Integrated Trade Promotion Management

Built for
ORACLE
NETSUITE

Native SuiteApp
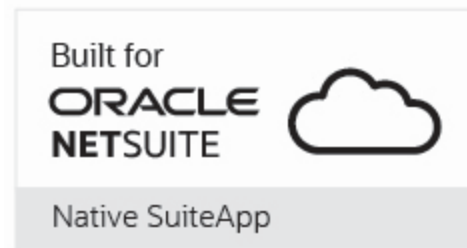
Reconciliation Workbook

*i*TPM Data

January 2024

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*i*TPM

Extend NetSuite for Trade Promotion Management

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> ℹ️ **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 ***iTPM Data Reconciliation*** **at the top of the page.**
> Also available at the bottom of each page: Quick Reference links:

> ⚠️ **Important: *i*TPM transactions have a material impact on your NetSuite Financials.**
>
> You, the *i*TPM client, are responsible for validating and reconciling *i*TPM data each month.
>
> It is possible to configure *i*TPM and use *i*TPM in a way that creates incorrect NetSuite financial transactions.
>
> *i*TPM can not anticipate nor prevent all types of errors. NetSuite users can sometimes work around *i*TPM data validations and create transactions that are not correct, and/or perform actions that cause the *i*TPM open deduction GL account to be out-of-balance.
>
> If your monthly reconciliation identifies a data issue, the *i*TPM team is available to help your organization fix data issues at no additional cost. Email support@cgsquared.com.

Data Reconciliation Quick Reference

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

A. DEDUCTION button on an open Invoice
User creates deduction from an open invoice.
Open DDN register increases by the amount applied to the open invoice.

Increase

B. DEDUCTION button on Credit Memo
Create deduction from a credit memo. Open DDN register logs transaction.
- If credit memo uses the DDN register, there will be no net change.
- If credit memo uses a different GL-account, register will increase.

No net change

Increase

C. DELETE button on the deduction
Open DDN register will decrease by the amount of the deduction deleted.

Decrease

D. SETTLEMENT button on the deduction
RESOLVE DEDUCTIONS button on the promotion
User resolves open balance of a deduction by creating a settlement.
Open DDN register will log a decrease by the amount of the settlement

Decrease

E. ADJUST SPEND button on the promotion
Open DDN register will log the transaction, but there will be no net change.

No net change

F. VOID button on the settlement
Open DDN register will log a decrease by the amount of the settlement.

Increase

G. EXPENSE and QUICK EXPENSE buttons on the deduction
User resolves open balance of a deduction by creating a journal entry.
Open DDN register will log a decreate by the amount of the journal entry.
This includes deductions expensed when splitting a deduction.

Decrease

H. REINVOICE button on the deduction
User resolves open balance with a statement charge, returning it to A/P
Open DDN register decreases by the amount of the statement charge.

Decrease

I. QUICK SPLIT, SPLIT, and CSV SPLIT buttons on the deduction
User splits a deduction. Open DDN register will log the splits.
Both debit and credit of split will be to the same GL-account register.
There is no net-change to the account balance.

No net change

Open Deduction GL-Account Register

Date	Debit	Credit	Balance
			Beginning
			Ending

1. Non *i*TPM Journal Entry
Create a journal entry that impacts the open deduction GL-account.

Increase or Decrease

2. Credit memo not converted into an *i*TPM deduction
If the credit memo uses an item linked to the open deduction GL-account, the credit memo will impact the GL-account even before a deduction is created from that credit memo. It will impact the account whether it is applied or open.

Increase

3. Non *i*TPM Invoice
If an invoice has an item linked to the open deduction GL-account, the invoice will impact the GL-account.

Decrease

Open Deduction GL-Account Register

Date	Debit	Credit	Balance
			Beginning
			Ending

> **Note: If you create credit memos that use an item linked to your open deduction GL-account, transaction "B" above has no net GL impact.** That's because creating the *i*TPM deduction from that credit memo will have a debit and credit to the same open deduction GL-account.   This approach has several advantages, which are outlined in the *i*TPM Admin User Guide.

Note: If you are using *i*TPM ONLY for deduction management, you will NOT have the following transactions in your open deduction GL-account: D: Settlements, E: Adjust Spend settlements and F: Voiding settlements

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

_i_TPM

1.0 _i_TPM Data Reconciliation on your Dashboard

Question: Why should I invest 1 minute everyday or so to do a quick reconciliation of _i_TPM data?

Answer: Because that 1 minute can save you time researching issues during your month-end close!

- It is much easier to find a specific activity. i.e. 'I'm off by $123.10. I know what that transaction is."
- It is easier to research the issue.   i.e., "Look for all _i_TPM transactions created or modified yesterday"
- The period will not be closed, so you will have so many more options to make financial changes.
- If there is a data issue, finding it sooner limits the amount of data 'clean-up'

> **ⓘ Note:** If you have a high volume of deductions and resolutions everyday, we suggest you do your daily _i_TPM data reconciliation.

1.1 Compare open deduction balance with the ending account balance

Your _i_TPM support team will create a NetSuite Pivot table that you should put on your dashboard.

In the example below, the ending balance of GL 1500 (first screenshot) matches the expected ending balance of $29,6870 (second screenshot of a NetSuite Workbook.)

Note that while there are no data issues in the example below, there are credit memos totaling $23,200 that have not yet been converted into _i_TPM deductions.

Chart of Accounts

View Basic ▾ | **New** | **Submit**

📄 📄 🖨 ✔ SHOW INACTIVES

INACTIVE	DELETE	EDIT | VIEW	SUMMARY	INTERNAL ID	NUMBER	ACCOUNT	TYPE	DESCRIPTION	BALANCE
							Asset		
☐	No	Edit | View	No	3329	1500	Open Deductions	Other Current Asset	Suspense Account for Open Deductions	29,680.00

Reports **Analytics** **Documents** **Setup** **Customization** **iTPM Connector** **SuiteApps** **Support**

- iTPM Reconcile GL 1500 - Reconcile GL 1500

Type — +	Status	1 Open Deductions (Sum)	2 Net GL impact (Sum)
⌄ - iTPM Deduction	- iTPM Deduction : Open	6,480.00	6,480.00
	Total - iTPM Deduction	**6,480.00**	**6,480.00**
⌄ Credit Memo	Credit Memo : Open		23,200.00
	Total Credit Memo		**23,200.00**
Grand Total		**6,480.00**	**29,680.00**

If there are any data errors, your open deduction balance will NOT MATCH the ending balance of your GL account.

