation of the allowance as a percent discount.

Iteration 224

- S-03552: Process Plan should add items sold in the last 52 weeks including the 'children' of the customer.
- D-01421: Resolve Deductions button on the promotion doesn't always hone the MOP selection.
- D-01417: Plans imported do not correctly show all plans in the "Groups" subtab.
- S-03564: Filter the item selection to only include items that have "Available for iTPM" checked.
- D:01422: Missing data columns on the "All event plans for this customer" subtab on the plan.
- D-01419: The "Group" checkbox does not always create one promotion for all the plan records.
- D-01418: "Create or update plan?" does not always work for plans created by CSV import.
- S-03566: Create work-around for one customer where NetSuite saved search of item prices and UOMs from the sales order returned different results that caused the item prices on a sales order to be incorrect.

Iteration 225

- S-03572: Have the SPLIT LINES button populate the reference date in the split grid to save mouse clicks.
- D-01419: The "Group" checkbox does not always work as expected. Under some conditions, it will create one promotion for each Event Plan.
- S-03531: Add "All items sold get discount" as the last column in the SO Promotion report.
- S-03570: Round the open deduction balance to two decimal points so rounding error doesn't prevent Mass Expense from resolving deductions when used with iTPM Connector.
- S-03577: Change the "52 weeks items" sublists under the Planning subtab on the promotion to include child customers.
- S-03545: Change Net Liability and Overpay measures in the Promotion Summary and Promotion Detail Comparison reports to use the stored KPI measures instead of a calculation.

## 1.2 Upcoming changes

**You may be required to update to 22.2.1 on or before *i*TPM version 22.2.2 is published.**
Any accounts not updated by this date may be notified of when their account will be updated.

### Release Schedule:

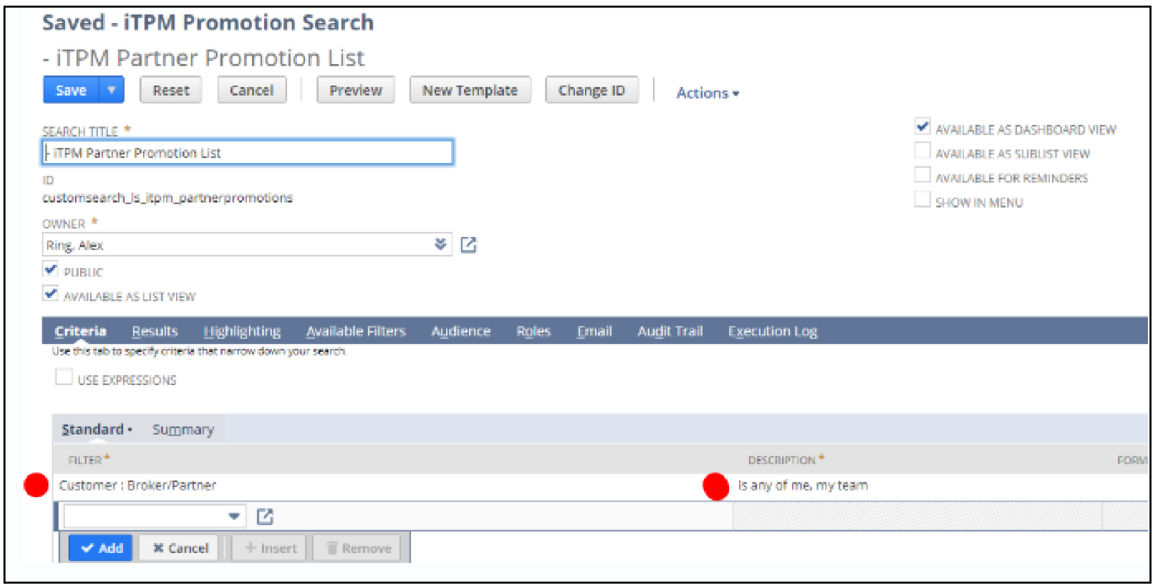
The following is the anticipated schedule of future *i*TPM versions. * Release dates subject to change.

| *i*TPM Anticipated Releases | Anticipated Date Generally Available* |
|---|---|
| 22.2.x | Minor updates as needed.<br>*i*TPM 22.1.x will be minor releases to fix critical bugs, and the addition of minor features requested by clients. |
| 23.1.x | Winter 2023 Major release with significant enhancements<br>After *i*TPM 23.1.x is published, no bug fixes will be published to previous versions. |

