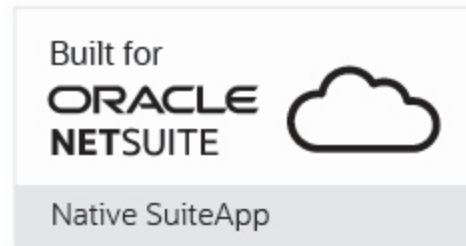


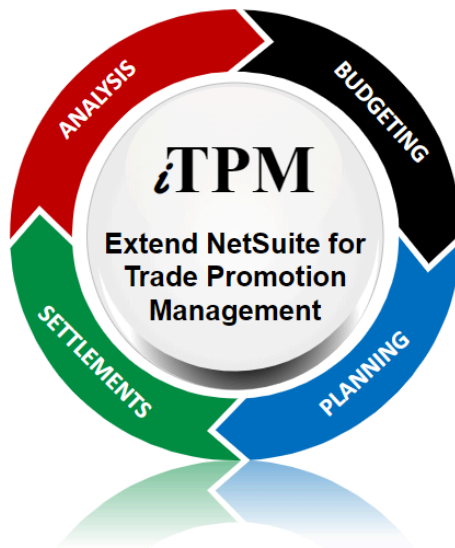
Integrated Trade Promotion Management



User Guide: iTPM Administrator


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IMPORTANT: DO NOT UNINSTALL iTPM from your live production account.

Doing so after go-live will result in the loss of iTPM data, including all promotional data and custom transaction records that resolve your short-pays.



Note: This user manual is written with the assumption that iTPM Administrative users are already familiar with NetSuite and have received basic NetSuite training on navigation and features.

1.0 Pre-Setup Preparation & Information - PROMOTIONS

1.1 Promotion Planning Overview

Promotions need to be planned and approved in iTPM before they can be used to resolve deductions.

Peter Drucker often said, “You can’t manage what you can’t measure.” This is true for trade promotions. The first step to trade promotion management (TPM) is to enter every promotion into NetSuite. Here’s an overview of promotion planning:

- Configure promotion types, or ‘templates’ to customize iTPM promotion planning and preferences by subsidiary for your business.
- Create and manage promotions by customer, event, item and item group, including:
 - o Manage bill-backs, including lump-sums and stacked allowances per unit-of-measure and percent discount.
 - o Plan and track off-invoice and net-bill allowances. Use iTPM subtabs on sales orders to visually confirm EDI order accuracy.
 - o User selects the NetSuite price level to use with the planned allowances and discounts.
 - o Supports hierarchical promotion planning at NetSuite customer parent, and at the ‘children’. i.e. Walmart corp vs. DCs.
 - o Supports managing allowances by item and using NetSuite item groups.
 - o Support for multiple dates, including ship, order and retail performance.
 - o Estimate volume by item, including base and incremental.
 - o Use iTPM report links to historical sales and shipments to improve forecasted volume accuracy.
 - o Includes important trade promotion spending KPIs, including Estimated, LE, Actual, Expected Liability and Net Liability.
 - o Status Workflow including Draft, Submitted, Approved, Rejected, Voided and Closed
 - o Copy promotions to save time; from one time period to another, and to other customers.
 - o Capture retail information, including price, merchandising, %ACV with display
 - o Leverage NetSuite functionality, including notes, attachment of electronic documents, assign tasks, and audit trail.
 - o Full visibility for analysis, including a view of qualifying shipments, POs, along with actual settlements.
 - o Pre-built saved-searches for NetSuite dashboard portlets and reminders.
 - o View and/or export to Excel the Summary, Detail, and Calendar views by customer, event, and item.
 - o Use Event-Based accrual visibility by promotion, and the accrual log to true-up your actual financial accruals.

1.2 Allowance Method-of-Payment

The method-of-payment (MOP) drop-down list is managed by iTPM. iTPM administrators can't add MOP options to iTPM. Method-of-payment is important, because it determines how your discounts and allowances are offered, and how promotional liability is calculated and tracked. iTPM Administrators set which MOP options are valid when creating promotion types. There are four method-of-payment options available in iTPM:

Method of Payment	What it is	When to use it
Bill-Back (BB)	Bill-backs are allowances or fixed fees that are paid after the transaction.	Use this method-of-payment when you want to hold-back payment of allowances until the recipient qualifies for the discount.
Off-Invoice (OI)	OI allowances are applied directly at the time of invoicing.	Use this when you want the recipient to get the allowance without any conditions, qualifications or restrictions. Off-invoice allowances can be applied directly to the invoice when the invoice is created. Off-invoice is most typically applied by the seller. As a buyer, applying an OI to a purchase order results in a deduction.
Net-Bill (NB)	Net-bill is like OI, as they are applied directly at the time of invoicing. However, unlike OI, net-bills adjust the price but hide the allowances to the customer.	When you want the retailer to get the discount right on the invoice, but not show the allowance. Some retailers set everyday pricing based on the manufacturer's list price. Net-bill is a way to get lower everyday prices without making customer-specific price change, and still being able to track the cost to the trade budget.
Fixed Price (FP)	Fixed price is similar to Net-Bill. Instead of a NB discount, FP simply overrides the price on the sales order.	Use a fixed price when you always need a specific price on the sales order or invoice: i.e. \$20.00 per case. Note: Promotion KPIs are not calculated for a fixed price.



Helpful Hint: To learn how iTPM can apply off-invoice and net-bill allowances to sales orders, to the User Guides for Settlements and Deductions, found at www.i-TPM.com/deduction-management and www.i-TPM.com/admin-training-resources.

If you receive an order by EDI, off-invoice and net-bill may already be applied to the order. Use iTPM to review and validate these allowances.



Note: As a best business practice, iTPM defaults method-of-payment to bill-back. If bill-back is not valid for the promotion type, the default is off-invoice.

1.3 Tracking Promotional Activities

Activities in iTPM have been placed into groupings traditionally used by syndicated data providers like A.C. Nielsen and IRI. These groupings are used to line up the activities you track with your syndicated data. Using these groupings will also help iTPM support predictive analysis and provide insight for post-promotion analysis. Any activities you edit or add to iTPM will be associated with a group.

Below are some example groups: (Edit and change these groups as needed)

Group	Promotion Activity Group Description
Ad	Ad is short for advertising. The largest "A" ads typically generate the best results.
Display	Displays at retail can be the most effective merchandising vehicles at retail. Examples of displays include end-caps, wing, shippers, pallets, etc.
EDLP	EDLP is short for Everyday Low Price. These promotions tend to be three months or longer. These are effectively long-term pricing at retail that consumers may not perceive as a promotion.
TPR	TPR is short for Temporary Price Reduction. TPRs are often executed at retail over 4 to 5 weeks, much longer than Ads and Displays. Example activities to track include in-store signage like shelf-talkers.
Other	Other can be used to capture any type of merchandising activity. Examples include traditional ones like floor signage, in-store sampling, and slotting. While the above groups are focused on promotions in traditional brick-and-mortar stores, you can use this other group to track non-traditional merchandising and activities for all other trade channels.
TBD	You can create new performance groups to meet your unique needs. You can also edit the descriptions of the above performance groups.



Helpful Hint: These performance types are not locked. You can add and edit performance types that align with the way your organization does business.


Before creating new activities and editing existing pre-configured activities, take time to meet with some of your users that will be creating promotions in iTPM. Use their feedback to help identify what retail performance needs to be tracked. Consider these best-practices:

- **Try to keep it simple.** Tracking too many activities can make it confusing to end-users.
- **Track things that can be 'actionable'.** Ask yourself, what will we do with this information? It may not be worth tracking if you just want to know it, and knowing the answer can't be used to take any action.
- Think **'What activity do I want to purchase?'** Tracking merchandising activities at retail can help explain why some promotions are more effective than others. Knowing what activities are associated with each promotion provides the historical data for post-promotion analysis.

You don't have to track your promotional activities. This is not required to use iTPM. If you don't track promotional activities, you don't have to setup Merchandising types.

1.4 iTPM Promotion Types

iTPM can quickly be configured to create promotions in NetSuite. The promotion entry is made easier for your users by hiding fields that are not relevant to your organization. You can create different planning screens for different types of promotions, so you can require more data for some types of deals, and simplify the entry form where you don't need extra data.

 **Note:** iTPM is designed for manufacturers, where *Financial Impact = Expense*. iTPM is not the appropriate SuiteApp if trade promotion is income to your organization.


Why does iTPM use Promotion Types? Promotion Types are used to enforce only those business rules that are relevant to your business. Promotion Types configurations can also simplify the data entry forms for end-users by hiding fields that don't apply to your promotions.

Example TPM Challenges	How Promotion Type Configurations Address the Challenge
We need to keep promotional planning as simple as possible.	Fields and options that don't apply to your promotion type are hidden or grayed out to prevent confusion. Configurations also give the iTPM administrator a way to name promotion types and performance types with names that are meaningful to your company.
Some promotions need to be reported differently in our financial reporting.	As iTPM administrator, you will configure each promotion type to use the appropriate GL-account(s) for your financial reports. This prevents users from picking the wrong GL-account.
We need a lot of information collected for some types of promotions, and not as much data for others.	Use configurations to specify what's optional and what's required by promotion type.
We need a way to prevent users from submitting promotions that don't meet our trade promotion policies.	Configurable business rules help enforce your business rules. Examples include acceptable types of retail performance, what promotion types are allowed to be stacked, and if you allow settlements on deals that are still active.

The next two pages show the available promotion type configurations in iTPM.

Configurable options for promotion types:

Configuration	Description of the iTPM Promotion Type Configuration (* denotes required field)
Financial impact?*	Financial impact is set to Expense. This reflects the financial impact of promotional allowances and rebates to your customers. (Financial impact is income for companies that receive promotional allowances and rebates from your vendors.) Note: Only the <i>Financial impact = Expense</i> option is available in iTPM.
Subsidiary*	Each promotion type is only valid for the subsidiary you select.
Methods of Payment*	This configuration gives you the opportunity to decide which MOPs are valid by promotion type. Only select the MOPs that you want iTPM to allow when users create deals.
Valid Merchandising Types*	Select all the merchandising types that are valid for this promotion type. Any merchandising group that isn't selected here will not appear in the drop-down menu when users create promotions.
Other Reference	This can be used to map your promotion type to other external data sources
Valid NetSuite Accounts*	In some ERP solutions this is called the fund. In NetSuite, this is the GL-account where iTPM will record the expense on your P&Ls for this promotion type.
Default Account*	If you allow more than one NetSuite GL-account for your promotion type, you can choose the default account to save your users time and mouse clicks. This default account must be one of the valid NetSuite Accounts you allowed for this promotion type.
Number of days before Autoclose	Number of days after the promotion ends when approved promotions will be auto-closed.
Show order dates?	If you need to manage order dates with your promotion type, check this. Start and end order dates will not appear and be available unless this is checked. Upon saving a promotion, iTPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show performance dates?	If you need to identify performance dates with the promotion type, check this. Start and end performance dates will not appear and be available unless this is checked. Upon saving a promotion, iTPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show Retail Activity Sub-tab?	If this is checked, Process Plan will use the retail information entered under the planning subtab and create retail activity records under the Retail Info subtab. If this is UNCHECKED, Process Plan runs faster and creates fewer data records.
Do NOT update liability based on actuals.	If this is checked, Expected Liability is NOT updated using actual shipments. Use this for scan-down events and other situations where the ship dates and promotional liability do not align. NOTE: This setting ALSO affects how settlements will be allocated to items. When checked, estimated quantities are used to allocate settlements to items, NOT actual sales.
Apply % allowances as % discounts	If this is checked, iTPM off-invoice allowances are applied as a percentage. When this is unchecked, the % discount is converted to a rate per unit for the sales order.
Valid for indirects?	Do you want users to create promotions for indirect customers using this promotion type? If so, then check this box to allow changing the deduction customer in the RESOLVE DEDUCTIONS button in the promotion. Unchecked, Resolve Deductions will only show promotions for the deduction's customer and sub-customers.
Use Debit GLs if promotion not in current year	Check this checkbox if you want settlements to old promotions to use a different GL than the GL that's stored for the promotion type. NOTE: To use this feature you MUST populate GLs in the Event Accrual Setup form. You don't need iTPM to create accruals to use this feature, just populate the GLs.

Configuration	Description of the iTPM Promotion Type Configuration (* denotes required field)
Base deal?	If you integrate iTPM promotional information to your demand planning, you need to know which deal is the base, and which promotion types are overlays. For example, an EDLP promotion could run the entire year, with Hi/Low events stacked on top. Identifying the EDLP promotion type as the base enables iTPM to do better validations and to help demand planning use iTPM data.
Require Estimated quantity?	It is not possible to estimate quantity for some types of promotions. To allow users to submit promotions with zero estimated sales for one or more items, don't check this box. An example is a promotion type for golf outings and other fixed fees charged by retailers. There are no associated shipments (or purchases) with this type of event, so this box would not be checked. The user will be required to select at least one item, but not required to estimate the quantity.
Plan incremental separate from total?	This changes the default data entry method under the Estimated Quantity subtab. If this is unchecked, the default is to enter just the total volume. If this is checked, the default data entry method is Total and Incremental. If the user has permissions to edit Estimated Quantities, the user can use the drop-down menu to change the data entry method.
Stackable?	This flag tells iTPM if this promotion type is allowed to overlap another promotion type. If unchecked, this promotion type will not be allowed to overlap any other promotion, including itself. Overlap occurs when one promotion's end ship date is later than the start ship date of the next promotion. If this is checked, use the "Stackable with?" configuration to tell iTPM what promotion types are allowed to overlap. Note: This configuration is not currently used, but it is on the product roadmap.
Stackable with?	If you have the <i>Stackable?</i> option checked, this configuration allows you to select what promotion types are allowed to overlap this promotion. This feature is not currently used.
Allow settlements on active promotions?	This box is typically un-checked, because you would not pay or settle bill-backs until an approved deal is in <i>completed</i> condition. (Completed is when the end date of the promotion is older than today.) However, you may have 6 or 12 month promotions where the retailer expects to get quarterly or monthly payments before the end of the promotion and while the deal is still active. Check this box to allow people with appropriate privileges to make settlements against active promotions.
Available for new promotions?	This by default is checked. When this is checked, this promotion type appears as an available promotion type when creating a new promotion. Uncheck this when you no longer want new promotions created using this promotion type.  Note: Do NOT uncheck this box until all promotions of the type have been closed. Unchecking this will prevent the CLOSE and REOPEN buttons from working, and cause settlements to these promotions to get stuck processing. Before all promotions are closed, change the description to "do not use" or something like that as a reminder.
Require promotion period share	This check box determines if iTPM will allocate the promotion's KPIs to NetSuite periods. This is helpful for roll-ups by month, quarter and year. If this is unchecked, iTPM does not create the KPI records by period for the promotion type.
Create only 1 item for item groups?	Use this option to reduce the number of lines in your settlements. This is helpful when using NetSuite item groups to plan promotions where your liability is not linked to what you sell to your direct customer. This should only be used for promotions where the "Do not update liability with shipments" is checked.
Discount Item	If this is blank, iTPM will use the default discount item in iTPM Preferences to apply off-invoice to sales orders. Use this if you need OI for this promotion type to hit a different GL account on your P&L.
Auto-approve?	Check this if you want level 1 threshold approval promotions to auto-approve.
Process Plan to exclude items not Sold in the last 52 weeks	If checked, <i>Process Plan</i> will only create the item allowance and KPI records if the item in the item group was sold to the customer in the last 52 weeks. This is helpful if you have a NetSuite item group with many items, but only a few may be purchased by any one customer. Not only does this reduce the number of allowance records, and it eliminates allowance records that have no relevance to the customer. This can also be used in conjunction with the "Any item sold to this customer gets the discount" checkbox in the promotion. Excluding items not sold only applies to items in items groups.