In the example below, open deductions of $112,028.35 does NOT match the ending GL account 1200 ending balance of $111,057.25.   When this happens, use the steps in Chapter 2, Step 3 to find and correct the data issue.

Transactions	Lists	Reports	Analytics	Documents	Setup	Customization	Commerce	Support

- iTPM Reconcile GL 1200 Open deductions - Reconcile GL 1200 open deductions

Type — +	Status	1 Open Deduction (Sum)	2 Net GL impact (Sum)
⌄ - iTPM Deduction	- iTPM Deduction : Open	112,028.35	112,028.35

Chart of Accounts

View Basic ▼ | **New** | **Submit**

📄 📄 🖨 | ✔ SHOW INACTIVES

INACTIVE	DELETE	EDIT | VIEW	SUMMARY	INTERNAL ID	NUMBER	ACCOUNT	TYPE	DESCRIPTION	CURRENCY	FOREIGN CURRENCY BALANCE	BALANCE
☐	No	Edit | View	No	193	1200	Open Deductions (new)	Other Current Asset	Suspense Account for Open Deductions			111,057.25

1.2 Review *i*TPM NetSuite Reminders

Take a quick look at your NetSuite reminders to confirm there are no transactions that are stuck processing:

- Issues preventing *i*TPM from applying **off-invoice to sales orders** and/or invoices
- Deductions where the **split process hasn't completed**
- **Settlements that are stuck processing** the allocation of the deduction to the items within the promotion..
- **Deductions in *Pending*** status because their journal entries are pending approval.
- See if the current or last NetSuite **periods need "*Allow non G/L change*"** checked.
  (Note: Extra role permission may be required to see these reminders.)
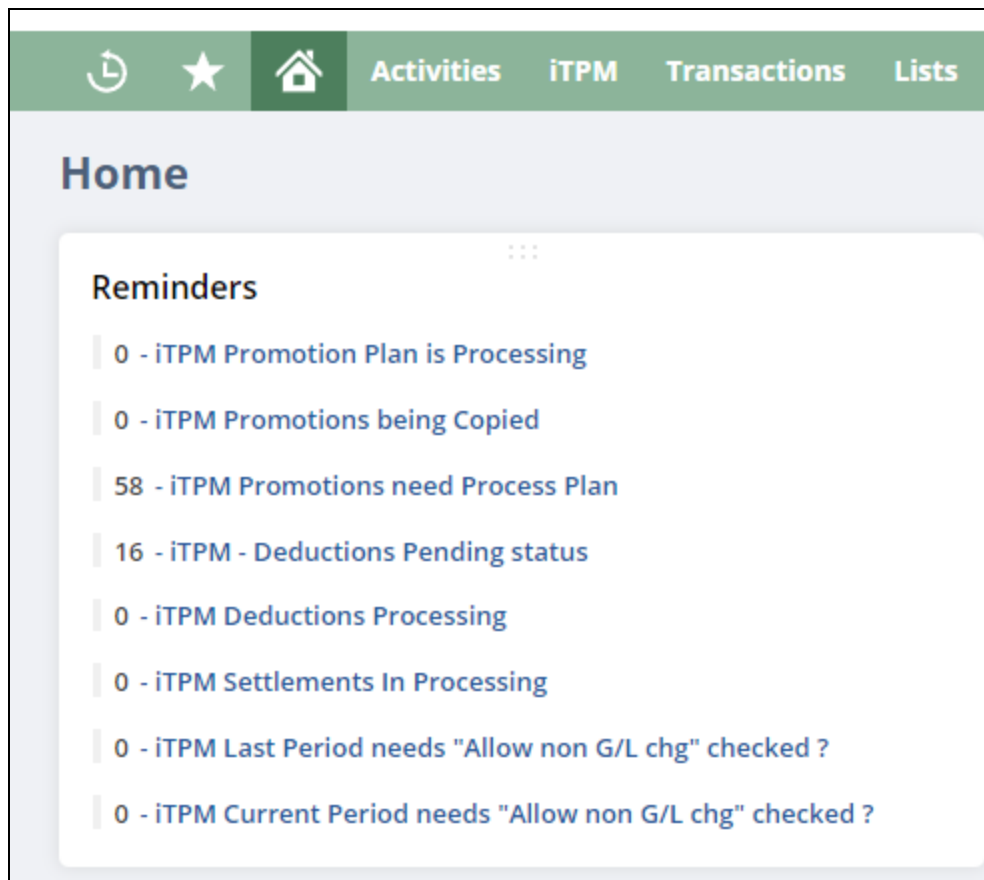
To view and research these issues.

1. **Click on the reminder link** to get a list of the invoices, sales orders, settlements or deductions.
2. **Click on the SYSTEM INFO** subtab to confirm if the transaction is in fact stuck.
   a. If the last change was today, then the transaction may not be stuck and just still processing.
   b. If the last change was made yesterday, then additional research should be done.

2.0 Monthly Reconciliation Overview

Here is an overview of the overall reconciliation process:

Step	Description	Comments & notes
Step 1	**Quick Review of *i*TPM data** Look for unusual data points, and other situations that may require the attention of an *i*TPM administrator.	You can also perform this quick review more often than monthly. Add *i*TPM to your NetSuite reminders to save time and mouse clicks!
Step 2 You can skip this step if you already reconciled data in section 1.1.	**Option 1: Reconcile ALL iTPM data,** See Section 1.1. Review the *i*TPM data that affected the open deductions GL-account last month.	If all iTPM data is reconciled, then last month's data is reconciled too.
Step 3	**Find & Fix data issues, if any** If your open deduction GL-account register balance is off, then ● look for data that explains the differences ● fix data issues, if any	As you find data that explains the differences between the actual and calculated change in your open-deduction GL-account, go back and repeat step 2. The goal is to fix or explain differences in this month-end reconciliation process.
Step 4	**Perform Proactive Monthly Admin Tasks** These are tasks that should be discussed and/or reviewed monthly.	These admin tasks can prevent data issues in future months.