## 1.3 Known issues:

As of the release date, the following are known issues in iTPM releases**:

- **DO NOT change the concurrency of any iTPM scheduled scripts** without first consulting CG Squared. Script concurrency should be 1 for all iTPM scripts, except for the NBOI script that applies off-invoice to sales orders. Concurrency of 2 or more may result in the creation of incorrect data.
- S-01981 This is only a one-time issue if you have brokers that use the Advanced Partner Center to access iTPM. If you have a partner management **not enabled** before you update or install iTPM, the criteria in the saved search, "*- iTPM Partner Promotion List*" will not have the correct search criteria. After you enable partner management, edit this search to enter the correct criteria shown below, **or simply update iTPM again**.



## 1.4 ¿TPM Bundle Details:

For details on how to update your existing ¿TPM bundle, or install ¿TPM for the first time, go to 2.0 Installing the Bundle.

The following describes ¿TPM Release 22.2.1.

| ¿TPM Bundle Details | Release 22.1.1 |
|---|---|
| Design, development, testing and publishing | January 18, 2022 - July 15, 2022 |
| Bundle release date | Latest release is July 15, 2022 |
| Publisher ID | 44277  CG Squared, Inc. |
| Bundle ID | Bundle **#312604** |
| NetSuite Built-for-NetSuite review? | ¿TPM 22.1.1 was tested with Netsuite 2022.1 and received Built-for-Netsuite certification.<br><br>¿TPM 22.2.1 will be tested with Netsuite 2022.2 in July & August 2022 and submitted for Built-for-Netsuite certification. |
| Admin tasks required AFTER installation? | See 2.6 Administrator tasks (First-time install or Update)<br>You will need to review and update ¿TPM preferences, and you may need to make some changes to your customized roles that access ¿TPM . |

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

**IMPORTANT:  Install ¿TPM in your SANDBOX account for testing BEFORE installing in your live production account.**  While ¿TPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.**  We recommend sandbox testing prior to go-live in production.

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

Perform admin tasks as outlined in 2.6 iTPM Administrator tasks (After every Install or Update)

# 2.0 Installing or Updating the *i*TPM Bundle

## 2.1 Prerequisites to first-time installation

*i*TPM requires all of these prerequisites to work properly in your NetSuite accounts.
**You can skip this section if you have already installed *i*TPM** and you are just updating *i*TPM.

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

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

**Note**: If you use custom segments, email support@cgsquared to discuss customizing some *i*TPM forms and/or creating some scripts and configurations.

**Before you install the *i*TPM SuiteApp, these features must be enabled:**

Go to ***Setup > Company > Enable Features***.

Company subtab
- Multiple Units of Measure

Accounting subtab
- Accounting
- A/R
- A/P
- Accounting Periods

SuiteCloud subtab
- Custom Records
- Advanced PDF / HTML Templates
- Client SuiteScript
- Server SuiteScript
- SuiteFlow
- Custom Transactions

**Helpful Hint:** If all journal entries must be approved, check this accounting preference:
***Setup -> Accounting -> Accounting Preferences***
Under the ***General*** subtab, it "Require Approvals on Journal Entries" is checked, you MUST also check "*Allow user events on bulk journal approval*" just below it.

**Helpful Hint:** We recommend **"*Allow Non-GL changes is set by Default*" is checked.**
***Setup -> Accounting -> Accounting Preferences.*** Go to the *General* subtab, *General Ledger* section. (The Admin User Guide, section 4.17 has more details on why to check this.)

## 2.2 First-time Sandbox or Production Install (Skip if Updating)

Bundle installation should generally follow the standard installation steps provided in the NetSuite Help Center topic *Installing Bundles into Your NetSuite Account*.

1. Confirm your account is not scheduled for maintenance when you want to install *i*TPM.
2. Confirm prerequisites in section 2.1.
3. Go to ***Customization > SuiteBundler > Search & Install Bundles*** to install the *i*TPM SuiteApp.