Some configurations in the promotion type can be changed after you create promotions. The following table

identifies what can be changed along with the limitations:

Promotion Type Configuration	Change after promotions are created?	Comments / Limitations
Financial impact?*	No, can't be changed	Not used by iTPM.
Subsidiary*	No, can't be changed.	Copy the promotion type to the new subsidiary
Methods of Payment*	You can change this, but there are limitations.	KPI for the MOP will not be added or removed from existing promotions. New promotions will include the new MOP. Promotions that are copied may retain the old MOP, and need EDIT to change.
Valid Merchandising Types*	Yes, you can change this.	No change to existing promotions. Low risk, only used for reporting.
Other Reference	Yes, you can change this.	
Valid NetSuite Accounts*	You can change this, but there are limitations.	GLs in existing promotions do not change. New promotions have the new GL accounts. Promotions that are copied may retain the old GLs, and need EDIT to change.
Default Account*	Yes, you can change this, but not through the browser.	To change this, email support@cgsquared.com.
Number of days before Autoclose	Yes, you can change this.	This is applied to existing promotions the next day
Show order dates?	No. This change is not allowed in the browser.	Changing this in existing promotions creates issues. We recommend creating a new promotion type with the configuration you want.
Show performance dates?		
Show Retail Activity Sub-tab?	Yes, you can change this.	This is applied to existing promotions the next time 'Process Plan' runs.
Do NOT update liability based on actuals.	Yes, you can change this.	This is applied to existing promotions the next time the KPIs are refreshed.
Apply % allowances as % discounts	Yes, you can change this.	This is applied to existing promotions, and enforced the next time the promotion type is applied to a sales order.
Valid for indirects?	Yes, you can change this.	This applies to existing promotions and makes the Resolve Deductions button visible on approved, active/completed promotions.
Base deal?	Yes, you can change this.	Only used for filtering in reports and list views.
Require Estimated quantity?	Yes, you can change this.	This applies to existing promotions, to promotions that are submitted for approval.
Plan incremental separate from total?	Yes, you can change this.	Not used by iTPM.
Stackable? ... with?	Yes, you can change this.	Not used by iTPM.
Allow settlements on active promotions?	Yes, you can change this.	This applied to existing promotions, making approved, active promotions of this promotion type available for settlements.
Available for new promotions?	Yes, you can change this. Note the limitation.	Note: Do NOT uncheck this box until all promotions of the type have been closed or voided.
Require promotion period share	Yes, you can change this.	This applies to existing promotions, and determines if period share records are created or updated for this promotion type.
Create only 1 item for item groups?	Yes, you can change this.	This is applied to existing promotions the next time 'Process Plan' runs.
Discount Item	Yes, you can change this.	This is applied to existing promotions, and enforced the next time the promotion type is applied to a sales order.
Auto-approve?	Yes, you can change this.	This is applied to existing promotions if they are changed to submitted status.
Process Plan to exclude items not Sold in the last 52 weeks	Yes, you can change this.	This is applied to existing promotions the next time 'Process Plan' runs.
Do not apply off-invoice on sales orders	Yes, you can change this.	If you only want iTPM to track off-invoice for this promotion type and NOT apply it to sales orders, check this checkbox.

1.5 Base, Incremental and Total Quantity

Users will enter their estimated quantity as base and incremental. iTPM will add the two values together to calculate the total estimated quantity.

Measure	Description of How to Enter Estimated Quantity for your Promotion
Base	<p>Base is also called baseline, typically expressed as a quantity. This is how much quantity you would probably sell in the absence of this promotion.</p> <p>The base is used to do an incremental analysis. Advanced post-promotion analysis compares the base quantity vs. the sum of the base PLUS incremental quantities generated by the promotion. Every promotion costs money, so the incremental analysis compares the cost of the promotion to the incremental results generated.</p>
Incremental	<p>This is the extra sales quantity generated by a promotion. (By multiplying quantity by the item's price, incremental can also be expressed as a revenue amount.)</p>
Total	<p>Base sales PLUS incremental sales EQUALS Total Quantity. (By multiplying Total quantity by the item's price, Total can also be expressed as a revenue amount.)</p>
Lift or % Lift	<p>% Lift is used to express the incremental quantity as a percent of the base quantity. Base <i>TIMES</i> % Lift = Total i.e. 1,000 base cases <i>TIMES</i> ((200% Lift Index) / 100) = 2,000 cases</p> <p>Note: Lift % often refers to only the incremental quantity, whereas a Lift Index is used to represent the total volume, base <i>PLUS</i> incremental. Example. Consider a promotion that doubles your quantities during the promotion. This promotion generates a 100% % Lift. It also has a lift index of 200%, or lift factor of 2.0</p>
Revenue	<p>If you plan promotions as a percent discount, it's sometimes easier to enter estimated revenue instead of estimated quantity of base. If you enter revenue in the planning subtab of the promotion, iTPM calculates the base and incremental quantities using the item price.</p>
Suggested Data Entry	<p>Enter Base volume and % lift, or.. Enter Revenue and % lift.</p>

Why are allowances, estimated quantity and retail info in separate subtabs? Each item can have multiple allowances, but you only need to estimate your baseline and incremental quantities once per item. Another reason all of these are separate is that everyone must enter allowances. However, your organization may not need estimated quantity or retail information for some types of promotions. Using separate subtabs keeps the screens simpler, and makes it easier for users to ignore the subtabs they don't use. It also allows us to leverage NetSuite functionality to minimize your mouse clicks with data defaults, dynamic filtering and other features.

The iTPM product roadmap includes populating a default value for the base estimated quantity to save data entry time when planning promotions.

1.6 NetSuite Price Levels and iTPM allowances

Without a TPM solution to manage your trade promotion allowances, most NetSuite CG manufacturers use the NetSuite promotion module and/or NetSuite price levels for trade promotion allowances. After you implement iTPM, you will not be using NetSuite discount price levels for those customers where you plan trade promotions using iTPM.

iTPM uses the selected price level in the promotion for calculations. The price level will default to the customer's price level. If the customer doesn't have a default price level, then iTPM uses the default price level from iTPM preferences.

The table below shows examples of how the price level selection affects the KPIs of your promotions.

Example Measures Affected	How Price Level affects the Calculations
Total estimated spending, and allowance per unit.	When creating a percent discount allowance , the percentage is multiplied by the selected price level to estimate the rate per unit. Total spending is estimated by multiplying this rate times your estimated quantity.
Total estimated percent discount as a percent of the item's price.	When creating an allowance per unit , the rate per unit is also shown as a percent of the item's price.

While you can choose to apply your allowances to these discount price levels, that is not a best-business practice. The table below identifies the pros and cons of using different price levels:

Price Level for iTPM allowances	Pros	Cons
List Price, also called Base or Default Price Best-business Practice: Use Base or List price for allowances.	One 'national' price list discourages diverting. iTPM tracks and reports the amount of your discounts from List price, both pro forma and historically.	iTPM may not support the type of allowance you need. You'll need to use the discounted price level in addition to iTPM until iTPM supports your allowance or method-of-payment type.
Discounted price level	Can be less effort for very small customers, and small one-time purchases.	There is no pro format spending estimate, because the discounts are applied directly on the order and invoice.



Note: Only items you flag in the item record will be available for iTPM allowances. See [Flag Items for iTPM allowances](#) in Chapter 4 for more details.



Note: List Price, also known as base price, should NOT be empty for the items you've flagged for iTPM allowances. A zero price will cause issues and inaccuracies in the calculations. Example, a 10% discount times a price of \$0 = \$0 promotional liability.

1.7 Bill-back vs. Off-Invoice vs. Net-Price

As you prepare to use iTPM, discuss how you will enter discounts and allowances. Consider the following typical trade promotion:

What if you need to give your largest customer a discount for several months or longer?

With iTPM, you now have more ways to get that discount to the customer:

	Price Change in NetSuite	Apply Off-Invoice	Apply Net-Bill	Apply Bill-back
National List Price for all customers	\$20.00	\$20.00	\$20.00	\$20.00
List price shown on a customer's invoice	\$18.00	\$20.00	\$18.00	\$20.00
Discount shown on the invoice		\$ 2.00		
Net price, final to the customer	\$18.00	\$18.00	\$18.00	\$18.00

Change the customer's list price in NetSuite?

Before iTPM, this is how you may have given the discount to the customer. While this is a quick and easy way to reduce the price for a large customer, it has drawbacks. Changing a list price 'hides' this change in standard P&L reports. While bill-back, off-invoice and net-bill allowances appear as expenses on a customer P&L, a change in list price only reduces the top-line revenue. The revenue reduction isn't broken out on most reports. A customer specific price change is only apparent when comparing the average list price across customers for the same items.

Changes in the customer list price often don't have budgets, and once implemented the customer-specific pricing action may remain in place longer than intended. Without iTPM, this may have been your only option. With iTPM, you have the option to give that discount as an off-invoice, net-bill, or bill-back allowance. If you change the customer price in NetSuite, use iTPM to keep track of the cost.

Off-invoice allowances?

Off-invoice allowances are 'cleaner' from a financial perspective. The discount is shown on the invoice, and there are no trade promotion surprises because the trade spending is expensed at the same time it is incurred. With iTPM, off-invoice allowances can be applied to the sales order and tracked by customer, promotional event and by item. You can use the iTPM subtab on each sales order to see which promotions are valid for the customer's order. If your EDI orders already have the off-invoice applied, use iTPM to validate the allowances on the order, and to keep track of your off-invoice spending.

While this sounds great, you already guessed correctly that there are challenges to off-invoice. For example, retailers often establish the everyday retail price on the shelf using the manufacturer's 'list' price. A bill-back rebate is paid after the transaction, so many retailers do not factor off-invoice allowances when they calculate their everyday retail price. The result is an everyday price that's higher than what you expect, and higher than your trade spend should be achieving. That's why sometimes using net-bill as your method of payment can be a better option.

Promotional allowances as net-bills?

Net-bill is essentially an off-invoice allowance that's invisible to the customer. Just as if you changed the list price in your ERP, a net-bill allowance will not appear on the customer's invoice. Your ERP will show a 'net' price on the invoice, which is the result of subtracting the net-bill allowance from your official list price. This provides the clean accounting of an off-invoice allowance with the 'no discount' perception of the customer. Unlike the list price change, a net-bill allowance can be tracked and can be a trade promotion expense or a revenue adjustment on the P&L. From a customer perspective, the customer specific price and the net-bill approach are the same. The retailer doesn't see any discounts on the invoice. just the dead-net price.



Helpful Hint: The best-practice is to use off-invoice or net-bill allowances in iTPM instead of creating or changing a customer specific promotional price in NetSuite.

Reduce the price with a Bill-Back?

You can now consider bill-backs as a way to hold back the discount incentive until you can verify the retailer qualifies for the discount. Bill-backs can be an option for your company, because iTPM helps you track, monitor and analyze this type of trade promotion allowances.

Without iTPM, bill-backs can be challenging. For example, the bill-back monies owed may be taken by the retailer in the form of a deduction that is long after the promotional event, and short-paid on an invoice that's totally unrelated to the promotion's products. You can use iTPM to match the bill-back expense to the promotion for accurate post-promotion analysis.

Another challenge is tracking the outstanding liability. With a list price change, OI or net bill, there is no outstanding liability. With a rebate, you have offered a discount that will be settled sometime in the future. iTPM helps with the administrative work, keeping track of bill-back rebates are still outstanding.

Bill-backs are typically more appropriate as a method of payment for short-term discounts.



Helpful Hint: Bill-backs are appropriate for short-term discounts, and for promotions where you want to verify performance before you pay. The off-invoice and net-bill method of payments are more appropriate for longer term discounts, such as quarterly or annual pricing actions. i.e., EDLP.

EDI orders will have off-invoice and net-bill allowances already applied. Use the iTPM subtab on the NetSuite order to validate the order's accuracy.

While multiple off-invoice and net-bill allowances applied to a single item on an order may not be typical, iTPM is designed to apply multiple overlapping allowances in this order:

- Netbill rate per unit (Used to calculate a new 'custom' price on the order)
- Netbill % discount (Used to calculate a new 'custom' price on the order)
- Off-invoice rate per unit (one row on the order for each allowance)
- Off-invoice % discount (one row on the order for each allowance)

1.8 Promotion KPI calculation Frequency

There is a script that runs in the background to update promotion KPIs. To minimize the resources and time it takes for the script to run, not all promotion KPIs are updated with the same frequency. iTPM uses promotion status, condition and other factors to determine when to recalculate the KPIs.

The iTPM KPI update script runs every 15 minutes, processing promotions that are placed in the KPI update queue. Promotions in this queue are processed on a first in, first-out priority. To prevent the script from running out of resources, iTPM may not process all the promotions in the queue. Promotions not processed remain queued up for subsequent runs on a first-in, first-out basis.


Attribute	When are KPIs recalculated?	Frequency
Promotion Status*	When promotion status changes, the promotion is added to the KPI update queue.	Once when the promotion status changes.
Promotion Changes*	If the promotion, allowances, or estimated quantity is edited, we assume there are changes and the promotion is added to the KPI update queue.	Once everytime there is a change to a promotion, including dates, allowances, and estimated quantity.
Settlements	When a new settlement is created, and when the settlement status is changed, the promotion associated with the settlement is added to the KPI update queue.	Once when the settlement is created, deleted or the status changes.
Scheduled	APPROVED promotions that are ACTIVE or recently COMPLETED will be added to the KPI update queue.	For promotion types where “ <i>Do not update liability based on actuals</i> ” is checked, KPIs are updated only once, the night promotion is active. If this option is unchecked, KPIs are updated every night the promotion is ACTIVE, and for 2 nights after condition changes to COMPLETED.
Ad-Hoc	When a user requests an update to the KPIs for a specific promotion. Any user that has permission to view promotions can also update KPIs.	Once when the user clicks REFRESH KPIs. Also available by entering the promotion # into a CSV file and using a saved iTPM CSV import; one for draft promotions, one for approved promotions.
* Triggers apply only to promotions that are APPROVED with condition ACTIVE or COMPLETED. (KPIs are updated in real time for DRAFT promotions.)		