⚠️ **NOTE:**   If you use *i*TPM for multiple subsidiaries, and one of your subsidiaries is in a different currency, you will need to do your data validation for each subsidiary. Contact the *i*TPM support team for training specific to your multi-subsidiary organization.

2.1 Step 1: Review of *i*TPM Data

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

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

If you are using *i*TPM ONLY for deduction management, you can SKIP these steps:
    1A: You will not have any Settlements
    1D: You will not have any Promotions

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

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

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

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

Step 1B: Review the list of journal entries associated with *i*TPM.

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

     (The list view includes the journal entry status starting with *i*TPM version 2018.2.1**b**)

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

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

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

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

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

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

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

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

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

     You can use ***iTPM -> Promotions -> List*** and change the filter, and sort the list.
         Sort on *Copy in progress?*, and look for = *YES*.
         Sort on *Process Plan?*, and look for *YES*.

     You can also use saved-search reminders, - *iTPM Promotions being copied.*
     Email support@cgsquared.com with the details if any appear to be 'stuck'.

Step 1E: Review each *i*TPM processing queue. Look for messages and unprocessed requests.

         iTPM -> Promotions -> KPI Refresh
         iTPM -> Promotions -> KPI Refresh (Draft)
         iTPM -> Deductions -> Splits Queue
         iTPM -> Deductions -> Expense Queue
         iTPM -> Resolutions -> Resolution Queue

2.2 Step 2: Compare open deduction balance with the ending account balance

Your *i*TPM support team will create a NetSuite Pivot table that you should put on your dashboard.

Example: Even if the "Net GL Impact" in the screenshot below matches the ending balance of the open deduction account, you should the following:

- Review the credit memos that haven't been converted into deductions: Use the saved search, "- *iTPM Reconciliation CM in Open DDN Account*"
- Review the journal entries that hit the open deduction account. These may be correct, but they should still be reviewed. The net impact on the open deduction account in the example below is ($22,703.99)". To get a list of these journal entries, you can use the save search, "- *iTPM Reconciliation JE in Open DDN Account*".

Type	Status	1 Open Deduction Bala...	2 Net GL Impact (Sum)
⌄ - iTPM Deduction	- iTPM Deduction : Open	259,116.28	259,116.28
	Total - iTPM Deduction	**259,116.28**	**259,116.28**
⌄ Credit Memo	Credit Memo : Fully App...		14,239.33
	Credit Memo : Open		341,068.38
	Total Credit Memo		**355,307.71**
⌄ Journal	Journal : Approved for P...		-22,703.99
	Total Journal		**-22,703.99**
Grand Total		**259,116.28**	**591,720.00**

2.3 Step 3: Find and fix incorrect *i*TPM data (if any)

Each of the following situations could affect your open deduction account balance and cause it to be out of balance. Many of these data issues are not common. Older versions of *i*TPM could create bad data when the accounting period was closed and "Allow non-G/L changes" was not checked, and under some circumstances when a user's role was missing some of the recommended NetSuite permissions.

> ⚠️ **Note:** Some of these saved searches must be run using the NetSuite admin role to return results. If you are not a NetSuite admin, ask an admin to run the saved searches for you, or schedule the searches to run and share the results.

Step	Potential Issue	Situation(s) that can create 'bad' data
3a.	Deduction split is not done processing	If you have a deduction SPLIT that's stuck, email support@cgsquared.com, or watch the help video at www.i-TPM.com/deduction-management
3A.	Look for deductions where the open balance is less than zero.	When the "*Allow non-G/L changes*" was not checked for a closed or locked period,and the deduction was in a closed period, an older version of *i*TPM was not able to update the deduction open balance and incorrectly allowed deductions to sometimes be over-resolved. **_i_TPM version 2018.2.1a and newer prevents this.**
3B.	Look for duplicate deductions created from the same credit memo	When the "*Allow non-G/L changes*" was not checked for a closed or locked period, an older version of *i*TPM was not able to link the credit memo to the deduction. Because of this, *i*TPM sometimes allowed another deduction to be created from the same credit memo. **_i_TPM version 2018.2.1a and newer prevents this.**
3C.	Look for duplicate deductions created from the same invoice	When the "*Allow non-G/L changes*" was not checked for a closed or locked period, an older version of *i*TPM was not able to mark all of the invoices to the deduction to prevent another deduction from being created from the same invoice. **_i_TPM version 2018.2.1a and newer prevents this.**
3D.	Look for deductions where the split records don't match the parent deduction	This is caused if the *i*TPM script that splits or CSV splits deductions is incorrectly changed from a concurrency of 1 to 2, and when imported CSV split files are accidentally overwritten by the user after successful import but before split processing. Do not change the concurrency of *i*TPM scripts. Concurrency should be equal to 1.
3E.	Look for voided journal entries associated with *i*TPM transactions.	If you *void*, *reverse* or *reject* a journal entry associated with a deduction, the deduction balance isn't updated to reflect the void. This will cause your reconciliation to be out-of-balance.
3F.	Look for journal entries created to expense deductions that do NOT hit the open deduction account.	It is possible to create journal entries that hit the open deduction suspense account that are not associated with *i*TPM deductions. While this should not be done, it is possible to edit the lines of a journal entry such that it does not match the open deduction resolution amount.