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

4. Use the following information to ***search* for the *i*TPM SuiteApp**:
   - **Bundle Name:** *iTPM : Trade Promotion Management* **Bundle ID:** 312604


Search & Install Bundles

Search

Basic | Advanced

LEAVE THE KEYWORDS BOX BLANK AND CLICK SEARCH TO VIEW THE MOST POPULAR SUITEAPPS

KEYWORDS

iTPM

Installation Terms of Service

| NAME | BUNDLE ID | VERSION | MANAGED | COMPANY NAME | PUBLISHER ID | CREATED ON | AVAILABILITY |
|---|---|---|---|---|---|---|---|
| iTPM : Trade Promotion Management | 312604 | 20.1.2 | Yes | CG Squared, Inc. - 0 - TSTDRV1500358 | | 26-DEC-19 | Shared |

5. Click on the ***iTPM : Trade Promotion Management*** link
6. Click the ***INSTALL*** button.
7. Click the ***INSTALL BUNDLE*** button and follow directions. (Click *OK* to install the bundle).
8. After *i*TPM is successfully installed, be sure to perform Administrator tasks:
   a. See section 2.3 First-time Administrator Set-up Tasks (Skip if Updating)
   b. See section 2.6 Administrator tasks (First-time install or Update)

**IMPORTANT: Install *i*TPM in your SANDBOX and/or Release Preview account for testing BEFORE installing in your live production account.** While *i*TPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to go-live in production.

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

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

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

Use Chapter 4 in the *Administrator User Guide* to setup and configure *i*TPM for the first time:

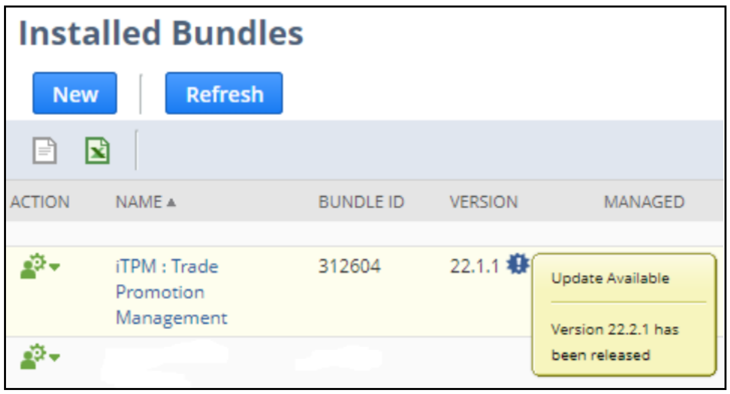
| Setup tasks: (Skip bolded steps if only using Deduction Management) | Status / Notes |
|---|---|
| Step 1: Setup the GL-accounts for Trade Promotion | |
| Step 2: **Setup off-invoice discount item & statement charge item** | |
| Step 3: Setup *i*TPM Preferences | |
| **Step 4: Setup Promotional Activity (Optional)** | |
| **Step 5: Setup Promotion Types** | |
| Step 6: Setup Deduction Reason Codes, Research Status, Next Steps, & Group | |
| **Step 7: Flag Items available for *i*TPM allowances** | |
| **Step 8: Create NetSuite Item Groups for Allowances (optional)** | |
| **Step 9: Set the Default Sales Order Status and Configure Sales Order Report** | |
| Step 10: Setup *i*TPM roles and permissions | |
| **Step 11: Show both item code, display name, Review UOM Descriptions (optional)** | |
| **Step 12: Set NetSuite Accounting Preference for JE bulk approval (Optional)** | |
| **Step 13: Setup customers that apply off-invoice based on ship dates** | |
| Step 14: Dashboard Portlets, Workbooks and Reminders (optional) | |
| **Step 15: Configure Event-Based Accruals (Optional)** | |
| **Step 16: Update your new Item checklist / workflow** | |
| Step 17: Update your Month-end close checklist and reconciliation | |
| Step 18: TPM Cut-over date and legacy data options | |
| Step 19: Test your *i*TPM Setup | |
| Step 20: Document your transition plan for promotions / deductions | |

## 2.4 UPDATE iTPM in your Sandbox (or Release Preview account)

Updating a NetSuite Managed Bundle should generally follow the standard NetSuite updating steps provided in the NetSuite Help Center.

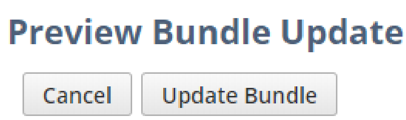
To update the iTPM SuiteApp,

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

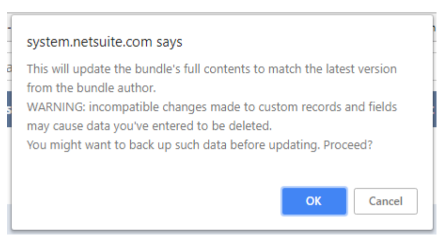



7. Follow the NetSuite update steps.

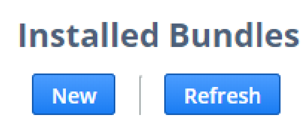
    a. Click UPDATE BUNDLE.




    b. Click OK.




    c. Click REFRESH to see the status of the iTPM update.