Note: Depending on how many promotions you have, how many items you have in each promotion, and their status, iTPM scripts that run the KPI calculations could take longer than 15 minutes to run. As an NetSuite and iTPM administrator, periodically check how long each iTPM script runs for a cycle. You can reduce or increase the frequency based on your company’s unique situation. Go to **iTPM -> Promotions -> KPI Refresh Queue** to see the history of KPI refreshes. See [iTPM Scheduled Scripts](#) in Chapter 6 for more information.

The table below shows what might change, and how it could affect your promotion KPIs:

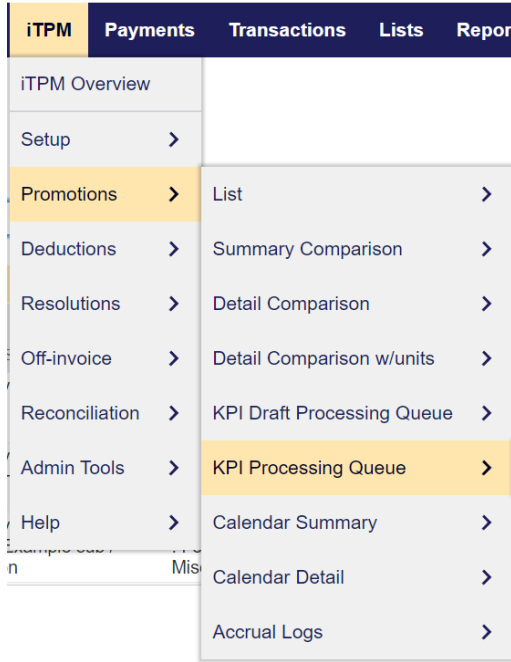
What can change?	Example Impact on KPIs
Edits and changes to a <i>draft</i> promotion, including dates, items, allowances, estimated quantity.	<i>Estimated Spending</i> and <i>Latest Estimate</i> are recalculated every time you save an allowance or estimated quantity.
Promotion status changes from <i>Pending</i> to <i>Approved</i> status	Promotion Liability starts when a promotion is approved.
A promotion is <i>voided</i>	Future promotion liability of lump sums change to zero, and must be recalculated. Latest Estimate will go to zero.
There are qualifying orders and shipments during the promotion dates	If the promotion type preference is set to update liability, the new promotion liability on qualifying orders and shipments must be added to the promotion. The actual quantity sold also needs updating. Update Maximum and Expected liability.
A new settlement is created and matched to the promotion. (reactive or proactive)	Actual spending goes up, and Net Liability goes down by the same amount.
A settlement is <i>Voided</i>	Reverse what happens when a new settlement is created. (KPIs will reflect the void the next time the KPIs are updated.)
A promotion is <i>Closed</i> .	Net liability is set to zero.
A closed promotion is <i>Reopened</i> .	Net liability is recalculated; and set to Expected Liability minus Actual Settlements and adjusted for overpayments

 **Helpful Hint:** In addition to calculating the KPI values, the iTPM scripts also populate estimated and actual allocation factors for each method-of-payment. For more information on allocation factors for settlements, go to [2.9 Settlement Allocation Methodologies](#).

The following describes how changes affect the allocation factor and contribution factor calculations:

What can change?	Example Impact on Allocation factors
A promotion moves from <i>Submitted</i> status to <i>Approved</i> status.	Estimated Allocation factors will be calculated and populated in the KPI records. Contribution factors will also be calculated.
An <i>approved</i> promotion changes today from <i>future</i> to <i>active</i> condition.	Actual Allocation factors will be calculated using actual shipments, and used for spreading settlements to the items in the promotion that have shipments. Note: If “Do NOT update liability using actuals” is checked for the promotion type, Actual allocation factors are not updated, and equal to estimated factors.

If your role has permission to see the queue, then use the iTPM menu to view the KPI queue:



- View the list below. (There is a queue for draft and pending approval promotions, and one for all other promotions. There is also a queue to calculate period shares to allocate promotion KPIs by NetSuite period.)

- iTPM KPI Queue List: Results List Search Audit Trail

[Return To Criteria](#) [Edit this Search](#)

FILTERS

STYLE
Normal

TOTAL: 3

EDIT VIEW	ID ▼	OWNER	DATE CREATED	PROMOTION	QUEUE REQUEST TYPE	START	END	PENDING ALLOCATION CONTRIBUTION?
Edit View	iTPM_Q0003	Alex Ring	10/12/2018 3:32 pm	Example promotion (2018.2.1 pre-release)	Status Changed			Yes
Edit View	iTPM_Q0002	- System-	10/12/2018 3:18 pm	Example promotion (2018.2.1 pre-release)	Edited	10/12/2018 3:31:39 pm	10/12/2018 3:32:11 pm	Yes
Edit View	iTPM_Q0001	- System-	10/12/2018 12:34 pm	Promotion on 10/12 # 1	Edited	10/12/2018 12:46:47 pm	10/12/2018 12:47:12 pm	No

Progress - Awaiting Processing

Helpful Hint: KPI Queue records will remain in the queue list for 60 days.

If *“Pending Allocation contribution?”* is YES, then the promotion will be processed twice before the promotion will be available to resolve deductions.

1.9 iTPM Prerequisites, First-time Installation and Updates

For up-to-date instructions to install or update iTPM in your accounts, use the release notes:

- **Technical Release** notes are available at www.i-TPM.com/admin-training-resources.
- **“What’s New”** release notes for end-users are available at www.i-TPM.com/training-resources.



Note: iTPM requires prerequisites to work properly in your NetSuite accounts.
See **iTPM Release Notes** at www.i-TPM.com/admin-training-resources for more details.



IMPORTANT: Install or UPDATE iTPM in your **SANDBOX** account for testing **BEFORE** installing in your live production account. This is a best-practice.



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



Note: If you are unable to install iTPM, this SuiteApp may not be shared with your account. To get access to iTPM, contact the iTPM Help Desk at support@cgsquared.com.



Note: Once iTPM is updated in a NetSuite account, it can **NOT** be rolled-back to the previous version of iTPM, and it can NOT be uninstalled without the loss of all iTPM data. Test new versions in your sandbox BEFORE authorizing an update to iTPM.



Note: Each release will have a "must update-by" date. If you have not updated your production account by this date, we will update your account to make sure your account is current with bug fixes and is ready for the next update of iTPM.

First time install

- Sandbox (If you have a sandbox.)
- Production

Updates to iTPM

- Major updates typically are published twice every year, just before NetSuite updates.
- Minor updates (bug fixes, minor changes) as and if needed.

As a native SuiteApp, iTPM releases are tested and recertified as Built-for-NetSuite every six months.



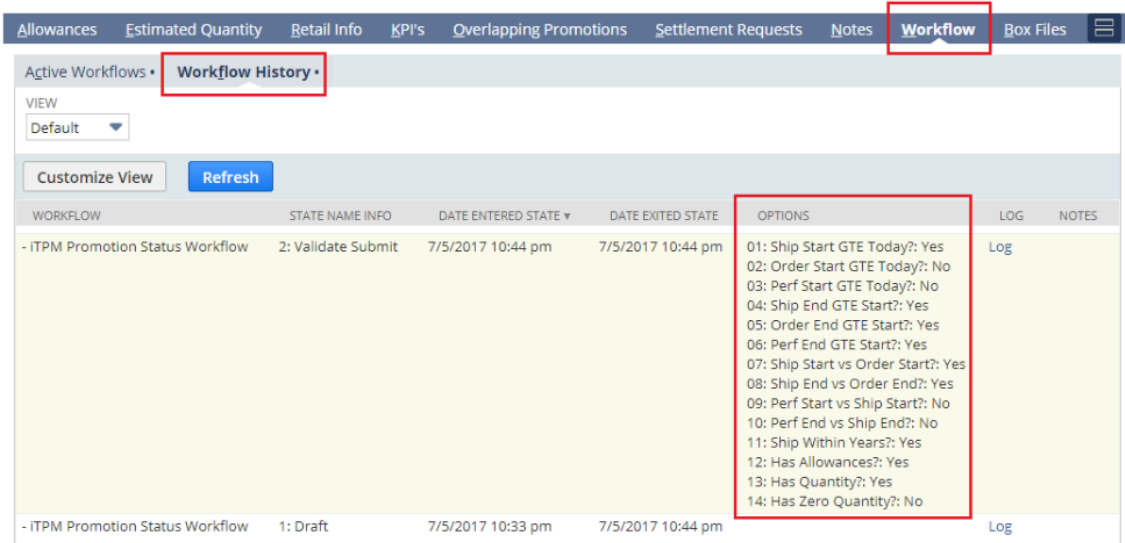
Note: CG Squared strives to make each version of iTPM backward compatible, but this is not completely under our control. If we can't make a new version of iTPM backward compatible, you will have to wait until your account is updated to the new version of NetSuite to install the newest version of iTPM.

1.10 Promotion Workflow Validations

iTPM validates data in a promotion as part of the workflow. When the user clicks *SUBMIT*, an error message will help the user understand what’s preventing the promotion from moving to the next status of *SUBMITTED / PENDING APPROVAL*.

To see the history of this workflow, click on the *Workflow* subtab in the promotion. Below is an example validation when a promotion is submitted for approval. There are 14 data validations performed. (See also promotion [approval thresholds](#) for additional workflow validations.)


A validation of “NO” does not necessarily mean the promotion failed that test. For example, a promotion type may be configured to not require estimated quantity, so a “NO” value will not prevent the promotion from moving on to *SUBMITTED* status.



Validation	Description	What is “valid”?
06: Perf End GTE Start?	The performance date must be greater than or equal to the performance start date.	Yes
07: Ship Start vs Order Start?	The order date should be equal to or before the ship start date.	Yes
08: Ship End vs Order End?	The order end date must be equal to or before the ship end date.	Yes
09: Perf Start vs Ship Start?	The performance start date should be after the ship start date.	Yes
10: Perf End vs Ship End?	The performance end date must be equal to or after the performance start date.	Yes
11: Ship Within Years?	Is the length of the promotion’s shipment start and end dates 2 years long or less?	Yes
12: Has Allowances?	Does the promotion have at least one allowance record? Note: The allowance can be zero. This record will be used to map any lump-sum expense to	Yes
13: Has Quantity?	Does every item with an allowance have an estimated quantity record? A record with a zero value is “yes”	Yes
14: Has Zero Quantity	Does every item with an allowance have an estimated quantity greater than zero? * Only Yes is valid if the promotion type has “Require Estimated Quantity” Checked.	Yes or No*

1.11 Creating Corporate-level Promotions and indirects

iTPM gives you the option to create a promotion at the parent level, and have it apply to all of the children entities set up in NetSuite. Alternatively, users can create promotions for each of the customers associated with the corporate parent. The picture below shows a typical application of this feature:

 **Note:** iTPM promotions **ALWAYS** apply to ALL of the children of the customer selected on the promotion, up to 4 levels deep. This is important to know if you use iTPM to apply off-invoice to sales orders.

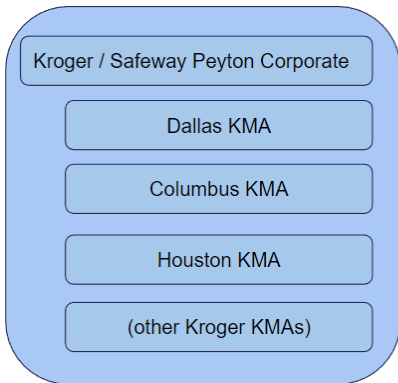
For indirect customers, you have the option to keep them out of the NetSuite hierarchy of the direct customer. You do not need to create indirects as a customer, and you don't need to put the indirect under the distributor in the NetSuite hierarchy.

Examples below:

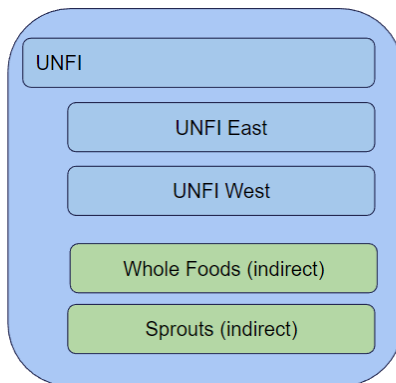
You can create promotions for the parent and if the promotion type has the Expected Liability KPI linked to what you sell, then the promotion will include sales to all the sub-customers.

- Example 1: A promotion for Kroger / Safeway Peyton will include all the Kroger KMAs.
- Example 2: A promotion for UNFI will include both UNFI East and UNFI West.
- Example 3:
 - Option a: You can create Whole Foods as a 'child' of UNFI, or
 - Option b: Create Whole Foods indirect customer as a NetSuite CRM Lead or Prospect outside the UNFI hierarchy in NetSuite. You can resolve UNFI deductions to Whole Foods even with it being separate from UNFI.

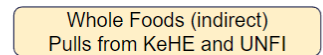
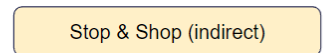
iTPM honors Netsuite Customer hierarchy: Plan for any customer (parent or child)



You can create indirects as customers under the distributor, and create promotions for the indirects



You can create indirects NetSuite CRM Leads and/or CRM Prospects.



Suggestion: Start by planning for only your largest indirect customers.

Create an 'all-other indirects' to save time planning promotions.

1.12 Creating Promotions using Item Groups

NetSuite Item Groups can be used to create iTPM allowances. Only NetSuite item groups with the "Available in iTPM?" box checked will be available in iTPM . Use standard NetSuite functionality to create a group of items to save time when creating promotional allowances:

Note: You can create a NetSuite group where every item does not have the same sales unit. If you create promotions with this group with a rate per unit, realize that the rate may not be correct for some of the items. i.e. If you have a 24 count case item and 240 count pallet 'case' item in the same item group, a \$2.40 per unit discount will be applied to both 'cases'.

Helpful Hint: If you add an item to your group and "Available in iTPM?" is not checked, iTPM will auto-check the checkbox.

Helpful Hint: If you create multiple item groups in NetSuite, it is possible to have the same item in both groups. If both of these groups are in the SAME promotion, iTPM Process Plan will skip the duplicate item if you have not checked "Allow Additional Discounts".

Note: This version of iTPM has only been tested with up to 500 items / allowances for an individual promotion. If you have an issue creating a promotion with more than 500 items, email support@cgsquared.com.

Note: If you UNCHECK an item to no longer make it available in iTPM, be sure to also REMOVE it from any NetSuite item groups where the "allow in iTPM?" is also checked. If you don't remove the item from the NetSuite item group, iTPM will just skip the item when creating the item level data.

If you add an item to a NetSuite item group, an overnight script will add that item to any future or active promotion that uses that item group.

Benefits: Eliminates mouse clicks to keep promotions up-to-date when new items are added to NetSuite item groups that are used in future and active promotions.