Find and Fix iTPM data issues (if any) Continuation of the issues to research:

Step	Potential Issue	Situation(s) that can create 'bad' data
3G.	Look for duplicate journal entries associated with iTPM transactions	Under some circumstances, either by accident or on purpose, it is possible in NetSuite to create duplicate journal entries. This is one data issue that could explain why your iTPM monthly reconciliation is out-of-balance.
3H.	Credit memo amount doesn't match deduction amount	If someone edits and changes the credit memo after the deduction is created, the CM amount will not match the deduction amount, causing your open deduction GL-account balance to be off. Users can change the CM amount after the deduction is created.
3I.	Settlement header doesn't match the lines of the settlement	This was a known issue in 2018 when a settlement had an amount for more than one MOP. **iTPM version 2018.2.5 and newer prevents this.**
3J.	Credit Memo deleted after the deduction was created.	iTPM shows a warning banner, but it is still possible to delete the credit memo after the deduction is created. **iTPM 19.1.2 and newer prevents credit memo from being deleted**
3K.	Invoices that hit the open deduction account.	If you use an item that is associated with the open deduction GL account, open invoices need to be included in your data reconciliation worksheet, or if in error, correct and use a different item.
3L.	Deductions that are not applied to a credit memo or invoice	If you delete the invoice or credit memo after you create the deduction, the transaction field on the deduction is empty. This may result in 'bad' data that needs to be fixed.
3M.	Resolutions plus open balance don't add up to the deduction amount	When all other research doesn't find the issue, another possibility is that the Journal Entries and/or Statement Charges were deleted or changed after they were created by iTPM.
3N.	Duplicate voiding settlements	Under some rare circumstances, a double mouse click could create duplicate voiding settlements.

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

Step 3a: **Look for deductions that are stuck processing a split**

Go to *iTPM-> Deductions -> List*, and set the filter to see status = *Deduction Processing*
Go to www.i-TPM.com/deduction-management to view a video on how to fix common issues that can cause a deduction to get stuck processing the split, or email support@cgsquared.com.

Step 3A: **Look for deductions with an open balance less than zero**

Go to *iTPM-> Deductions -> List*, and set the filter to see ALL deductions.
Click on OPEN to sort deductions from smallest to largest open balance.
If you see any deductions with the open balance less than zero, contact *i*TPM support to fix the deduction balance.
Sometimes the finance team may reclass an iTPM journal entry, causing the deduction balance to be incorrect. Email support@cgsquared.com to fix these deductions.

Also look for a RESOLVED deduction where the open balance is NOT zero.
Go to *iTPM-> Deductions -> List*, and set the filter to see RESOLVED deductions.
Click twice on OPEN to sort deductions from largest to smallest open balance.
If you see any deductions with the open balance is NOT equal to zero, contact *i*TPM support to fix the deduction balance.

Step 3B: **Look for duplicate deductions created from the same credit memo**

Go to *iTPM -> Reconciliations -> **iTPM Recon - DDN (CM) Duplicates***
View each deduction to identify and confirm a duplicate was created.

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

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

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

If you have any questions on this, contact *i*TPM support for help.

Step 3C: **Look for duplicate deductions created from the same invoice**

Go to *iTPM -> Reconciliations -> **iTPM Recon - DDN (INV) Duplicates***
View each deduction to identify and confirm a duplicate was created.
Note: The steps to fix this are the same as in Step 3B.

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

Go to *iTPM -> Reconciliations -> Out Of Balance Deductions*

* Enter the date range
* Select what criteria to use for the sort: *Date Last Modified,* or *Date last Created*
* Select sort order: *Newest to Oldest,* or *Oldest to Newest*
* Click LEAVE.

Leave site?

Changes you made may not be saved.

| Leave | Cancel |
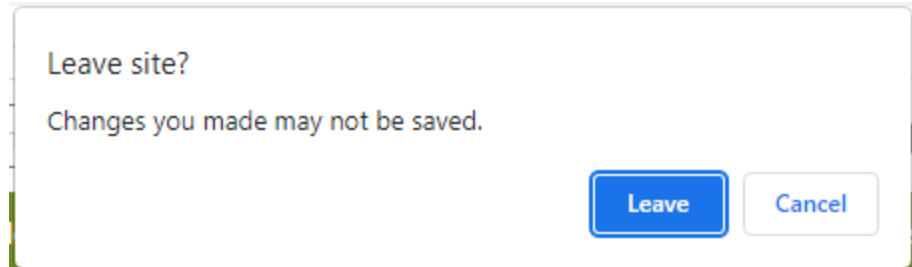
* The report shows you 40 deductions at a time. If there are no deductions in the view, go to the next set by clicking in the PAGE NO drop-down menu.

Deduction Out-of-balance exception report More

START DATE *

END DATE *

○ LAST MODIFIED ○ NEWEST TO OLDEST
○ DATE CREATED ○ OLDEST TO NEWEST

Sublist •

PAGE NO
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DEDUCTION #	DEDUCTION DATE	DEDUCTION AMOUNT	OPEN BALANCE STORED	OPEN BALANCE CALCULATED	OPEN BALANCE STORED VS CALCULATED	DEDUCTION STATUS	EXPECTED DEDUCTION STATUS	ISSUE WITH STATUS	SPLIT OFF AMOUNT	DIFFERENCE VS CREDIT MEMO	GL DIFFERENCE VS CREDIT MEMO ▲
3934	02/14/2023 11:00 pm	30.32	0.00	30.32	30.32	Resolved	Resolved	NO	0.00	0.00	NO
4034	01/25/2023 7:46 am	2,000.00	1,900.00	2,000.00	100.00	Open	Open	NO	0.00	0.00	NO
4089	01/20/2023 1:05 am	1,000.00	1,000.00	0.00	1,000.00	Open	Open	NO	1,000.00	0.00	NO

Each row in the report will identify a deduction that may have an issue.

If you don't want to use the Out-of-Balance report, here are the steps:

Go to **iTPM -> Reconciliations -> Incorrect Split Balances**
Export this list to Excel. Create a pivot table from this data with the columns below:
Pivot Row: Column A: From column I, **Parent Deduction**

Pivot Column: Values: Column B: **Sum** of column K, **iTPM Amount**
Pivot Column: Values: Column C: **Average** of column R, **Parent Split Off**
Pivot Column: Values: Column D: **Average** of column Q, **Parent Balance**
Pivot Column: Values: Column E: **Average** of column P, **Parent Amount**
Pivot Column: Formula: Column F: =B4-C4   (Value should be zero)
Pivot Column: Formula: Column G: =(B4+D4)-E4 (If not zero, research data.)