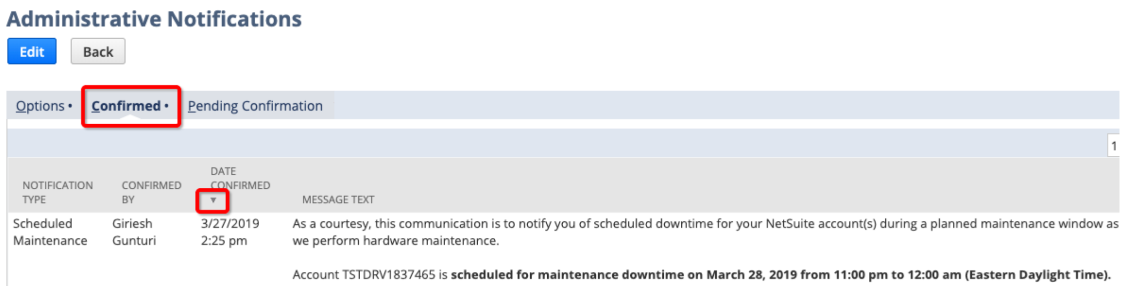

After iTPM is updated, be sure to perform ALL administrator tasks listed in section 2.6.

# 2.5 UPDATE *i*TPM in production

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

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

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




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

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

**IMPORTANT: UPDATE *i*TPM in your SANDBOX and/or Release Preview account for testing BEFORE UPDATING *i*TPM in your live production account.** While *i*TPM is easy to update, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to updating in production.

1. Before you request *i*TPM to be installed for the first time, confirm your production account has all of the necessary prerequisites.

2. Email support@cgsquared.com to let us know you want *i*TPM installed in your production account. CG Squared will typically push the update after business hours, as recommended by NetSuite. Your administrator will receive notification that *i*TPM has been updated.

3. **After the update is done, review and perform the administrator tasks listed in section 2.6.**

**Note:** After *i*TPM is updated, sometimes we see a few script errors. That's because a script from our older managed bundle is still running or hasn't been reset. We typically only see these errors after the update and before 12 midnight on the day *i*TPM is updated. You'll see "module not found" and similar messages because the old script has been replaced by a new script in the updated managed bundle.
Email support@cgsquared.com if you observe NetSuite error messages for *i*TPM the day after *i*TPM has been updated.

## 2.6 iTPM Administrator tasks (After every Install or Update)

**Important:** If you skipped any iTPM updates, be sure to read the release notes for previous versions. You may need to perform some or all of those administrator tasks for the previous versions. If in doubt as to what tasks to perform after iTPM is updated, contact support@cgsquared.com.

**Note: Subsidiary in NetSuite NON-One World accounts may not be populated on the first install** of NetSuite. See section 4.3, on how to populate subsidiary in iTPM Preferences.for Non-One-World.,