1. Plan a FUTURE promotion using a NetSuite item group.
 2. New item added to the item group today.
 3. The item is automatically added to all active and future promotions tomorrow

Comment shows you the new item was added

EDIT	ID	ITEM	ITEM DESCRIPTION	PRICE LEVEL	IMPACT PRICE	METHOD OF PAYMENT	ALLOWANCE TYPE	UNIT	UNIT PRICE	RATE PER UNIT	% PER UNIT	ALLOW ADDITIONAL DISCOUNTS	ACCOUNT	COMMENTS
Edit	29619	ACC00001	Digital Single Line Telephone (4400) for support calls	List Price	100.00	Bill-Back	% Discount	Each	100.00	10.00	10.0%	No	4009 Sales : Trade Promotion	+ 100+ item group

1.13 Allocating Promotion KPIs to Periods

iTPM allocates promotional KPIs so they can be analyzed by NetSuite period. This is available for promotion types that have “[Require Period Share](#)” checked. Here are four factors used to allocate KPIs to NetSuite periods:

- **Period’s % share of the promotion’s days:** In the example below, only two days of the promotion is in January.
- **Period’s % share of actual \$ revenue:** In the example below, actual revenue for the promotion in January was \$100, which is 4% of the year-to-date actual revenue of the promotion of \$1,300.
- **Period’s % share of completed days:** In the example below, the promotion has 9 of the 11 days completed. Since two of those completed days are in January, January’s share of completed days is 19.18%.
- **Periods % share of future days:** January is over, so it has a 0% share of future days of the promotion in the example below.
- Promotions that need these calculated are placed into the “- iTPM Promotion Period Share Queue”

The example promotion below spans three NetSuite periods. This promotion condition is Active, and the Status is Approved. The four are the four different allocation factors that will be used to allocate the KPI values to NetSuite periods.

NetSuite Periods	January	February	March	Total for the promotion
	S-----E			
Today’s date		2/10/2018		
Promotion Start date	1/30/2018			
Promotion End date			3/15/2018	
Completed’ days in the month	All 31 days	9 of the 28 days	Zero of the 31 days	
# of days the promotion overlaps the period	2	28	15	45
Period's % share of event days	4.44%	62.22%	33.33%	100.00%
Actual revenue of the promotion	\$100	\$1,200	0	\$1,300
Period's % share of actual revenue	7.69%	92.31%	0.00%	100.00%
Completed days of the promotion	2	9	0	11
Period's % Share of completed days	18.18%	81.82%	0.00%	100.00%
Future days of the promotion	0	19	15	34
Period's % share of future days	0.00%	55.88%	44.12%	100.00%

Overall allocation approach:

- If a promotion doesn’t have any actual dollar revenue, then the allocation defaults to using *Percent Share of the promotion’s days in the period*.
 - Future promotions don’t have actual revenue yet, so future promotions are always allocated based on a *share of days in the period*.
 - Scan events and promotions for indirect customers don’t have actual sales, so these default to allocation using a *share of the promotion’s days in the period*.
- Overall, the forecasted component of KPI measures are allocated using the *share of future days*, and actual KPI results like *actual spending* are allocated using the *share of completed days* of the promotion.
- KPIs are only calculated for promotions that are in APPROVED status. Draft promotions are not available by period, and KPIs for CLOSED promotions are available but not updated as the KPIs will not change once the promotion is closed.
- For FUTURE and COMPLETED promotions, allocation factors are calculated only once. For ACTIVE promotions, allocation factors are recalculated every night.

The examples below show how a promotion’s KPIs are allocated to NetSuite periods:

Example below is a promotion type that has “Do NOT update liability with actuals” CHECKED.

NetSuite Periods	January	February	March	Total for the promotion	Comments
----- KPIs -----	P1	P2	P3	Promotion Total	
Total Estimated Quantity (base + Incremental)	89	1244	667	2000	Use period's % share of the event day
Estimated Base Quantity	53	747	400	1200	Use period's % share of the event day
Estimated Incremental Quantity	36	498	267	800	Use period's % share of the event day
NEW KPI: Estimated Incremental \$ Revenue	\$711.11	\$9,955.56	\$5,333.33	\$16,000.00	Use period's % share of the event day
Total Estimated Revenue	\$1,777.78	\$24,888.89	\$13,333.33	\$40,000.00	Use period's % share of the event day
Total Estimated Promoted quantity)	\$88.89	\$1,244.44	\$666.67	\$2,000.00	Use period's % share of the event day
Estimated Lump Sum	\$44.44	\$622.22	\$333.33	\$1,000.00	Use period's % share of the event day
Estimated BB	\$177.78	\$2,488.89	\$1,333.33	\$4,000.00	Use period's % share of the event day
Estimated OI	\$133.33	\$1,866.67	\$1,000.00	\$3,000.00	Use period's % share of the event day
Estimated NB	\$0.00	\$0.00	\$0.00	\$0.00	Use period's % share of the event day
Estimated Spend (Lump sum+BB,+OI+NB)	\$355.56	\$4,977.78	\$2,666.67	\$8,000.00	Sum of Estimated spending by mop
Actual Bill-back	\$460.73	\$2,073.27	\$0.00	\$2,534.00	Use period's share of completed days
Actual Off-invoice/Net bill	\$323.64	\$1,456.36	\$0.00	\$1,780.00	Use period's share of completed days
Actual Lump Sum	\$227.27	\$1,022.73	\$0.00	\$1,250.00	Use period's share of completed days
Total Actual Spend (LS+BB+OI+NB)	\$1,011.64	\$4,552.36	\$0.00	\$5,564.00	Sum of actual spending by mop
Latest Estimate Spend (by MOP and in total)	\$1,011.64	\$5,913.66	\$1,074.71	\$8,000.00	Use share of completed days because this promotion has 'do not update KPIs' CHECKED
Maximum Liability (By MOP, and in total)	\$1,011.64	\$5,913.66	\$1,074.71	\$8,000.00	Use share of completed days because this promotion has 'do not update KPIs' CHECKED
Expected Liability (By MOP, and in total)	\$1,011.64	\$5,913.66	\$1,074.71	\$8,000.00	Use share of completed days because this promotion has 'do not update KPIs' CHECKED
Net Liability (by MOP and in total)	\$45.45	\$1,565.84	\$1,074.71	\$2,686.00	Calculate NetLiability = Estimated Liability minus Actual minus Overpay
Overpay (By MOP, and in total)	\$45.45	\$204.55	\$0.00	\$250.00	Use period's share of completed days

Example below is a promotion type that has “Do NOT update liability with actuals” UNCHECKED.

NetSuite Periods	January	February	March	Total for the promotion	Comments
----- KPIs -----	P1	P2	P3	Promotion Total	
Total Estimated Quantity (base + Incremental)	89	1244	667	2000	Use period's % share of the event day
Estimated Base Quantity	53	747	400	1200	Use period's % share of the event day
Estimated Incremental Quantity	36	498	267	800	Use period's % share of the event day
NEW KPI: Estimated Incremental \$ Revenue	\$711.11	\$9,955.56	\$5,333.33	\$16,000.00	Use period's % share of the event day
Total Estimated Revenue	\$1,777.78	\$24,888.89	\$13,333.33	\$40,000.00	Use period's % share of the event day
Total Estimated Promoted quantity)	\$88.89	\$1,244.44	\$666.67	\$2,000.00	Use period's % share of the event day
Estimated Lump Sum	\$44.44	\$622.22	\$333.33	\$1,000.00	Use period's % share of the event day
Estimated BB	\$177.78	\$2,488.89	\$1,333.33	\$4,000.00	Use period's % share of the event day
Estimated OI	\$133.33	\$1,866.67	\$1,000.00	\$3,000.00	Use period's % share of the event day
Estimated NB	\$0.00	\$0.00	\$0.00	\$0.00	Use period's % share of the event day
Estimated Spend (Lump sum+BB,+OI+NB)	\$355.56	\$4,977.78	\$2,666.67	\$8,000.00	Sum of Estimated spending by mop
Actual Bill-back	\$194.92	\$2,339.08	\$0.00	\$2,534.00	Use period's share of ACTUAL revenue
Actual Off-invoice/Net bill	\$136.92	\$1,643.08	\$0.00	\$1,780.00	Use period's share of ACTUAL revenue
Actual Lump Sum	\$96.15	\$1,153.85	\$0.00	\$1,250.00	Use period's share of ACTUAL revenue
Total Actual Spend (LS+BB+OI+NB)	\$428.00	\$5,136.00	\$0.00	\$5,564.00	Sum of actual spending by mop
Latest Estimate Spend (by MOP and in total)	\$428.00	\$6,497.29	\$1,074.71	\$8,000.00	Use share of Actual revenue because this promotion has 'do not update KPIs' NOT CHECKED
Maximum Liability (By MOP, and in total)	\$428.00	\$6,497.29	\$1,074.71	\$8,000.00	Use share of Actual revenue because this promotion has 'do not update KPIs' NOT CHECKED
Expected Liability (By MOP, and in total)	\$428.00	\$6,497.29	\$1,074.71	\$8,000.00	Use share of Actual revenue because this promotion has 'do not update KPIs' NOT CHECKED
Net Liability (by MOP and in total)	\$19.23	\$1,592.06	\$1,074.71	\$2,686.00	Calculate NetLiability = Estimated Liability minus Actual minus Overpay
Overpay (By MOP, and in total)	\$19.23	\$230.77	\$0.00	\$250.00	Use period's share of ACTUAL revenue

Observations from the example above:

- Notice how ESTIMATED KPIs are always allocated based on the period’s share of event days.
- KPIs based on actual data are based on share of completed days or share of actual revenue, spending on how the promotion’s configuration for calculating liability.
- Allocating the promotion KPIs does not change the total results for the promotion, just how much of the KPI should be reported in each NetSuite period that overlaps the promotion start and end dates.



Note: KPIs by period do not impact NetSuite financials. There may be minor rounding errors in some of the KPIs. This rounding should not make a material difference in the analysis of trade promotions.

To view the period allocation factors for a specific promotion, go to the REPORTS subtab.

POSTING PERIOD	PROMOTION PERIOD SHARE (TOTAL)	PROMOTION PERIOD SHARE (# DAYS)	PROMOTION PERIOD SHARE (%)	COMPLETED DAYS PERIOD SHARE (TOTAL)	COMPLETED DAYS PERIOD SHARE (# DAYS)
COMPLETED DAYS PERIOD SHARE (%)	FUTURE DAYS PERIOD SHARE (TOTAL)	FUTURE DAYS PERIOD SHARE (# DAYS)	FUTURE DAYS PERIOD SHARE (%)	ACTUAL REVENUE PERIOD SHARE (TOTAL)	ACTUAL REVENUE PERIOD SHARE (AMOUNT)
ACTUAL REVENUE					

Planning Allowances Estimated Quantity Retail Info KPI's Settlements **Reports** Files Communication Workflow System Information Accrual Overlap

Reports

ACTUAL SALES Actual Sales
 ACTUAL SALES (PREVIOUS YEAR) Sales - Previous Year
 ACTUAL SALES LAST 52 WEEKS Sales - Last 52 Weeks

ACTUAL SHIPMENTS Actual Shipments
 ACTUAL SHIPMENTS (PREVIOUS YEAR) Shipments - Previous Year
 ACTUAL SHIPMENTS LAST 52 WEEKS Shipments - Last 52 Weeks

SALES ORDERS Sales Orders Overlapping this Promotion

- iTPM Promotion Period Share • iTPM - Item Period Share •

VIEW - iTPM PROMOTION PERIOD SHARE
 Default View

New - iTPM Promotion Period Share Attach Customize View

EDIT	NAME	ID ▲	POSTING PERIOD	MONTH START DATE	MONTH END DATE	PROMOTION PERIOD SHARE (TOTAL)	PROMOTION PERIOD SHARE (# DAYS)	PROMOTION PERIOD SHARE (%)
Edit	Promotion #1946 - P1 Jan 2021	15215	Jan 2021	01/01/2021	01/31/2021	365	31	8.49%
Edit	Promotion #1946 - P2 Feb 2021	15216	Feb 2021	02/01/2021	02/28/2021	365	28	7.67%
Edit	Promotion #1946 - P3 Mar 2021	15217	Mar 2021	03/01/2021	03/31/2021	365	31	8.49%

To see if your promotion's KPIs are available by period, you can go to the System Information subtab.

Settlements Reports Files Communication Workflow **System Information** Accrual Overlap

OWNER Alex Ring
 DATE CREATED 1/2/2020 12:15 pm
 LAST MODIFIED BY 1/9/2020 5:02 am -System-

ALLOCATION TYPE By % of Revenue
 DAY COUNT SINCE COMPLETION

CALCULATE PROMOTION PERIOD SHARE

Use “- iTPM period Share Queue” to see the status of allocating your promotion’s KPIs by NetSuite Period:

- iTPM Promotion Period Share Queue: Results List Search Audit Trail

Return To Criteria Edit this Search

FILTERS

EDIT

EDIT VIEW	INTERNAL ID	INTERNAL ID	ID	NAME ▲	PROMOTION TYPE	CUSTOMER	SHIP DATE - START	SHIP DATE - END	CONDITION	STATUS	PROMOTION FLAG	GLOBAL FLAG
Edit View	3	3	3	EDLP Q1 2020	EDLP	Aaron Abbott	1/1/2020	3/31/2020	Active	Approved	Yes	Yes

TOTAL: 1

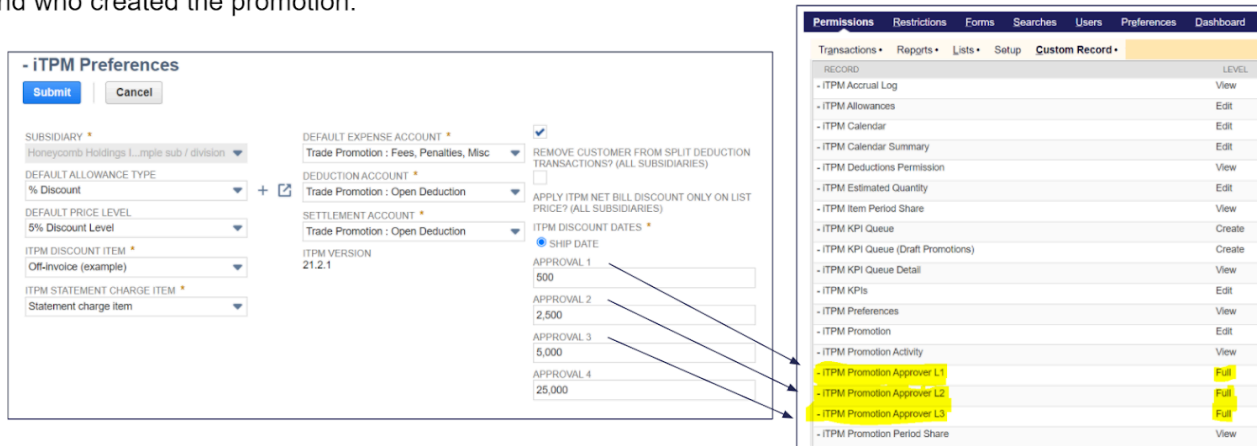
1.14 Promotion Approval Permissions, Thresholds and Auto-approve

iTPM has five approval thresholds you can configure in iTPM Preference, by entering the maximum estimated trade spend that can be approved by users in that approval level.