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

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

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

Paste Format **B** *I* U A Merge & Center $ %					Conditional Format Cell Insert Delete		
F8 ✕ ✓ *fx* If B + D is not equal to E, then there is a problem							
	A	B	C	D	E	F	G	H
1	Parent Status	(All)						
2								
3	Row Labels	Sum of iTPM Amount	Average of Parent Split Off	Average of Parent Balance	Average of Parent Amoun	If column B is not equal to C, then it IS an issue		
4	- iTPM Deduction #1	487	487	0	487			
5	- iTPM Deduction #10	384	384	0	384			
6	- iTPM Deduction #104	66	66	0	66	If column D is not equal to zero, it could be an issue		
7	- iTPM Deduction #106	13	11	0	11			
8	- iTPM Deduction #107	8	8	0	8	If B + D is not equal to E, then there is a problem		
9	- iTPM Deduction #11	384	384	0	384			
10	- iTPM Deduction #111	30	30	0	30			
11	- iTPM Deduction #112	30	30	0	30			
12	- iTPM Deduction #114	2	2	0	2			
13	- iTPM Deduction #116	123.21	123.21	0	123.21			
14	- iTPM Deduction #117	2	2	0	2			
15	- iTPM Deduction #119	1.75	1.75	0	1.75			
16	- iTPM Deduction #121	0.45	0.45	0	0.45			
17	iTPM Deduction #123	0.3	0.3	0	0.3			

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

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

Step 3E: **Look for voided, reversed & rejected journal entries linked to *i*TPM transactions**

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

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

Step 3G: **Look for duplicate journal entries associated with *i*TPM transactions**

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

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

If the period is open, reverse the duplicate journal entry.   If the period is closed, make a copy of the duplicate and reverse the lines so that the copy cancels out the duplicate.
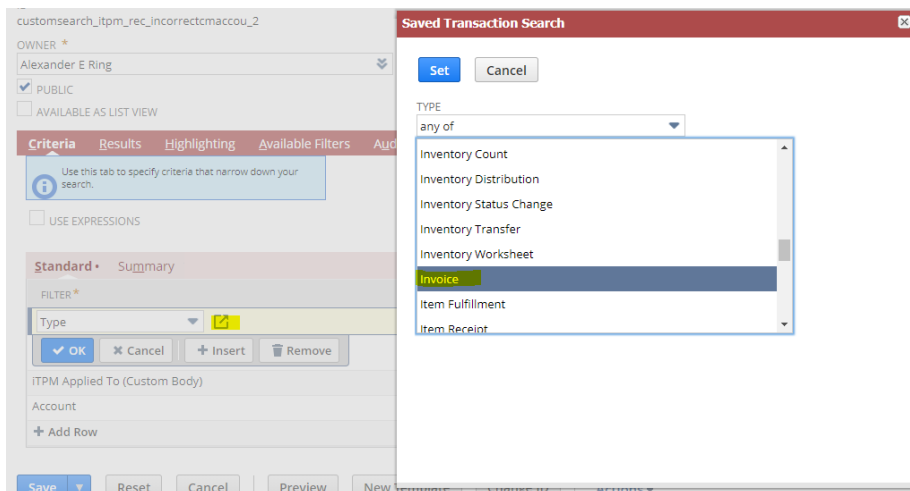
Step 3F: **Create a new saved search to find invoices in your open deduction account.**

Edit the saved search you used in to look for credit memos that aren't yet converted into deductions,…

Under the CRITERIA subtab, look for the TYPE filter.

Click on [icon] to the right of
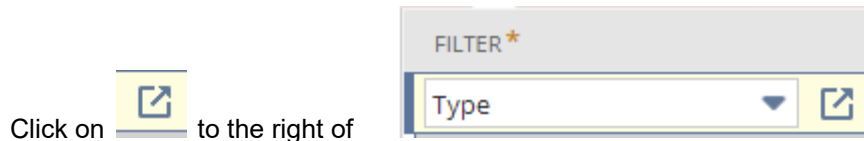
Next, change "Credit Memo" to "Invoice"

Change the title of this saved search title to something similar to "- *iTPM Recon Invoices in Deduction Account*". You'll search this title to run this saved search.

Click **SAVE AS** so you don't write over your existing saved search.

Use this to find invoices that hit your open deduction suspense account.

iTPM

Step 3H: **This happens when the credit memo is edited after a deduction is created.**

Use this saved search to find all the credit memos where the credit memo amount does not match the deduction amount: *iTPM Deductions with CM amount mismatch.*

Example data from this saved search:

	A	B	C	D	E	F	G	H	I
1	Internal ID	Document Numb	Date	iTPM Amount	iTPM Created Fr	iTPM Custome	Transaction (2	Status	Amount
2	915187 22		7/29/2019	644.32		431361 DICORP DRIS	CustCred-CM-92989	Open	644.32
3	915187 22		7/29/2019	644.32		431361 DICORP DRIS	CustCred-CM-92989	Open	0.00
4	923824 28		7/31/2019	25,320.55		409989 DICORP GOF	CustCred-CM-92989	Resolved	25,320.55
5	923824 28		7/31/2019	25,320.55		409989 DICORP GOF	CustCred-CM-92989	Resolved	0.00
6	1384409 566		8/1/2019	31,847.58		409989 DICORP GOF	CustCred-CM-92989	Resolved	0.00

Create a pivot table:
Pivot Rows: (A) iTPM deduction #, "Document Number", column B above
Value: (B)   Average of iTPM Amount, column D above
Value: (C)   Sum of Amount: Column I above
Calculate: (D)   Column B minus column C. This should be zero.