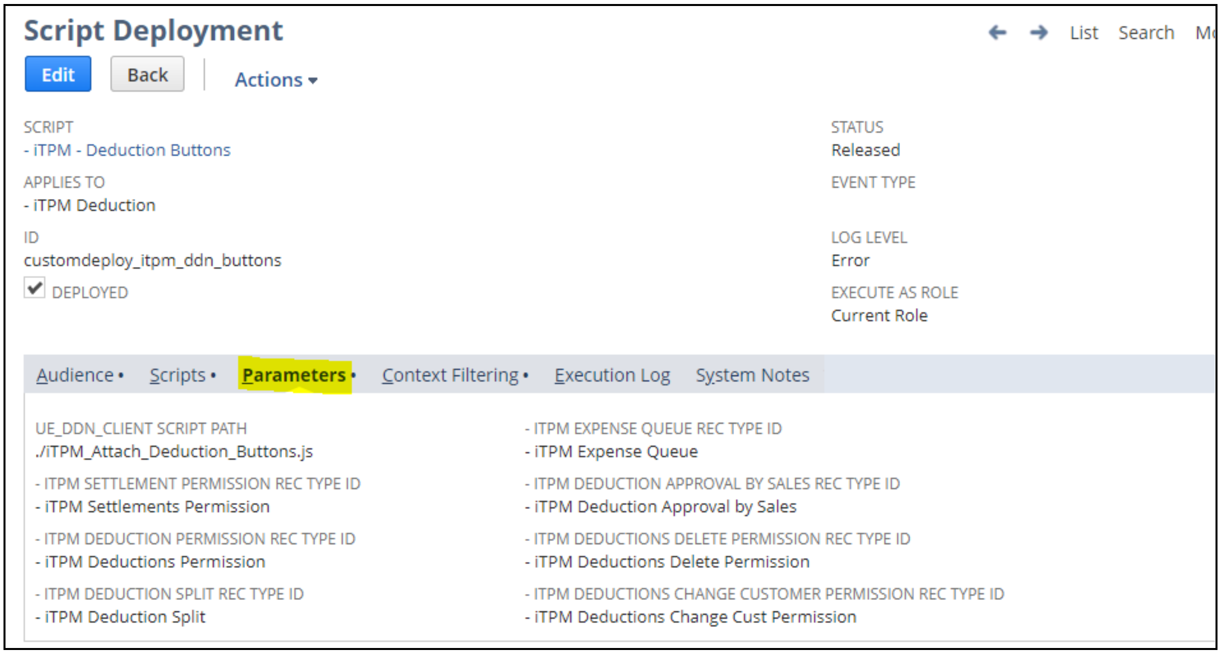
Task #1: **If you or the CG Squared team created any custom support scripts, it is important to review support scripts. They may need updating by the CG Squared team.**

TASK #2 OPTIONAL: Make these changes for custom roles that need access to these deduction buttons:
- Add FULL permission to the deduction permission custom record =FULL for any user that needs access to the CHANGE CUSTOMER button. (You can keep the deduction transaction record permission = EDIT)
- DELETE button on deductions needs "- *iTPM Deduction Delete*" permission = FULL.
- More details on role permissions in Chapter 5 of the iTPM Admin User Guide.

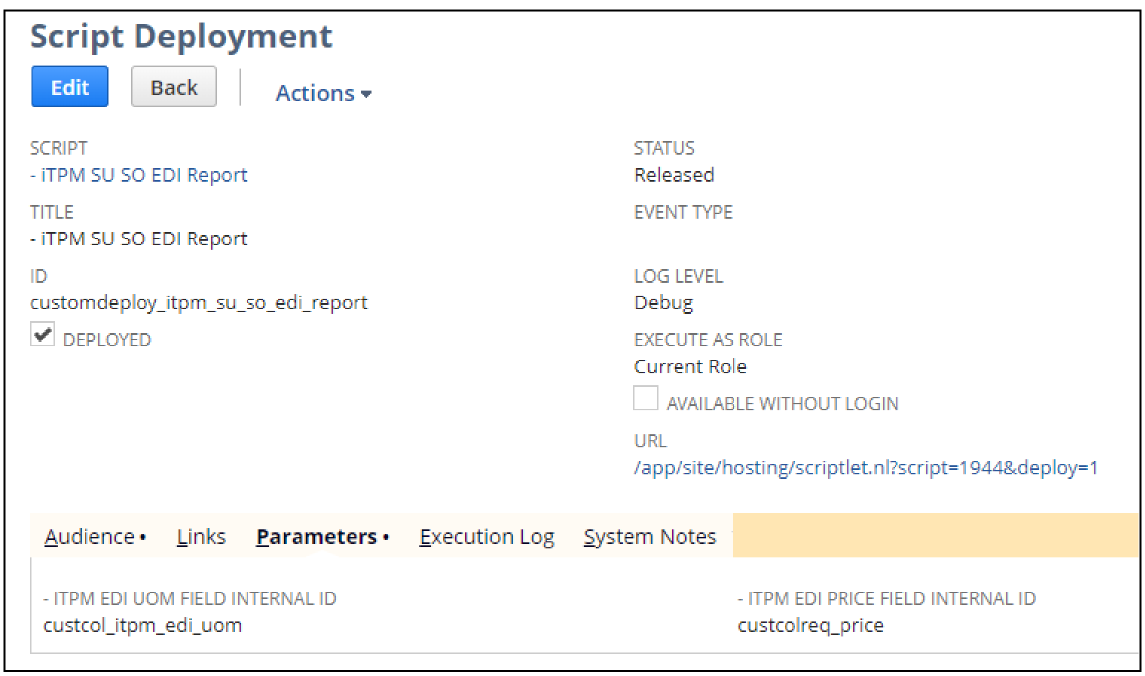
TASK #3: Review schedule and unscheduled MapReduce scripts for your organization:
- If iTPM applies discounts to sales orders, you'll need to also schedule the *Remove NBOI* script.
    - You may also need to make the "***No overlapping promotions/override***" checkbox visible in your sales order form.
    - You may need to make the "***Do not apply iTPM discounts***" checkbox visible in your customer record.
- If your organization uses KPIs by period, review the period share MR script schedules.
- See Admin User Guide for more details. Sections 1.8, 1.13, and 6.9