What promotions a role can approve is controlled by the following three attributes:

- The threshold amount is configured in iTPM Preferences.
- The estimated total spend of the promotion is under the KPI subtab on the promotion.
- What is your approval permission?
 - To approve a future promotion created by someone else, you must have CREATE permission for the approval level that corresponds to the estimated spend of the promotion.
 - To approve back-dated promotions at this level your level permission must be EDIT.
 - To approve your own promotions at this level, your level permission must be FULL.

Benefits: Control who has permission to approve promotion based on estimated spending, promotion condition and who created the promotion.



Permissions for each level:

VIEW = Approve other people's **FUTURE** promotions
EDIT = Approve other people's promotions. (**FUTURE, ACTIVE & COMPLETED** condition)
FULL = Approve **ALL** promotions, including ones created by you

Promotion Threshold Approval Level	Example iTPM Preferences configuration above	Example Approval level Threshold
Level 1	\$500	\$0 to \$500.00
Level 2	\$2,500	\$500.01 to \$2,500.00
Level 3	\$5,000	\$2,500.01 to \$5,000.00
Level 4	\$25,000	%5,000.01 to \$25,000.00
Level 5	Anything over level 4	Over \$25,000

Helpful Hint: If you don't need to use promotion approval levels, just enter a value equal to the level. i.e., 1, 2, 3, and 4.

Helpful Hint: If you change the threshold levels after your initial setup, promotions that are already in *pending approval* status may not be changed to the new approval values.

You also have the option to auto-approve FUTURE level 1 promotions . Turn on this feature by checking the “Auto approve L1 if future condition” checkbox in the promotion type. As indicated by the checkbox text, *Active* and *Completed* promotions will not be auto-approved, even if the estimated spending is within the level 1 threshold.

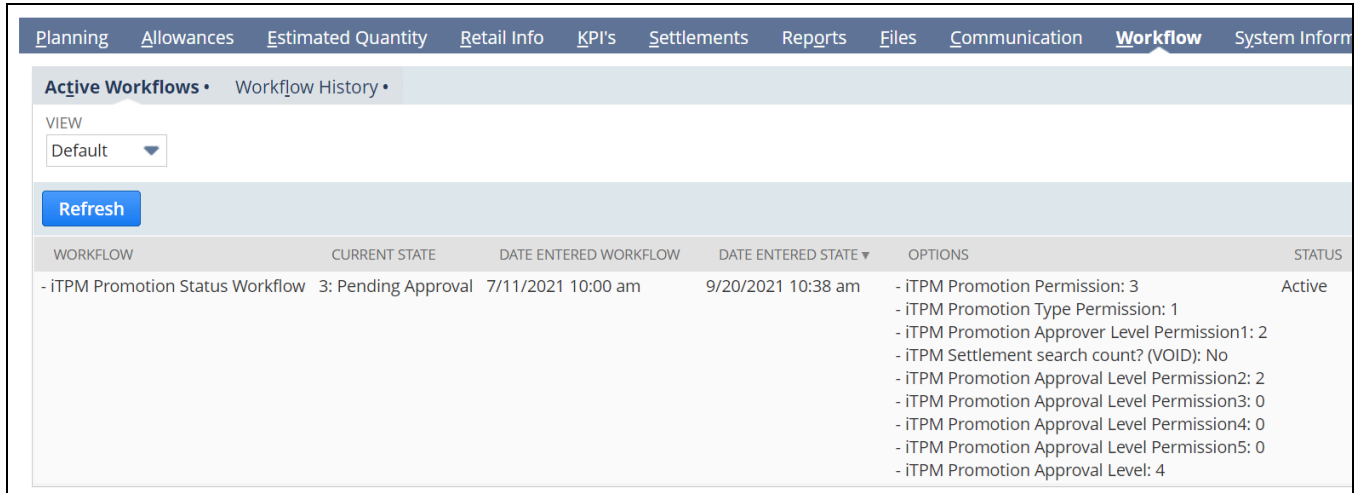
Benefits: Spend less time manually approving promotions with small estimated spending, and for organizations where approval is not required.



Here is a suggested spreadsheet to help you configure your promotion approval levels by role

Example Role	Levels	Approve back-dated	Approve their own deals?	Permission records for their role (in addition to iTPM promotion planning permissions)
Sales rep	Up to level 2	No	No	Level 1 = Create Level 2 = Create
Sales manager	Up to level 3	Yes	Yes for L1, but no for L2 and L3	Level 1 = Full Level 2 = Edit Level 3 = Edit
CFO, VP Sales	All levels, including level 5	Yes	Yes	Level 1 = Full Level 2 = Full Level 3 = Full Level 4 = Full Level 5 = Full

To see more details, you can go to the WORKFLOW subtab of your promotion to see what permissions are required to see the Approve and Reject buttons while viewing the promotion:



Workflow options (Example screenshot)	Here's how to interpret the approval workflow
- iTPM Promotion Permission 3	Required permission is 3=EDIT. iTPM uses the promotion's condition owner to determine the required permission level in the appropriate approval threshold level. If the promotion is backdated, 3=EDIT permission or higher is required. If the promotion was created by the person viewing the promotion, 4=FULL is required to see the Approve/Reject buttons.
- iTPM Promotion Type Permission: 1	This is not related to approval thresholds. This role has 1=VIEW only access to the promotion type. This is used to determine if a user has permission to edit other people's promotions.
- iTPM Promotion Approver Level Permission 1: 2	This user has 2=CREATE permission for threshold 1 promotions. This user can approve other people's promotions up to the level 2 threshold, but can't approve back-dated promotions.
- iTPM Settlement search count? (VOID): No	This is not related to approval thresholds. It is used to prevent users from voiding or deleting promotions that have settlements.
- iTPM Promotion Approval Level Permission 2: 2	This user has 2=CREATE permission for threshold 2 promotions. This user can approve other people's promotions up to the level 2 threshold, but can't approve back-dated promotions.
- iTPM Promotion Approval Level Permission 3: 0	This user can not approve threshold level 3 promotions.
- iTPM Promotion Approval Level Permission 4: 0	This user can not approve threshold level 4 promotions.
- iTPM Promotion Approval Level Permission 5: 0	This user can not approve threshold level 5 promotions.
- iTPM Promotion Approval Level: 4	Based on estimated spending and the threshold configuration levels in iTPM Preferences, this promotion requires at least level 4 approval.
Values for the NetSuite Permission records	None=0, View =1, Create =2, Edit =3, and Full =4
Will the user see the Approve and Reject buttons on this promotion?	No. This promotion requires EDIT permission for the Level 4 approval permission, and the user only has Level 2 permissions 3=Create.

1.15 Mass Promotion Status Change

If you create promotions from CSV Import, you may want to save time by using the iTPM Admin tool to mass-change your promotions from Draft to Pending Approval, or Draft to Approved.

This admin tool is only available to two roles: NetSuite Admin and "- iTPM Support".

Step 1: Go to **iTPM-> Admin Tools -> Mass Update New**.

Step 2: Make selections in the filter and then click SEARCH.

Step 3: Select the new status, check each promotion you want to change, and click SUBMIT.
(A maximum of 125 promotions can be processed at a time.)

NOTE: Only a maximum of 125 promotions can be changed at a time. Read user guide for important information before using this feature.

Promotion Status Update More

Submit
Search
Reset

Filters

SUBSIDIARY *
CG Squared, Inc. : Honeycomb US-East

CUSTOMER
<Type then tab>

OWNER

PROMOTION TYPE

START DATE END DATE

STATUS *
Voided

Select the option from dropdown to change the Promotion status

STATUS TO
Draft

Promotion List

TOTAL
23

Mark All
UnMark All

UPDATE	ID	PROMOTION	PROMOTION TYPE	CUSTOMER	OWNER	STATUS	CONDITION	SHIPT START	SHIP END
<input checked="" type="checkbox"/>	15426	963258	MCB (direct accounts)	Aldi	Alex Ring	Voided	Completed	03/01/2022	03/31/2022
<input checked="" type="checkbox"/>	17228	testing30	MCB (direct accounts)	Aldi	Alex Ring	Voided	Completed	03/01/2022	03/31/2022
<input type="checkbox"/>	17328	updateing the rec	EDLP all MOP + all dates	Albertsons / Safeway	Priyanka Balusu	Voided	Completed	03/01/2022	03/31/2022

Step 4: You will need to manually run the "- iTPM - MR Promo Status Mass Update" MR script.

Step 5: To check the status of your change, go to **iTPM -> Admin Tools -> Mass Update Status Queue**.



Note: Mass status change does not allow you to change from *APPROVED* directly to *DRAFT* status. Change your promotion to *VOIDED* status, then from *Voided* to *Draft*.



Note: Mass status change does not trigger a Process Plan. **Be sure to check "Run Process Plan" in your Event Plan before you use the Mass Status Change feature.** ** Contact the iTPM support for help before using the Mass Status Change feature.



Note: We recommend you wait until your promotions that are in the KPI Queue (*Draft Promotions*) are done processing **BEFORE** you mass-change the status to *submitted* or *approved*.



Note: Mass status change only works up to about 100 promotions at one time. If you have more than 100 promotions to change, you'll need to process your promotions in groups of 100 or fewer at a time.

1.16 How allowance records are created

There are several ways iTPM allowance records are created. These are the records under the Allowances subtab on the promotion, and these represent the 'real' promotion.

What creates the allowance?	Details				
<p>Process Plan button on the promotion for DRAFT promotions. (This is also triggered by the checkbox "Is promotion planning complete?" under the System Info subtab on the promotion.</p> <p>The Process Plan script validates all the planning rows in the promotion, including records with items and ones with NetSuite item groups.</p> <p>MR script: - iTPM - Create Promo Linked Records</p>	<p>Items in the planning grid: One planning row item = One item allowance record</p> <p>If the promotion type has "<i>Process Plan to Exclude Items that were not sold in the last 52 weeks</i>" checked, then, the allowance record will only be created if it was sold to the plan-to customer in the last year.</p> <p>NetSuite item group in the planning grid: Item Group = one allowance for every item in the item group</p> <p>If the promotion type has "<i>Only create KPI and allowance for the 1st item in the item group</i>" checked, then, there will only be one allowance created for each NetSuite item group under the planning subtab.</p> <p>If the promotion type has "<i>Process Plan to Exclude Items that were not sold in the last 52 weeks</i>" checked, then an allowance will only be created if the item is in the NetSuite item group AND it was sold to the customer in the last 52 weeks.</p>				
<p>Manually create the allowance</p>	<p>While not used often, allowance records can be manually created and edited through the browser. Editing may require additional role permissions based on the status and condition of the promotion.</p>				
<p>Nightly script: Item group in the plan has a new item added to it.</p> <p>MR script: - iTPM MR Allowance for New Item</p>	<p>If a new item is added to a NetSuite item group in the promotion that's active or future condition, then a nightly script will create an allowance for the item.</p> <p>The comment in the allowance record will show why it was created.</p> <table border="1" data-bbox="706 1360 1071 1474"> <thead> <tr> <th>ACCOUNT</th> <th>COMMENTS</th> </tr> </thead> <tbody> <tr> <td>4009 Sales : Trade Promotion (contra revenue)</td> <td>+ Acc group A (5 items)</td> </tr> </tbody> </table>	ACCOUNT	COMMENTS	4009 Sales : Trade Promotion (contra revenue)	+ Acc group A (5 items)
ACCOUNT	COMMENTS				
4009 Sales : Trade Promotion (contra revenue)	+ Acc group A (5 items)				
<p>Nightly script: Customer purchased an item not purchased before.</p> <p>This script looks for promotions where the "<i>Any item sold to customer gets this discount</i>" is checked under the Planning subtab.</p> <p>MR script: - iTPM MR Overnight Allownces sold</p>	<p>An allowance will be created for the new item sold to the customer, and it will have the following comment:</p> <table border="1" data-bbox="706 1612 1469 1768"> <thead> <tr> <th>ACCOUNT</th> <th>COMMENTS</th> </tr> </thead> <tbody> <tr> <td>4009 Sales : Trade Promotion (contra revenue)</td> <td>Added Allowance as per item sold by customer in the last two days Mon May 02 2022 05:39:52 GMT-0700 (PDT)</td> </tr> </tbody> </table>	ACCOUNT	COMMENTS	4009 Sales : Trade Promotion (contra revenue)	Added Allowance as per item sold by customer in the last two days Mon May 02 2022 05:39:52 GMT-0700 (PDT)
ACCOUNT	COMMENTS				
4009 Sales : Trade Promotion (contra revenue)	Added Allowance as per item sold by customer in the last two days Mon May 02 2022 05:39:52 GMT-0700 (PDT)				

1.17 'Dummy items' for lump sum

You have the option to create a 'dummy' item in NetSuite for iTPM. This dummy item can be used to simplify creating promotions if you don't need to track promotional settlements using 'real' NetSuite items.

1. Click on ***Lists -> Accounting -> items -> new***
2. Two options:
 - a. ***Inventory Items for SALE ... or***
 - b. ***Assembly***
3. Complete the form. Be sure to:
 - a. **Enter the item name/Number:** You will see this name when selecting statement charges in the iTPM preferences. Example: **Item for Lump Sum**
 - b. **Select the subsidiary** and check "include children"
 - c. Optional: Enter department, location and class
 - d. **Under the Accounting subtab, be sure to select the GL-account of your open deduction suspense account, and select the appropriate tax schedule.**
4. **Under the iTPM subtab, CHECK "Available in iTPM?" (This must be checked to be available in iTPM preferences.)** If you don't see the iTPM subtab, save and go to the next page.
5. Click **SAVE**

2.0 Pre-Setup Preparation: DEDUCTIONS & RESOLUTIONS

2.1 Deductions and Resolutions Overview

Before setting up the iTPM settlement module, please take time to read *all* of section 2.0:

Deductions and Resolutions Overview:

- Configure deduction resolution methodology to customize iTPM settlements and deduction management by subsidiary.
- Easier management of short-pays, both promotional and non-promotional
 - A few clicks closes the short-paid invoice, and starts an iTPM deduction workflow process for research and resolution.
 - Also supports creating the iTPM deduction directly from a credit memo used to process short paid invoice(s).
 - Manage all deductions & short-pays separate from A/R for more accurate reporting of your true accounts-receivable asset.
 - Split aggregated deductions to manage each part differently with workflow and resolution.
 - Split features include Quick Split, Split, and SPLIT by CSV file and upload.
 - iTPM workflow helps minimize the open deduction balance and improve deduction aging.
 - Dispute unauthorized deductions and if appropriate, return to customer's accounts-receivable for repayment.
 - For non-promotional short pays, resolve by pre-populated journal entry.
 - Save time by using deduction reason codes which are linked to specific GL accounts.
 - CSV Expense import to save time expensing large quantities of non-promotional deductions.
 - iTPM Open deductions report by customer by month.
- Resolve deductions by matching promotional events for true closed-loop trade promotion management.
 - Settlements are allocated to items in the promotion using actual sales during the event, estimated, and/or evenly.
 - Settle claims by applying to open deductions already taken, or pay by check.
 - CSV Settlement to save time matching large quantities of deductions to promotions.
 - Use Expected and Net Liability visibility to help prevent double dipping and over payments.
 - Upon final claim, close the promotion to release liability to use for other events or drop to the bottom line.
 - Leverage NetSuite functionality, including notes, next actions, attachment of electronic documents, tasks and audit trail.
 - iTPM Settlements report by customer, month and method-of-payment
 - Associate payments to direct and indirect customers to a promotion using the ADJUST SPEND settlements. These don't have any financial impact. These adjust the promotion KPIs accordingly.