	A	B	C	D	E	F	G
1	Row Labels	Average of iTPM Amount	Sum of Amount	Difference			
523	14445	670163.24	670163.24	0			
524	14446	33748.74	0	33748.74			
525	14448	300.59	300.59	0			
526	14449	510.72	510.72	0			
527	14450	1267	1267	0			
528	14472	12678.82	12678.82	0			
529	14532	39.54	39.54	0			
530	14546	2162.28	2162.28	0			
531	14550	12927.6	12927.6	0			
532	14553	6714.54	6714.54	0			
533	14620	19438.42	19438.42	0			
534	14628	508.54	508.54	0			
535	14635	266.8	266.8	0			
536	14642	10799.63	10799.63	0			
537	14652	5335.59	5335.59	0			
538	14657	14201.16	14201.16	0			
539	14678	2180.89	2180.89	0			
540	14731	23294.28	23294.28	0			
541	14745	11277.39	11277.39	0			
542	14753	3978.58	3978.58	0			
543	14758	47394.73	47394.73	0			
544	14762	38524.43	38524.43	0			
545	14767	35270.35	35270.35	0			
546	14772	769.56	769.56	0			
547	14778	33568.41	33568.41	0			
548	14784	6547.16	6547.16	0			
549	14789	692	692	0			
550	14794	1695.44	1695.44	0			
551	14797	4279.31	4279.31	0			
552	14843	160.59	160.59	0			
553	14850	81.7	81.7	0			

PivotTable Fields ▼ ✕

Choose fields to add to report: ⚙ ▼

Search 🔍

☐ Internal ID
☑ **Document Number**
☐ Date
☑ **iTPM Amount**
☐ iTPM Created From
☐ iTPM Customer
☐ Transaction (2)
☐ Status

Drag fields between areas below:

▼ Filters |||| Columns
                 Σ Values ▼

≡ Rows   Σ Values
Document Number ▼   Average of iTPM Amo... ▼
                    Sum of Amount ▼

Step 3I: **Saved search to find data issue: - *iTPM settlements header lines mismatch***

If you only use *i*TPM for deduction management, skip this step.

For historical data before Nov 2019, there is a one-time script to populate this field in historical data. Email support@cgsquared for details and assistance

Step 3J: **Look for deductions where the transaction field is blank on the deduction**

Go to *iTPM-> Deductions -> List.* Change the status filter to ALL, and sort on the transactions filter.

Scroll to the very end of your list, where the group has (NONE).   If you have any of these deductions, view the deduction.   You will see the transaction field blank.

*i*TPM staff needs to help you fix these deductions. Email support@cgsquared.com for help.

Step 3H: **Look for any non-iTPM journal entry that hits the deduction account**

Use this saved search: **- *iTPM Recon - Non-iTPM JEs in open DDN account***

Step 3K: **Look for invoices that hit your open deduction GL-account**

You can use a saved search to find all open invoices that have at least one line that hits the open deduction GL account. Another approach is to download all the transactions into Excel, sort by 'Number', and look for invoices.

Step 3L: **Look for deductions that are not applied to a credit memo or invoice**

The saved search is "- iTPM Deductions not applied to CM or Invoice"

Step 3M: Use a NetSuite pivot table to find deductions with an incorrect balance:

Chapter 7 in the iTPM Analysis User Guide shows how to create a NetSuite dataset and workbook you can use to find any deduction where the stored open amount in the deduction doesn't match the calculated open balance using journal entries, settlements and statement charges linked to the deduction.

The following is an example NetSuite workbook, sorted to show non-zero values at the top.

NOTE: Be sure to look for both positive and negative values at the top of the grid and at the bottom.

SORT your workbook on the column "Possible Error (sum)" to quickly find the non-zero values.

Here are some of the common reasons you'll have "false positives", deductions that have a non zero value for "Possible Error"

- The JE was copied to reclass the expense.
- The JE was rejected, and your data set didn't exclude it.
- You corrected the deduction to have the correct JE impact, but didn't use the iTPM Admin tool to correct the amounts.
- The deduction was incorrect, but you created a separate JE to correct the G/L impact, but this JE is not linked to the deduction.

If you have a deduction with an incorrect open balance, please contact your *i*TPM support team so they can help fix the data issue.

iTPM

Step 3N: **Look for duplicate voiding settlements.**

iTPM -> Resolutions -> iTPM Voiding Settlements

In the list, sort on the column "applied to" and look for two lines with the same settlement.

If you have too many settlements for a visual approach, then export to Excel, create a pivot table based on the Applied To column.   Any row that has more than one record is a duplicate.

	- iTPM Voiding Settlements: Results												List Search Audit Trail

Return To Criteria   Edit this Search

FILTERS

TOTAL: 7

EDIT | VIEW	INTERNAL ID	DATE	DATE CREATED	LAST MODIFIED	PERIOD	SETTLEMENT #	STATUS	CUSTOMER	PROMOTION	MEMO	AMOUNT	APPLIED TO ▼
Edit | View	14670	8/9/2019	8/9/2019 8:32 am	8/9/2019 8:32 am	Aug 2019	12	Applied	Kroger Corporate	testing copy May 3, 2019	Voiding Settlement # 7	910.00	- iTPM Settlement #7
Edit | View	14568	8/9/2019	8/9/2019 8:02 am	8/9/2019 8:02 am	Aug 2019	9	Applied	Kroger Corporate	testing copy May 3, 2019	Voiding Settlement # 5	1,100.00	- iTPM Settlement #5
Edit | View	15931	1/31/2020	1/31/2020 1:13 pm	1/31/2020 1:13 pm	Jan 2020	21	Applied	Walmart	Example of an approved promotion	Voiding Settlement # 3	130.00	- iTPM Settlement #3
Edit | View	15932	1/31/2020	1/31/2020 1:13 pm	1/31/2020 1:13 pm	Jan 2020	20	Applied	Walmart	Example of an approved promotion	Voiding Settlement # 3	130.00	- iTPM Settlement #3
Edit | View	15730	1/30/2020	1/30/2020 9:25 pm	1/30/2020 9:25 pm	Jan 2020	18	Applied	Kroger Corporate	8.7.19.3	Voiding Settlement # 16	25.52	- iTPM Settlement #16

*i*TPM

2.4 Step 4: Monthly *i*TPM Proactive Admin Tasks

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

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

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

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

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

ALLOW NON-G/L CHANGES

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

Step 4B: Do a quick review of new items created since last month

Go to *Lists -> Accounting -> Items*. Set the NetSuite QuickSort to "*Recently Created*".