TASK #4: If you skipped updating to a version of iTPM, you may need to populate this parameter in the "-*iTPM SU Mass Copy Promotions*" script".

TASK #5: If you are updating iTPM with 21.2.1 from an older version of iTPM, you may need to populate some of these fields in the script "- *iTPM - Deduction Buttons*":




TASK #6: If you are using the new Sales Order EDI report, you'll need to configure the parameter in the script so iTPM knows what field stores the customer requested price. This is used to compare the customer's price to the sales order and iTPM expected prices:

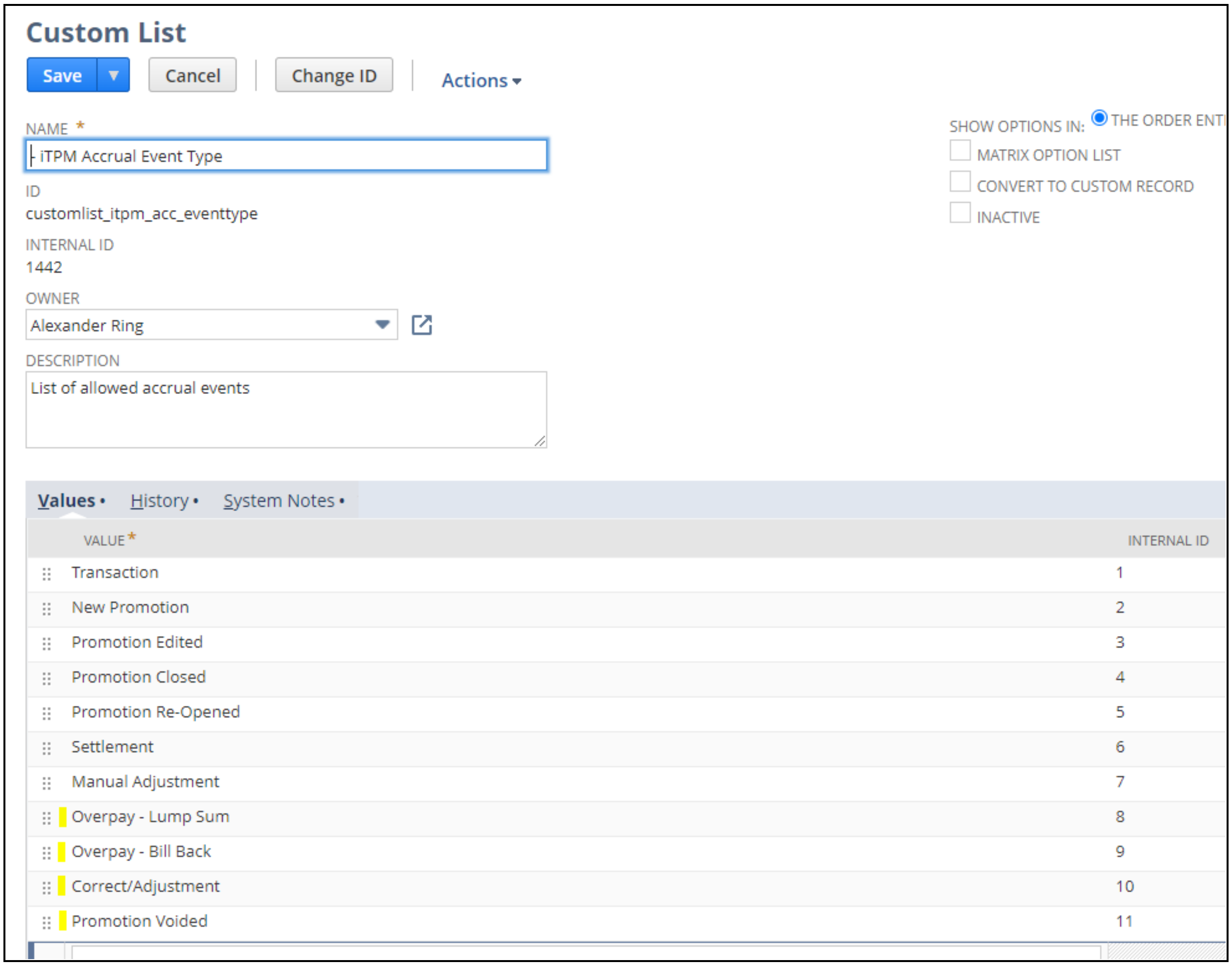


TASK #6: OPTIONAL: You may need to change the following if you customized *i*TPM

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

TASK #8: If you installed *i*TPM before November 2021,

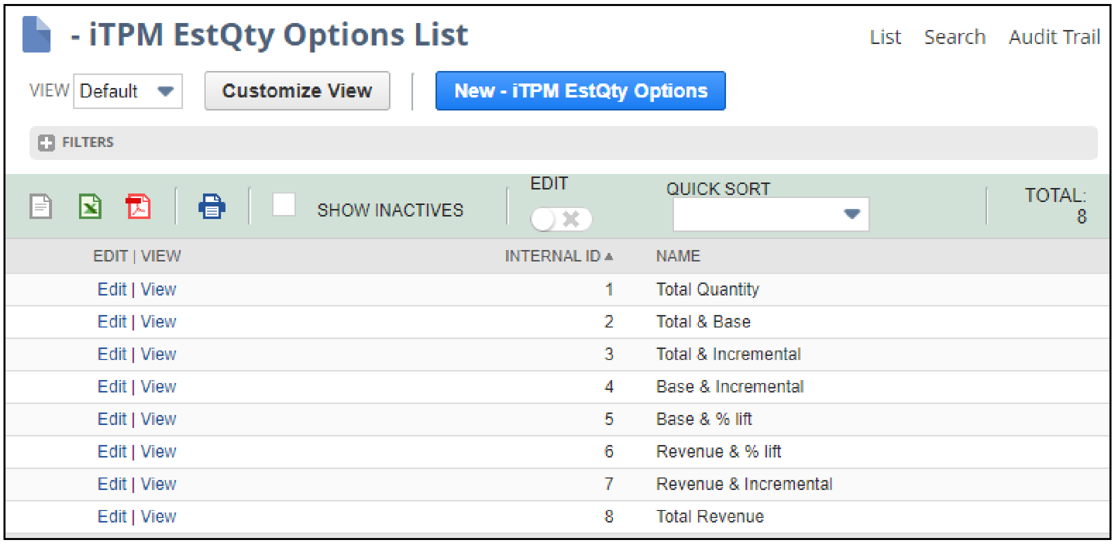
- Confirm these records are in your "- *iTPM Accrual Event Type*" Custom list
- Go to *Customization -> Lists, Records & Fields -> Lists*
- If missing, contact CG Squared to add these records by CSV import (list is locked)




Task #9: If you installed *i*TPM before January 2021, you may need to configure **promotion approval levels** in *i*TPM Preferences and in the roles that approve promotions.

- Enable auto-approve by promotion type
- You have more control over promotion approvals by role
  - Total Estimated Spend that can be approved