2.2 Promotional Settlements

After your iTPM promotions are completed, it's time to get payment to your customers. There are two general types of settlements in iTPM.

Settlement Workflow	Settlement Description
Proactive payment	This is when you pay for a promotion by check or by other means like ACH. You initiate the payment request. This method is most commonly used with indirect accounts, but you may also pay some direct customers by check. iTPM can help prevent double-dipping with visibility to what the customer has deducted for the promotion. Use ADJUST SPEND to have your promotion's KPIs reflect your vendor payment to the direct or indirect customer.
Reactive , where your customer has already deducted the amount.	Retailers often don't wait for you to pay them for promotions. Instead, they deduct the money you owe them. These deductions are taken on invoices that aren't related to the promotion for the expense. Use the Settlement button on the deduction, or the Resolve Deductions button on the promotion to resolve the deduction and match the deduction back to the appropriate promotion.

When customers short-pay your invoices, not all of the deductions are related to promotions. When your customers deduct and/or short-pay, sometimes it can take days or weeks to research the short-pay and determine what it is. If your research determines that the short-pay is valid, there are two ways to expense it:

Types of Valid Short-pays	Description of Valid short-pays
Promotional: These are iTPM settlements.	iTPM makes it easier to expense promotional short-pays by creating iTPM settlements that are matched to specific promotions. Each settlement uses the NetSuite GL-account that is in the approved iTPM promotion. The GL-accounts for settlements are defined by the promotion types configuration. Use the SETTLEMENT button to process these promotional short-pays on deductions that have an open balance, or the RESOLVE DEDUCTIONS button on promotions. (The Expense button to a promotional account is an alternative approach for legacy promotional spending.)
Non-Promotion: These are standard NetSuite expenses	These are valid deductions that are NOT related to a promotion. Expense these non-promotional short-pays to the appropriate NetSuite expense GL-account, just like any other expense. You also have the option to use the QUICK EXPENSE and EXPENSE buttons on the deduction to expense the deduction to the GL-account associated with the reason code. This is also helpful for promotional deductions taken prior to implementing iTPM.

Deduction vs Short-Pay vs Normal Open Receivable: What's the difference between a standard open receivable, a deduction and a short-pay? All three can show up as balance due on a customer's invoice. However, the difference is that you expect to get payment on a normal receivable. For many CG manufacturers, deductions should not be reported as an asset, because a high percentage of customer deductions are actually valid... 95% or more.

TYPES	DESCRIPTION OF OPEN BALANCE TYPES
Normal Receivable	<ul style="list-style-type: none"> The full amount of the invoice is unpaid. You expect payment in full. If this invoice is being paid in installments, the payment received does not include documentation that the customer is deducting for monies due. Normal receivables are an asset and shown on the standard aging report.
Return	<p>The open balance on a receivable needs to be adjusted because of a return. A RETURN can be applied to the original invoice. Most often returns are NOT specifically related to trade promotions. Use standard NetSuite functionality to process.</p> <p>Note: If the return is related to a promotion because the product has exceeded shelf life while in the customer's warehouse, then consider expensing the return to a trade-promotion related GL-account, and/or, use the classification or custom segment or reason code to document this for reporting. Use standard NetSuite functionality to process.</p>
Credit	<p>A credit is applied to reduce the open balance of a receivable, but the credit may be connected to a service or product deficiency. Example: The product arrived late, so the customer does not pay for shipping. A credit is applied to adjust the open invoice balance down by the amount of the shipping. Use standard NetSuite functionality to process. Most often you will use a NetSuite credit memo for this.</p>
Short Pays & Non promotional Deductions	<ul style="list-style-type: none"> Short-pays typically have no documentation or stated reason for the short-pay. The customer just paid less than what you invoiced. You can process with standard NetSuite credit memos You can also create an iTPM deduction and resolve using the EXPENSE button to create journal entries.
Promotional Deductions	<ul style="list-style-type: none"> There is a partial payment of the invoiced amount. Deductions typically include documentation of why the customer is deducting Deductions are taken against invoices that are NOT related to the activity associated with the deduction. Example: Customer deducts \$1,000 for a December promotion on Product A, but deducts the \$1,000 on a January invoice for Product B. These are the deductions to be managed using iTPM.

Of all the types above, iTPM is designed to help you manage promotional and non-promotional deductions and short-pays. When you receive a partial payment, it can be days, even weeks before you can validate each deduction and short-pay.

2.3 Settlement Status and Workflow

The table below shows settlement status:


Settlement Status	Description
Draft	All settlements start in this status. Settlements when saved automatically go to Processing status.
Processing	<p>Settlements that are being allocated to items are in Processing status.</p> <p>Your settlement will be processed the next time the allocation script runs, which could be in 0 and 60 minutes.</p> <p>This script allocates the settlement down to the items within the promotion. Even before this script runs, the summary KPIs on the promotion will be updated with the amounts that are PENDING by method-of-payment.</p>
Applied	<p>After processing, settlements go to Applied status.</p> <p>There are three types of settlements:</p> <ul style="list-style-type: none"> • Settlements that resolve open deductions • Adjust Spend settlements. These don't have any net financial impact, but they adjust the promotion's KPIs. This is often used to associate payments to customers and indirects to a promotion. • Voiding settlements. These void another settlement. <p>Settlements in <i>Applied</i> status are completed and locked to prevent any user from changing them.</p>
Voided	<p>Any settlement that is incorrect or NOT approved can be VOIDED.</p> <p>NOTE: Voiding a settlement created in a version of iTPM before 2018.2.1a created a reversing journal that's associated with the settlement.</p> <p>Settlements voided in 2019 and later are voided with a reversing settlement, not a journal entry.</p> <p>NOTE: KPIs on promotions will not reflect the VOIDED settlement until the KPI script runs. Check the date of the last KPI update to determine if the KPIs you are viewing reflect your voided settlement.</p>




Note: Tell your iTPM support team if you have custom segments or other classifications that are required in your financial transactions. You may require the iTPM support team to deploy a custom script to populate these fields in iTPM Settlements.

To prevent incorrect payments, not all promotions are available for settlements. Users will not have to memorize the table below! If the *RESOLVE DEDUCTION* button is visible when viewing your promotion, then the promotion is available for payment.

Available for payment or settlements.	NOT available for payment or settlements.
<p>Approved and Completed Promotions!</p> <p>Condition:</p> <ul style="list-style-type: none"> • Completed: You can create settlements for promotion that are COMPLETED. • Active: Your iTPM administrator may allow some promotion types to be paid when they are active. Examples include year-long promotions which you pay monthly or quarterly. If this option is turned on, the NEW SETTLEMENT button will be available when viewing the promotion. <p>Status:</p> <ul style="list-style-type: none"> • Approved: Only promotions that have been approved are eligible for payment. 	<p>Promotions that are NOT Approved</p> <p>Condition:</p> <ul style="list-style-type: none"> • Future: You will NOT be able to create a settlement for any promotion with a condition of FUTURE. • Active: Unless your iTPM administrator configures iTPM to allow this, you will not be able to create a settlement for active promotions. <p>Status:</p> <ul style="list-style-type: none"> • Draft: Draft promotions have not been approved, so they are not eligible for payment, even if their condition is Completed. • Voided: These promotions are not available for settlements. • Closed: To pay a closed promotion, change the status back to <i>Approved</i>. • Rejected: Not available for payments or settlements.

 **Helpful Hint: Promotions with only off-invoice allowances will NOT appear on the list of promotions when resolving deductions from the settlement.** If you have missed-off-invoice, view that promotion and click RESOLVE DEDUCTIONS. Off-invoice only promotions will appear on the list when the workflow starts on the promotion.

 **Helpful Hint: Be vigilant in closing promotions** to prevent unused liability from being used to offset overspending on other promotions. Use the auto-close feature and setting in promotions types to close promotions after “x” days.

Sales and broker teams should be encouraged to resolve promotional deductions to the correct promotion, NOT just any promotion that has net liability. The practice of ‘finding any promotion’ is made more difficult when promotions are closed. Closed promotions are not available for settlement.

2.4 Deduction Management Approaches


In the CG industry, many vendors do not wait for you to send a check to pay for your promotion. Your customer wants payment quickly, so they deduct what they feel they are owed. These deductions are typically taken against unrelated invoices.

Think of the iTPM open deduction account as a temporary place to put deductions while you research them. As each open deduction is resolved, amounts will hit the appropriate GL account based on the resolution. For journal entries, the reason code drives the account. For settlements, the promotion drives the GL. Re-invoiced deductions are returned to A/R through a statement charge.

There are different approaches on where to hold deductions while they are being researched by your staff. The following table describes different approaches:

iTPM Open Deduction GL Account, also called the 'suspense' or 'holding' account		
Open Deduction Account	Impact on Netsuite Financial Reports	Why you may select this approach
Other Current Asset	While deductions are open, the open amount will appear on your Balance Sheet as an 'other' current asset. Recommended	Your company does not embrace expensing deductions during the cash-application process. Your finance team wants to keep deductions on the balance sheet and as an asset until it is researched and resolved.
Income	While deductions are open, the open amount will appear on your P&L as 'contra-revenue'.	If the majority of your trade spend reduces income, then this approach makes sense.
Expense	While deductions are open, the open amount will appear on your P&L as an 'expense' or change to an accrual account .	Your company acknowledges that most of your deductions are valid expenses, so you decide to treat open deductions as "valid until proven invalid".
Accounts Receivable	Your iTPM open deduction account can NOT be a NetSuite A/R account. iTPM does not support this account type for the open deduction account.	

For typical CPG companies, this amount of short-pays recovered may be only 1% to 5% of the annual short-pays, so recovery typically doesn't drive the decision of what type of GL account to use for your open deduction account.



Note: After you select a GL-account for open deductions, create and resolve deductions in your sandbox before implementing them in production. Run financial reports to confirm the financial impact is correct and acceptable to your organization. **It is possible to incorrectly configure the open deduction GL account, reason codes, promotion types, etc. in a way that creates 'bad data'. You are responsible for confirming the GL impact of your iTPM configurations.**

2.5 Using NetSuite Classifications (optional)

When you create a settlement, you will have the opportunity to assign Netsuite Classifications, including department, location and class. Classification will be a required field if it is configured as a required field in your NetSuite account configuration. If classification is optional in your NetSuite account, it is still a best-practice to enter this information so your promotional expenses can be reported by department, location and class.

Classification

CLASS	DEPARTMENT
<input type="text"/>	<input type="text"/>
LOCATION	
01: San Francisco	



Helpful Hint: Consider using one of these classifications to help with reporting of non-promotional deductions you process in iTPM.

iTPM saves you mouse clicks by rolling forward NetSuite classifications as the default values:

- When creating a deduction from a credit memo, classifications roll forward from the credit memo to the deduction.
- When creating a deduction from an invoice, classifications roll forward from the invoice to the deduction.
- When creating a settlement from a deduction, classifications roll forward from the deduction to the settlement. Location is on the header record, and department and product class are on the settlement lines. If you use product class to group items, iTPM will use the item to populate the item group.
- When using a Journal Entry to resolve a deduction, classifications roll forward from the deduction to the journal entry.



Helpful Hint: When creating promotional settlements, iTPM does not use the *Product Class* value from the deduction. iTPM populates *Product Class* in each settlement line with the appropriate value based on the item.




Note: The current version of iTPM does not support NetSuite custom segments. Email support@cgsquared.com to discuss options on how to populate custom segments in iTPM data records. This may require customizing several iTPM forms and/or creating some scripts unique to your organization.

2.6 Deduction Status and NetSuite periods

There are only four deduction statuses currently used in iTPM:

Status	Deduction Status Description
Open	This is a deduction with an open balance greater than zero .
Processing	This is the status when a deduction is in the process of being split into more than two parts. When the script runs, the original deduction being split will be RESOLVED status, and the newly split deductions will be OPEN status.
Resolved	This is a short-pay with a zero open balance , AND all settlements related to this deduction are in APPROVED status.
Pending	While related resolutions are being saved, a deduction is in pending status to prevent errors when multiple users work on the same deduction at exactly the same time. If you are using the NetSuite configuration that requires ALL journal entries to be approved, deductions are in PENDING status until you approve the linked journal entry. Action buttons will only be visible on deductions in this status for admin roles.

Every deduction starts as OPEN. As you create settlements to resolve promotions, the open balance goes down until it reaches zero. The objective is to research and create resolutions until every deduction is in *RESOLVED* status.



Helpful Hint: If a deduction is created in error, a NetSuite Administrator can delete the deduction as long as the deduction was not split, there are no resolutions associated with it, and the accounting period of the deduction has not been locked and/or closed.

You will NOT be able to resolve deductions in closed or locked periods unless “Allow Non-G/L Changes” is checked for the NetSuite periods where you have open deductions.

Go to **Setup -> Accounting -> Manage Accounting Periods**

1. Edit the locked period with the deduction(s)
2. Check the box, “Allow Non-G/L Changes”. You will only be able to check this box if the period is actually locked.

Base Period

+ Actions

PERIOD NAME *

START DATE *


END DATE *


ALLOW NON-G/L CHANGES

2.7 Disputed and Not Disputed Deductions

Deductions may be *disputed* or *not disputed*:

Disputed Checkbox	Deduction Status Description
YES	<p>This is a deduction that you feel is not valid. Deductions can remain disputed even after they are resolved. For example:</p> <ul style="list-style-type: none"> ● You can dispute a deduction, and then decide you do not want to attempt to recover the money, so you write it off to a GL-account of your choice. ● You can keep the deduction disputed and open until you receive information from your customer that tells you that it is actually valid. You then uncheck the disputed box and save the change. ● You can use the re-invoice button to return the disputed amount back to the customer’s statement. <ul style="list-style-type: none"> ○ One approach is to delay using the Reinvoice button and keep the deduction open until you receive payment from the customer. ○ Another approach is to return the amount to A/R when the customer acknowledges that the deduction is valid and they will repay it. ○ Use the “<i>Customer agrees to repay?</i>” checkbox to identify disputed deductions that you recovered. ● You can also match a disputed deduction to a promotion using the <i>SETTLEMENT</i> on the deduction. You may mark the deduction as disputed and still choose to allow it and match it to an approved promotion.
NO	<p>Deductions that are not disputed are not necessarily valid.</p> <ul style="list-style-type: none"> ● The deduction may be awaiting research and the status unknown. The assumption is that the deduction is valid until proven otherwise. ● If research later determines an open deduction to be invalid, you can edit the deduction and check the “<i>Disputed?</i>” checkbox.