If appropriate, EDIT the item, go to the *iTPM* subtab, and check the "*Available for iTPM?*" checkbox.

NOTE: If possible, **DO NOT make old items inactive that were used for *i*TPM allowances until AFTER all settlements** to those promotions with those items are done, and the promotions are closed. An inactive item in a promotion will cause settlements to get stuck processing, and prevent the KPI refresh from working correctly. Email support@cgsqured.com BEFORE you inactive any *i*TPM allowance items to discuss options.

Step 4C: For every new item in step 4B, add the item to the appropriate Netsuite item group(s).

Go to *Lists -> Accounting -> Items*. Set the filter to "*Item Groups*".

If appropriate, EDIT the item group, go to *Manufacturing* subtab, add the new item(s), and click SAVE. Update the item group description if it changed.

For every item that's been discontinued, EDIT the appropriate NetSuite item group and remove it from the item group. Update the item group description if it changed.

Note: PROCESS PLAN will skip these discontinued items. However, it is a good business practice to also remove these from the item group.

Step 4D: Use NetSuite reminders to quickly view promotions that may need action, etc.

You can also use *iTPM -> Promotions -> List* and change the filter, but it is easier to add pre-set saved searches to your NetSuite reminders dashboard portlet. Here are suggested reminders that can save you time:

- iTPM Promotions Active in the next 30 days
- iTPM Active / Completed promotions Pending Approval
- iTPM Approved Promotions (90+ days)

It is a best-practice to close completed promotions that you no longer expect claims. When you close completed promotions, the Promotion Summary Comparison will more accurately reflect the net liability of bill-back liability you incurred but haven't paid and hasn't been deducted yet.

Step 4E: Confirm permissions for new employees and/or employees with new responsibilities

Go to *Setup -> Users/Roles -> Manage Users*, and confirm new users have been assigned the appropriate *i*TPM permissions.

Chapter 5 in the *Admin User Guide* has details on Netsuite permissions by example *i*TPM role.

3.0 Technical Reference

> ⚠️ **Assumptions:** Worksheets and saved searches in the user guide are based on these assumptions:
> - If deductions are managed across multiple subsidiaries, each subsidiary must be validated separately.
> - The open deduction GL-account has NOT changed since implementing *i*TPM. If it has been changed, additional steps are required to reconcile.

3.1 Calculations to reconcile Open Deduction GL-account Balance

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

The following worksheet shows you the methodology used in the NetSuite Workbook that is described in 1.0 *i*TPM Data Reconciliation on your Dashboard.

	A	B	C	D	E	F	G
1		Reconcile Open Deduction Account Worksheet Template: Validate the entire iTPM history of transactions		EXAMPLE: Open deduction account GL-123			
2						May 17	Date/time
3							
4		A. Open DDN Account Ending Balance				$143,452.45	$0.00
5		B. Balance of open deductions account (before iTPM)	subtract	This is the balance just before you started using iTPM. Assumes only iTPM creates transactions in this account.		$0.00	$0.00
6		C: Adjust for Pending deductions (when all JEs require approval)	subtract	*Note: When JEs need approval, subtract amount of pending deductions if the row above doesn't include pending status		-$3,156.65	$0.00
7		D: Adjust for Processing deductions	subtract	** Note: If you split deductions, you may need to adjust for deductions in processing status			
8		E. Non iTPM Credit memos that hit open deduction account	subtract	If you don't create credit memos that hit this account, you can skip this line.		$0.00	$0.00
9		F: Non iTPM JEs that hit open deduction account	subtract	Look for any non-iTPM JEs that hit the open deduction account		$0.00	$0.00
10		G: Invoices that hit open deduction account	subtract	If you don't create invoices that hit this account, you can skip this line.		$0.00	$0.00
11		H: Expected amount of open deductions	= Total			$140,295.80	$0.00
12		I: Open Deductions by Month Report, or NetSuite workbook	subtract	This is the OPEN balance of all deduction with open status.		-$140,295.80	$0.00
13		J: Amount over (under) expected account balance	= Total	If this line doesn't equal zero, you'll need to perform additional tasks to identify why the amounts don't match.		$0.00	$0.00
14							
15		*Note: When JEs need approval, row 11 has only OPEN deductions, you'll need to adjust for PENDING deductions.					
16		** Note: If row 11 only includes OPEN status deductions, you'll need to adjust for PROCESSING status deductions.					

Calculations and details for each row are on the following pages:

*i*TPM

iTPM Data Reconciliation worksheet calculations:

These are the calculations if you manually create a spreadsheet to replicate the real-time NetSuite workbook:

*i*TPM Transaction	Calculation	Example	Notes:
A. Open Deduction Account Ending Balance		$12,121	Get this value from the open deduction GL-account.
B. Starting Balance of open deductions account (before *i*TPM)	subtract	$0	This is the balance just before you started using *i*TPM. THis assumes only *i*TPM creates transactions in this account.
C: Adjust for Pending deductions (when all JEs require approval)	subtract	$0	Note: When JEs need approval, subtract the amount of pending deductions if the row above doesn't include pending status
D: Adjust for Processing deductions	subtract	$0	Note: If you split deductions, you may need to adjust for deductions in processing status
E. Non *i*TPM Credit memos that hit open deduction account	subtract	$0	If you don't create credit memos that hit this account, you can skip this line.
F. Non *i*TPM JEs that hit open deduction account*	subtract	$0	If you don't create any non-iTPM JEs that hit this account, you can skip this line.
G: Invoices that hit the open deduction account*	subtract	$0	If you don't create any invoices that hit this account, you can skip this line.
H. Expected open deduction balance	= Total	$12,121	This is what you expect the open deduction balance to be using the open deduction account register.
I. Open Deduction balance	subtract	$12,121	Get this from *iTPM -> Deductions -> List*, and set your filter to see all deductions in OPEN status. Sum the total open balance.
J. Amount over or (under) the the open deduction register balance	= Total	$0	If this line doesn't equal zero, you'll need to perform additional tasks to identify why the amounts don't match.