  - Is the role allowed to approve back-dated promotions?
  - Is the role allowed to approve promotions they create?
- See section 1.14 in the Admin User guide for more details

Task #10: If you installed *i*TPM before January 2022, enter "- *iTPM EstQty Options*" in your global search:



- iTPM EstQty Options List

List Search Audit Trail

VIEW Default | Customize View | New - iTPM EstQty Options

FILTERS

SHOW INACTIVES | EDIT | QUICK SORT | TOTAL: 8

| EDIT \| VIEW | INTERNAL ID ▲ | NAME |
|---|---|---|
| Edit \| View | 1 | Total Quantity |
| Edit \| View | 2 | Total & Base |
| Edit \| View | 3 | Total & Incremental |
| Edit \| View | 4 | Base & Incremental |
| Edit \| View | 5 | Base & % lift |
| Edit \| View | 6 | Revenue & % lift |
| Edit \| View | 7 | Revenue & Incremental |
| Edit \| View | 8 | Total Revenue |

You may need to add these records.
Contact your *i*TPM support team to perform this task. Because this list is locked, these will need to be added by CSV import.

| | | |
|---|---|---|
| Add | Revenue & % lift | ID=6 |
| Add | Revenue & Incremental | ID=7 |
| Add | Total Revenue | ID=8 |

TASK 11: If you skipped a few updates to *i*TPM and your organization uses *i*TPM to apply off-invoice discounts to sales orders, you should confirm that the "*iTPM Discounts Applied?*" field is applied to the sales order transaction lines.