 **Helpful Hint:** The check box *Disputed?* is a toggle. If a deduction has this unchecked, you can check the box and save the change, and vice versa.

 **Note:** The iTPM deduction functionality is not designed to work on invoices for *projects*. The deduction functionality is designed for a typical Consumer Goods manufacturer that invoices for products shipped.

2.8 Deduction Workflow

The flowchart below shows two iTPM workflows for resolving deductions:

#1: Workflow starts on the open DEDUCTION, and searches for the MATCHING PROMOTION.

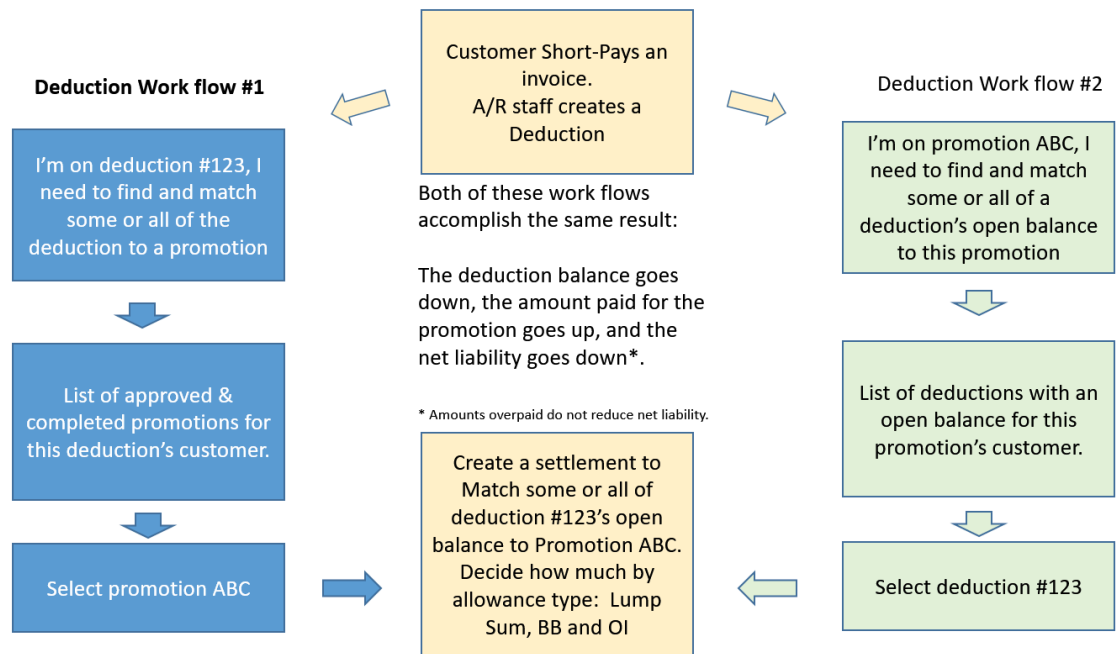
Most finance teams start the resolution process from the deduction, because their daily activities are focused on the deduction.

Workflow #1: This is the *SETTLEMENT* button on an open deduction.

#2: Workflow starts on the PROMOTION, and searches for the MATCHING DEDUCTION.

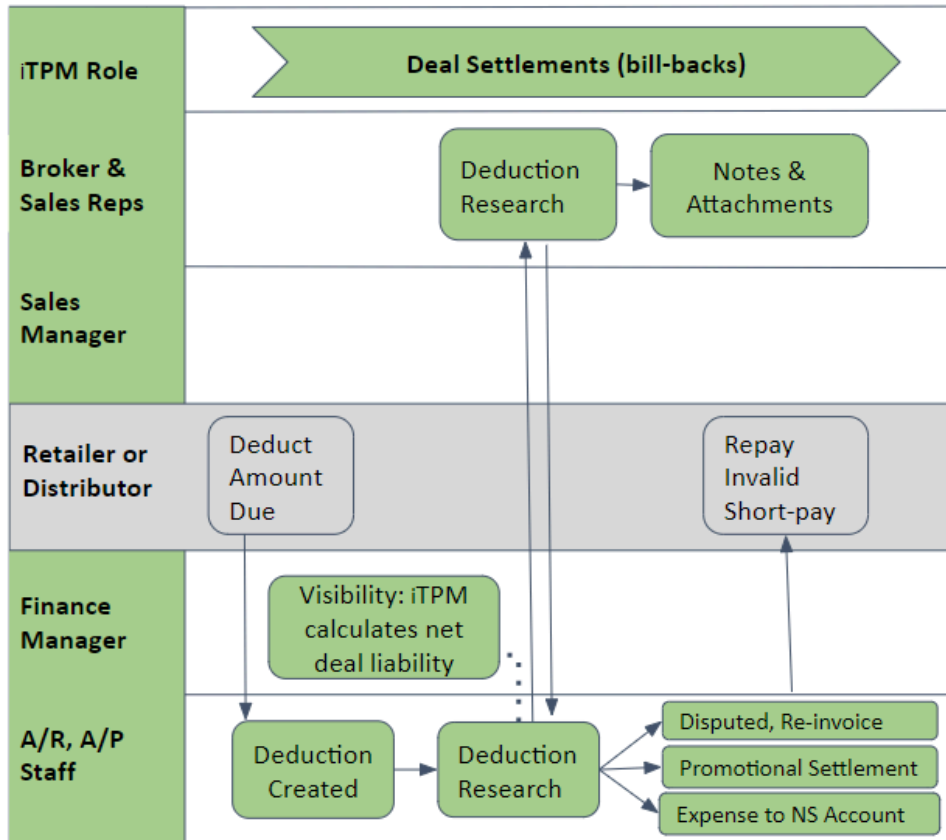
While workflow #1 is the most common and traditional way TPM solutions support deduction workflow, iTPM also allows the opposite methodology.

Workflow #2: This is the *RESOLVE DEDUCTIONS* button on the approved, active or completed promotion.



Helpful Hint: If a user creates a deduction by mistake, ONLY a NetSuite Administrator will have the permissions to delete the deduction, and see the DELETE button on the deduction. If the period with the credit memo or invoice associated with the iTPM deduction is in a closed period, then NetSuite will not allow the iTPM deduction to be deleted.

iTPM Deduction and Resolutions by Role:



What is your role in managing deductions and resolutions?

- Account Managers:** Help finance research short-pays and deductions.
- A/R and A/P Staff:** Create, research and resolve deductions.
- All User roles:** Attach electronic documentation and user notes.

Helpful Hint: If you don't see the iTPM workflow buttons you need to do your job, your NetSuite role may not have the required permissions. Contact your iTPM administrator.

Helpful Hint: The assign-to defaults to the person creating the deduction. There is a script configuration to change the default assign-to to the sales-rep of the customer.

2.9 Settlement Allocation Methodologies

Every iTPM promotional settlement is saved at the item allowance level. This level of detail is necessary for more accurate profit-and-loss statements by item. To help reduce data entry effort, iTPM uses a methodology to allocate each settlement to each individual allowance within the promotion.

There are three ways iTPM supports allocation of the settlement to items and allowances per item:

- Evenly, where not enough information is available for a better allocation
- By % of revenue.
- Manually override the default allocation methodology.
(See drop-down menu under the System Info subtab on the promotion.)

ALLOCATION TYPE *

By % of Revenue ▼

Because settlements can only be made against approved promotions, these promotions can have actual shipments that we can use for the allocation calculations. See the calculations for the KPI measure [Expected Liability](#) in chapter 6. iTPM uses actual shipments to calculate expected liability for the promotion. As you ship more, expected liability increases, unless the promotion type has “Do NOT update liability using Actual” checked. When this is checked, iTPM uses *estimated quantity* as the *actual quantity* when calculating liability.

For indirect customers, promotions where shipments don’t line up with the promotional dates, and situations with no actual sales, the allocation methodology uses estimated quantities for the allocation.

If the promotion does NOT have actual sales, AND does NOT have estimated quantities, the allocation of last-resort is to evenly allocate the settlements across all of the items on the promotion.

Allocations are done separately for each method-of-payment:

- Lump Sum: Allocated across all items on the promotion.
- Bill-Back: Allocated across all items on the promotion that have a bill-back allowance.
- Off-invoice: Allocated across all items on the promotion that have an off-invoice allowance.
- Net-Bill: N/A. Missed net-bill is settled as either missed off-invoice, or as a lump sum.

For each method-of-payment, there are **two different allocation factors** stored:

- **Estimated:** This is how iTPM allocates your estimated lump sum to all the items in your promotion using your estimated quantities. If you have the option “Do not update liability using actuals” checked, iTPM uses these estimated factors to allocate your settlements. iTPM also uses these factors to allocate settlements if the promotion does not have any actual shipments.
- **Actual:** iTPM calculates each item’s share of the settlement based on actual shipments during the promotional dates.
 - Lump Sum: Share of actual shipment revenue of the items in the promotion.
 - Bill-back, Off-invoice, and Net-Bill: Share of estimated liability, based on actual shipments times each allowance for each item in the promotion.

iTPM also has Allocation Contribution factors.

- This is only used when a promotion has more than one allowance for an item.
- The allocation contribution is used to further allocate an item’s settlement amount to every allowance for that item for a given method of payment.
- Inactive items that are in promotions are skipped in the allocation process.

To see the allocation factors, view a promotion, and go to the KPI subtab.

- There is one row in the grid below for each item in your promotion
- In the grid, on any row click on the record ID to view the KPI record for that item
- One of the sections will be the Allocation Factors. (shown below)
- Use the arrows in the upper right corner to navigate quickly to other items. ← →

Allocation Factors		
LS ALLOCATION FACTOR : EST. 0.24926	BB ALLOCATION FACTOR : EST. 0	OI ALLOCATION FACTOR : EST. 0
LS ALLOCATION FACTOR : ACTUAL 0.24926	BB ALLOCATION FACTOR : ACTUAL 0	OI ALLOCATION FACTOR : ACTUAL 0


Every 15 minutes a script calculates the allocation contribution for promotions that are in the KPI queue. Promotions are added to this queue when the status changes, there is a new settlement, the promotion is edited, and other triggers. See [section 1.8](#) for more details. Before this script completes the allocations:


- Contribution factors are NOT calculated until the promotion is *APPROVED*. Contribution factors are used when an item in a promotion has more than one allowance for a given method-of-payment.
- Actual allocation factors are set equal to Estimated factors if the “Do not update liability based on actuals” checkbox for the promotion type is checked.
- The promotion is NOT available for settlements until contributions have been calculated.
- To prevent ‘bad data’ from being created,
 - the RESOLVE DEDUCTIONS button will NOT be visible on the promotion until the allocation contributions are calculated, ...
 - AND the newly approved promotion will NOT be on the list of available promotions when creating a settlement while viewing a deduction.

HOW iTPM allocates ESTIMATED SPENDING to items in the promotion.			
PROMOTION	LUMP SUM	BILL-BACK ALLOWANCES	MISSED OFF-INVOICE
At least ONE ITEM has estimated QUANTITY and a list price.	Use each item’s share of ESTIMATED dollar sales to allocate the lump sum across all items.	Use each item’s share of ESTIMATED BILLBACK SPENDING to allocate the bill-back settlement to each item.	Use each item’s share of ESTIMATED OFF-INVOICE SPENDING to allocate the off-invoice settlement to each item.
There is NO ESTIMATED QUANTITY or REVENUE for any item.	Allocate the lump sum EVENLY across ALL items in the promotion.	Allocate the bill-back settlement amount EVENLY across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount EVENLY across all the items that had an off-invoice allowance in the promotion.

When iTPM has determined that a promotion is eligible for settlements, the following table describes how the requested amount by method-of-payment is allocated to the appropriate items in the promotion:

HOW iTPM ALLOCATES SETTLEMENTS TO ITEMS IN THE PROMOTION			
PROMOTION	LUMP SUM	BILL-BACK ALLOWANCES	MISSED OFF-INVOICE
There are ACTUAL SHIPMENTS during the promotion.	Use each item's share of ACTUAL dollar sales to allocate the lump sum across all items. (Sales)	Use each item's share of the promotion's EXPECTED BILLBACK LIABILITY to allocate the bill-back settlement to each item. (Shipments)	Use each item's share of the promotion's EXPECTED OFF-INVOICE LIABILITY to allocate the Missed off-invoice settlement to each item.
There are NO ACTUAL SHIPMENTS for ANY item in the promotion during the promotion dates.	Use each item's share of ESTIMATED dollar sales to allocate the lump sum across all items.	Use each item's share of ESTIMATED BILLBACK SPENDING to allocate the bill-back settlement to each item.	Use each item's share of ESTIMATED OFF-INVOICE SPENDING to allocate the off-invoice settlement to each item.
NO ACTUAL SHIPMENTS and NO ESTIMATED QUANTITY or REVENUE	Allocate the lump sum EVENLY across ALL items in the promotion.	Allocate the bill-back settlement amount EVENLY across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount EVENLY across all the items that had an off-invoice allowance in the promotion.

 **Assumption:** There will be no sales without shipments. *Shipments* as defined by NetSuite are used in the allocation factor calculations, not *sales* as defined by NetSuite.

 **Note:** The iTPM deduction button is not designed to work on invoices for *projects*. The deduction functionality is designed for typical CG manufacturer invoices for products shipped.

If an item in your promotion is changed from active to inactive, iTPM does the following:

Use case:

- A promotion is created with several items, including item 123.
- After the promotion is approved and all the allocation factors are calculated, item 123 is changed from active to inactive.
- Depending on the promotion type and condition, the KPIs may be automatically refreshed. Users can also manually trigger a KPI refresh with the button on the promotion and/or by CSV import into the KPI refresh queue.

What happens when a new settlement is created?

- If promotion KPIs haven't been refreshed before a new settlement is created, the allocated amount for each item in the promotion will not add up to the settlement amount because the inactive item is skipped in the processing.
- The amount that would have been allocated to the skipped item is added to the last item in the settlement, and the memo in that line includes "Adjusted" in the description. (See the top portion in the screenshot below of an example settlement.)
- If promotion KPIs are refreshed before a new settlement is created, then the allocation factors add up to 100%, and the settlement is allocated to all the active items in the promotion. (See the bottom portion in the screenshot below of an example settlement.)