> **Note:** If your open deductions match your open deduction register, you confirmed all of the following:
> - You don't have any duplicate journal entries associated with deductions.
> - You don't have duplicate settlements associated with promotions and deductions.
> - Split deductions match the amount of the original deduction being split.
> - You don't have expense journal entries that didn't credit the open deduction account.
> - **The ending balance in your open deduction account matches your expected amount!**

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

Note: If you use these steps to manually replicate the NetSuite real-time *i*TPM reconciliation workbooks, some of the saved searches in these steps may require NetSuite Admin permissions to return complete results. If a non-admin user is performing the daily *i*TPM data reconciliation, consider having a NetSuite admin schedule the search and email the results to the appropriate user.

The following manual steps have been replaced by the dashboard *i*TPM reconciliation NetSuite workbook:

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

Go to *Setup-> Accounting -> GL-accounts*, and look at the ending balance of your open deduction account.
Don't know your open deduction account? Go to *iTPM-> Setup -> Preferences*, and look for the *Open Deduction* Account.

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

Go to *Setup-> Accounting -> Chart-of-Accounts*, click into the account to view the register. Go back to the date of the first *i*TPM transaction, and get the beginning balance of your open deduction account.
Helpful hint: Keep this value. This will not change over time. You'll only need to get this number once.

Step C: Adjust for Pending deductions (when all JEs require approval)

iTPM -> Deductions -> List. The list should default to only showing you open deductions. Change the filter to see deduction where status is PENDING. Export the list to Excel, and total the OPEN amount column.

Step D: Adjust for Processing deductions (if you use SPLIT or CSV SPLIT)

iTPM -> Deductions -> List. The list should default to only showing you open deductions. Change the filter to see deduction where status is PROCESSING. Export the list to Excel, and total the OPEN amount column.

*i*TPM

Step E: Adjust for credit memos you didn't convert to *i*TPM deduction:

Use the saved search '- *iTPM Recon - CM In Deduction Account"* to find credit memos that hit your open deduction clearing account but have not yet been converted into deductions.

You'll need to create this saved search once.

1. In the global search enter '- *iTPM Recon - CM In Deduction Account (6012)"*
2. EDIT the saved search
3. Change the ACCOUNT to your open deduction clearing account.
4. Change the Search Title, and replace 6014 with your GL account number.
5. SAVE AS.

You can now use this saved search to find credit memos that use the "*Deductions for iTPM*" item that haven't been converted into *i*TPM deductions.

Saved Transaction Search

List   Search   Copy to Account

- iTPM Recon - CM In Deduction Account (6014)

| Save & Run ▼ | Cancel | Preview | New Template | Pivot Report | Change ID | Actions ▾ |

SEARCH TITLE *
`- iTPM Recon - CM In Deduction Account (6014)`

☐ AVAILABLE AS DASHBOARD VIEW
☐ AVAILABLE AS SUBLIST VIEW
☐ AVAILABLE FOR REMINDERS
☐ SHOW IN MENU

ID
customsearch_itpm_rec_incorrectcmaccount

OWNER
Praneeth R

☑ PUBLIC
☐ AVAILABLE AS LIST VIEW

| Criteria | Results | Highlighting | Available Filters | Audience | Roles | Email | Audit Trail | Execution Log | Search Title Trans |

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

☐ USE EXPRESSIONS

Standard ·   Summary

FILTER*	DESCRIPTION*	FORMULA
Type	is Credit Memo	
iTPM Applied To (Custom Body)	is none	
Account	is 6014 Trade Promotion Fees	

| ✔ OK | ✖ Cancel | ✚ Insert | 🗑 Remove |

✚ Add Row

Step F: Adjust for non iTPM journal entries that hit the open deduction GL-account:

In the global search, type enter "iTPM *recon*" and view the saved search: *"- iTPM Recon - Non-iTPM JEs in open DDN account"* Note: **You'll need to create this saved search once to use your unique open deduction GL-account #**. See next page for details.

Step G   Adjust for invoices that hit the open deduction GL-account.

*i*TPM uses statement charges to return disputed amounts back to A/R.

If you create your own invoices using an item that hits the open deduction GL account, then you will need to adjust your worksheet for these invoices UNTIL the re-pay is applied to your invoices.

Step H: Calculation: What open deductions should be =

= (step A) - (step B) - (step C) - (step D) - (step E) - (step F) - (step G)

Step I: Get your open deduction balance*

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

Step J: Calculate and compare the difference: **(Step H) - (Step I)**

Compare the *actual* open deduction account balance to the *calculated* balance:
If the difference is NOT ZERO, go to Step 3 and analyze data to explain the difference.

If the difference is ZERO, you are done!

3.2 Other Saved Searches

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

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

CG Squared, Inc. and this User Guide

CG Squared designs, develops and supports the *i*TPM SuiteApp.   CG Squared, or CG^2, stands for **C**onsumer **G**oods **C**onsulting **G**roup. We are 100% focused on trade promotion and deduction management for the CG industry.   We have more than 30 years experience delivering closed-loop, trade promotion management solutions. CG^2 is committed to providing you world-class software and services:

- **Implementation services** to get *i*TPM configured, installed and ready for live production.
- **Training**, so your staff can efficiently use *i*TPM 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.

CG^2 services are bound to the terms of service of the Professional Services Agreement between the parties.

*i*TPM Deduction Management

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

This User Guide is written for *i*TPM users that are responsible for verifying *i*TPM data accuracy and performing administrative tasks to fix any *i*TPM data reconciliation issues.

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

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

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

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