- Go to *Customizations->List/Records->Transaction Line Field* then select "*iTPM Discounts Applied?*"
- Make sure this field is applied to your sales order form.
- See section 4.9 in the Admin User Guide for details.

## 2.7 Suggested Sandbox Testing

The following are suggested use-cases *i*TPM administrators should add to your standard testing scripts:

- We recommend clients that have sandboxes test *i*TPM before updating their production account.

**Note: If you installed the *i*TPM managed bundle, your user ID cannot be used for role-based testing.** As the implementer, your ID may show workflow buttons that should not be visible based on the role you are testing. **Role-based testing should be done with user IDs that have not installed or updated the *i*TPM managed bundle**.

**IMPORTANT: Install *i*TPM in your SANDBOX account for testing *BEFORE* installing in your live production account.** While *i*TPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to go-live in production.

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

**Helpful hints for testing in Release Preview Accounts:** Schedule scripts do not run in release preview accounts. To run *i*TPM scheduled scripts manually, go to section 6.9 in the Admin User Guide.

# 3.0 Support

## 3.1 Troubleshooting

**Email your issues to support@cgsquared.com**.

Please include the following in your email to *i*TPM support:

- Your name, your NetSuite role, and the sandbox or account with the issue.
- Describe the issue.
- If appropriate, describe the steps or actions that led up to the issue.
- Add screenshots if possible.
- Give us contact information, along with your current timezone.
- Replies to support emails do NOT create new support tickets, it just adds to the email thread.

## 3.2 Contacting Support

There are two ways for you to get **help**, report **issues**, ask **questions**, and share your enhancement **ideas**:

| How to get Help! | Description |
|---|---|
| **Online documentation** | Use www.i-tpm.com/admin-training-resources for User Guide PDFs and Training videos.<br>Documentation also available at:<br>www.i-TPM.com/planning-resources<br>www.i-TPM.com/deduction-management<br>www.i-TPM.com/apply-off-invoice<br>www.i-TPM.com/analytics |
| **Email** | Just email your question or issue to support@cgsquared.com. |

# 4.0 Terms and Conditions

## 4.1 NetSuite Disclaimer

NetSuite does not test, approve, or support SuiteBundles developed by our partners or our customers.

NETSUITE MAKES NO WARRANTIES OF ANY KIND RELATED TO BUNDLES, INSTALLATION OF A BUNDLE IN A NETSUITE ACCOUNT OR ITS USE WITH A NETSUITE ACCOUNT, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND NETSUITE SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, NETSUITE DOES NOT REPRESENT OR WARRANT THAT USE OF THE BUNDLE WILL MEET YOUR REQUIREMENTS OR THAT YOUR USE OF NETSUITE SERVICE WITH THE BUNDLE WILL BE UNINTERRUPTED, TIMELY, SECURE OR FREE FROM ERROR.

IN NO EVENT SHALL NETSUITE HAVE ANY LIABILITY TO YOU OR ANY THIRD PARTY ARISING OUT OF OR RELATED TO YOUR USE OF THE BUNDLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COVER OR PUNITIVE DAMAGES, HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT YOU HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. WITHOUT LIMITING THE FOREGOING, NETSUITE SHALL HAVE NO LIABILITY FOR LOSS OF PROFITS, REVENUE OR DATA OR FOR INTERRUPTIONS IN SERVICE ARISING OUT OF OR RELATED TO YOUR USE OF THE BUNDLE. THE FOREGOING DISCLAIMER SHALL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

## 4.2 𝑖TPM Terms and Conditions

By installing the 𝑖TPM managed bundle, you accept your **𝑖TPM Acceptance Form Agreement** entered into between the purchasing company ("**Customer**") and CG Squared, Inc. (**CG²**), and agree to be bound by the **𝑖TPM License Agreement**, www.i-TPM.com/professional-services-agreement, incorporated as **Exhibit A**, and the **Professional Services Agreement**, www.i-TPM.com/professional-services-agreement, incorporated as **Exhibit B**.