	A	B	C	D	E	F	G	H	I
	ACCOUNT	DEBIT	CREDIT	MEMO	NAME	ITPM ITEM	ALLOCATION FACTOR	Expense times factor	Adjustment to last item
2	Example settlement where one or more items in the promotion changed from active to inactive:								
3	2999 ITPM Settlement Account	7.88		10.0% per 1 BB Settlement for Item : ACC00002 on Promotion January event #2	Kroger	ACC00002	0.063042	\$ 7.88	
4	2999 ITPM Settlement Account	25.61		10.0% per 1 BB Settlement for Item : ACC00004 on Promotion January event #2	Kroger	ACC00004	0.204886	\$ 25.61	
5	2999 ITPM Settlement Account	29.94		10.0% per 1 BB Settlement for Item : ACC00005 on Promotion January event #2	Kroger	ACC00005	0.239559	\$ 29.94	
6	2999 ITPM Settlement Account	22.54		10.0% per 1 BB Settlement for Item : ACC00007 on Promotion January event #2	Kroger	ACC00007	0.180299	\$ 22.54	
7	2999 ITPM Settlement Account	7.56		10.0% per 1 BB Settlement for Item : ACC00008 on Promotion January event #2	Kroger	ACC00008	0.06052	\$ 7.57	
8	2999 ITPM Settlement Account	31.47		Adjusted BB Settlement for Item : ACC00009 on Promotion January event #2	Kroger	ACC00009	0.237037	\$ 29.63	\$ (1.84)
9	2999 ITPM Settlement Account		125	Settlement Created From Promotion # January event #2	Kroger		0	0	
10							0.985343	123.1679	
11	Example settlement after the KPIs are recalculated without the inactive item:								
12	4009 Sales : Trade Promotion (co	8.00		10.0% per 1 BB Settlement for Item : ACC00002 on Promotion January event #2	Aaron Abt	ACC00002	0.06398	\$ 8.00	
13	4009 Sales : Trade Promotion (co	25.99		10.0% per 1 BB Settlement for Item : ACC00004 on Promotion January event #2	Aaron Abt	ACC00004	0.207933	\$ 25.99	
14	4009 Sales : Trade Promotion (co	30.39		10.0% per 1 BB Settlement for Item : ACC00005 on Promotion January event #2	Aaron Abt	ACC00005	0.243122	\$ 30.39	
15	4009 Sales : Trade Promotion (co	22.87		10.0% per 1 BB Settlement for Item : ACC00007 on Promotion January event #2	Aaron Abt	ACC00007	0.182981	\$ 22.87	
16	4009 Sales : Trade Promotion (co	7.68		10.0% per 1 BB Settlement for Item : ACC00008 on Promotion January event #2	Aaron Abt	ACC00008	0.06142	\$ 7.68	
17	4009 Sales : Trade Promotion (co	30.07		10.0% per 1 BB Settlement for Item : ACC00009 on Promotion January event #2	Aaron Abt	ACC00009	0.240563	\$ 30.07	
18	1999 ITPM Open Deductions		125	Settlement Created From Deduction #312	Aaron Abbott		0	0	
19								124.9999	

2.10 Corporate parent promotions

iTPM supports promotions at the corporate level.

The *Promotion Planning User Guide* has additional details on creating promotion plans at the corporate parent that apply to the parent and all the 'children' of the parent, including ship-tos, DCs, etc.

2.11 iTPM General Ledger Impact

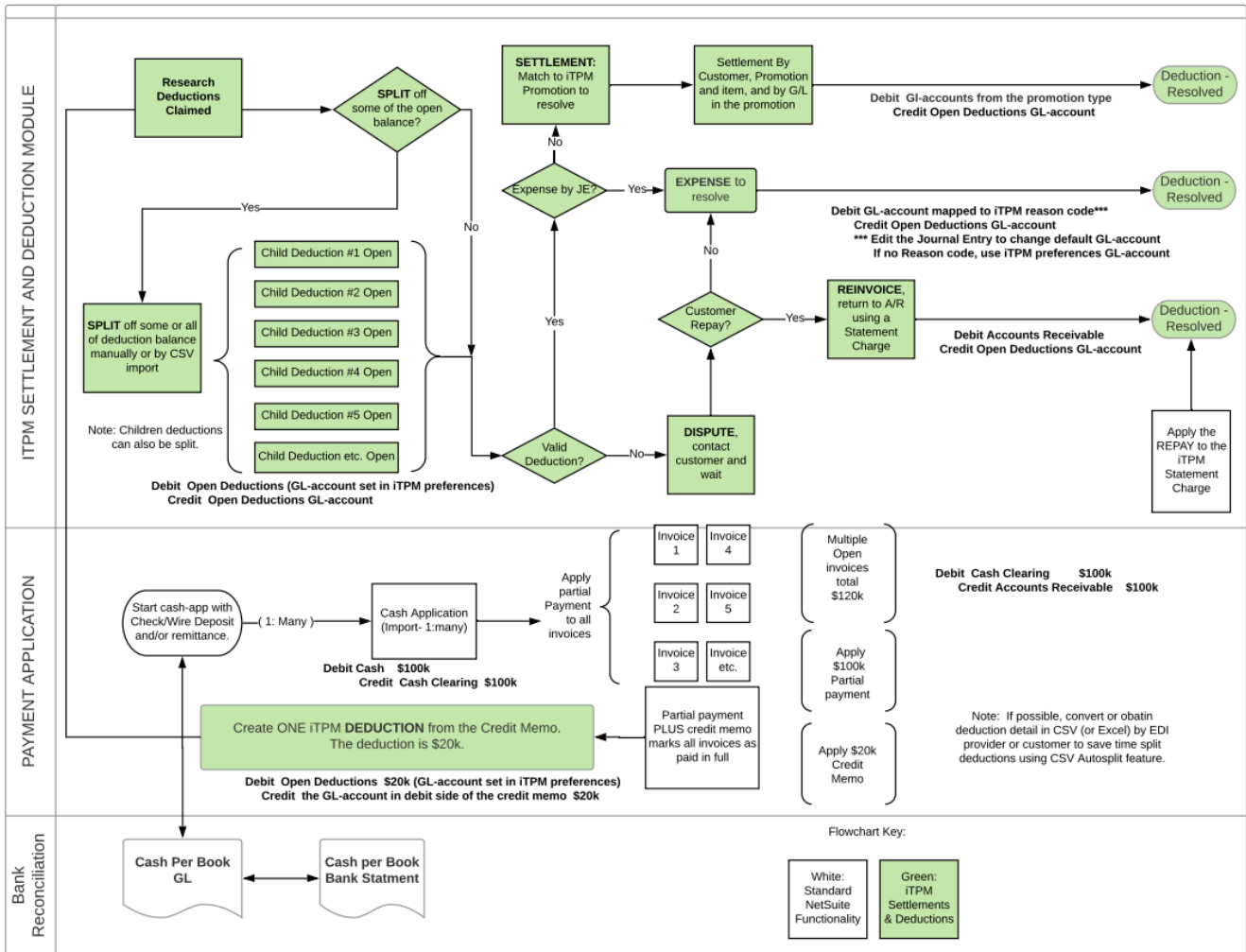
Action	G/L Impact	Debit	Credit
A. Create a DEDUCTION from an invoice [Legacy deductions]	The partial payment becomes an expense, an offset to a promotional accrual account, or other asset (depending on the account selected in iTPM preferences for open deductions.)	Open deduction account in iTPM preferences at the time deduction is created.	Accounts Receivable
B. Create a DEDUCTION from a Credit Memo	This moves the amount from the credit memo's account to an iTPM open deduction to research and resolve.	Open deduction account in iTPM preferences at the time deduction is created.	The account(s) identified in the debit side of the NetSuite credit memo.
C. SPLIT a deduction	No net impact to open deduction. Option to remove the customer from splits to keep splits off the customer statement.	Account on the Deduction (open deduction account)	Account on the Deduction (open deduction account)
D. Create a SETTLEMENT while viewing a deduction , RESOLVE DEDUCTIONS while viewing a promotion, and CSV Bulk Settlements	Resolve open deductions with a settlement. This moves the deduction amount out of the suspense account, and into the account(s) identified in the promotion. Valid GL-accounts are selected when creating the promotion type.	Account identified in the promotion for each allowance. Promotion type option to use the debit GL in the accrual configuration if promotion is not in the current year.	Account on the Deduction (open deduction account)
E. ADJUST SPEND while viewing a promotion	Make manual adjustments to a promotion's KPIs without any net financial impact. Example use: Adjust KPIs to reflect a check to an indirect (or direct) customer for a promotional activity. The check has the correct G/L. This just adjusts the promotion KPI.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.
F. REINVOICE a disputed deduction	The deduction becomes an accounts receivable asset. No invoice is created, the amount is just placed back onto the customer's statement. The item used in the Statement Charge is identified in iTPM Preferences.	Accounts Receivable	The GL-account associated with the item on the Statement Charge: MUST be the open deduction GL-account.
G. EXPENSE a deduction using a Journal Entry	A template journal entry is created. Change the default GL-account to move the amount out of open deductions to the account of your choice.	Defaults to reason code GL account or iTPM preferences default. User can override GL-account.	Account on the Deduction
H. VOID a Settlement Request	This creates a settlement that is the mirror image of the settlement request it is voiding.	Account on the Deduction (open deduction account)	Account identified in the promotion for each allowance
I: Apply OI to sales orders	iTPM creates a discount item on the sales order if "Apply iTPM discounts" is checked	GL account associated with the discount item.	GL account associated with the item on the order.
Promotion KPIs	Maximum and Expected liability, Overpay, and Net Liability are only promotion KPI calculations.	None	None
Accrual Log	No impact on financials. Use the log to help true-up your actual trade promotion accruals.	None	None
iTPM Accrual	Created two ways: <ul style="list-style-type: none"> Event-based accruals, and Period-based accruals (live accruals) 	Accrual configuration identifies GL to use for debit	Accrual configuration identifies GL to use for credit.

Helpful Hint: Use the *iTPM Data Reconciliation User Guide* to review and validate the G/L impact of iTPM data, available at www.i-tpm.com/admin-training-resources

The flowchart below shows how creating and resolving deductions fits into the NetSuite cash-app workflow:

iTPM Deduction Management Workflow: Create DEDUCTION from a CREDIT MEMO

Revised August 15, 2019



Helpful Hint: This is the preferred and simpler approach when customers pay many invoices in full with a partial payment and multiple deductions.

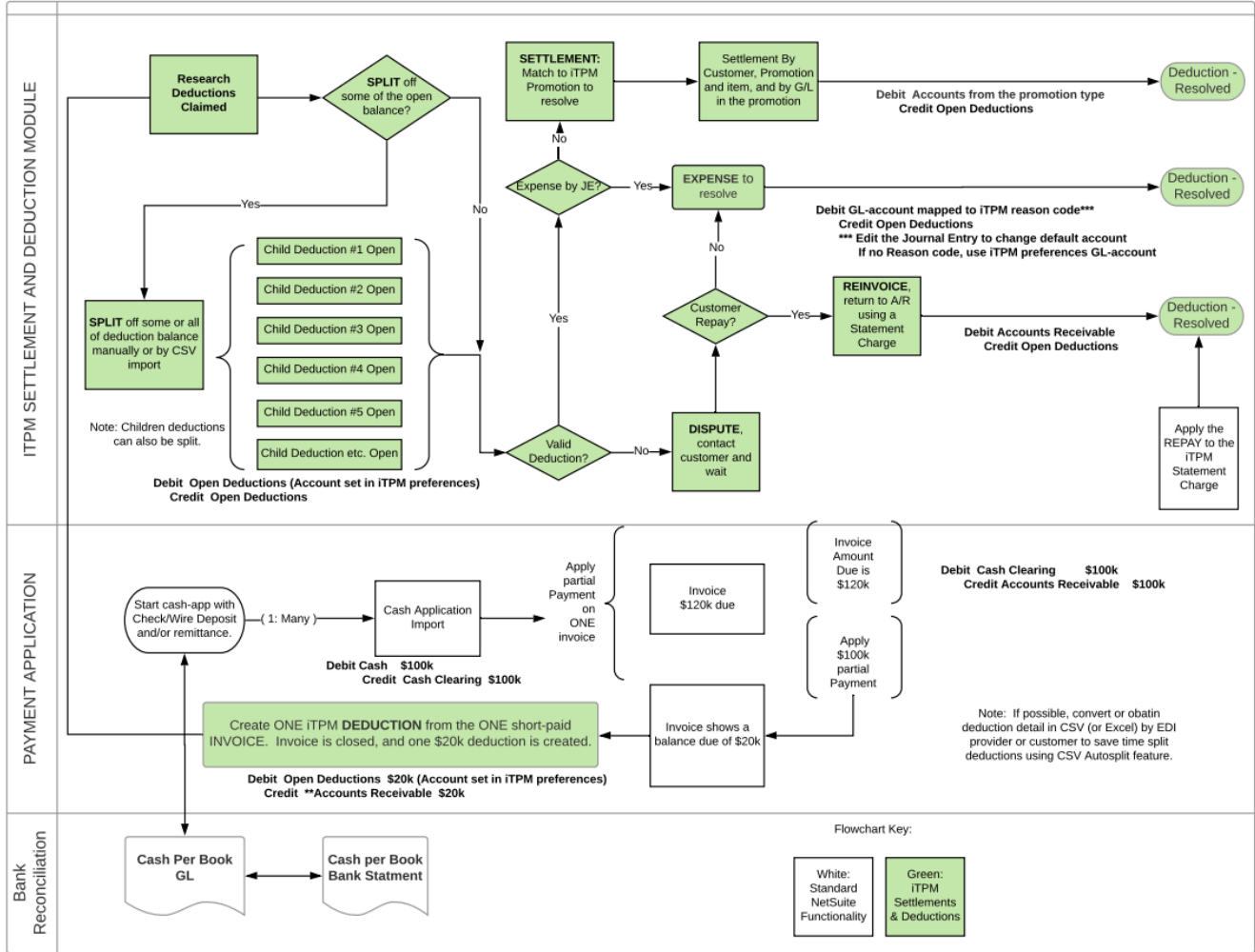
Recommendation: For your credit memo, create a **NON-INVENTORY** item for sale that is associated with the same account you selected as your open deduction GL-account. The credit memos you create will put the credit memo amount directly into your suspense account. Creating the deduction from this credit memo has no net financial impact because the debits and credits will also be in the same suspense account.

The following flowchart shows how creating a deduction for LEGACY DEDUCTIONS created during your NetSuite implementation to account for open deductions from your legacy ERP:

This option is not recommended unless the deductions will be resolved before the accounting period is closed. Contact your iTPM support to discuss if your team should use this feature.

iTPM Deduction Management Workflow: Create DEDUCTION from ONE INVOICE

Revised August 15, 2019



Note: LIMITATIONS When you create a deduction directly from an invoice, you will NOT be able to directly EDIT the deduction or split the original deduction after you close the period. Use the Non G/L Change button to change attributes of these deductions.

- Split the deduction before you close the period, and/or
- You can partially expense or settle the deduction down to a zero balance.
- OR ... instead of creating the deduction from the invoice, use a credit memo and create the deduction from the credit memo. (recommended)

A. Create a Deduction from a short-paid INVOICE G/L impact (NOT Recommended)

This feature is only used for legacy deductions that will be resolved before the period is closed. Discuss limitations with iTPM support. Email support@cgsquared.com for details.

#1: To view the general ledgers related to creating your deduction, use the LINES subtab.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
1100 Accounts Receivable		5,100.00	Deduction applied on Invoices 3234,2514	HEB	History
6014 Open Deductions	5,100.00		Deduction applied on Invoices 3234,2514	HEB	History

The invoices associated to your deduction will appear under the “Transaction” field:

- iTPM Deduction Q

27 **OPEN**

Edit Back Quick Split Split (CSV) Split Re-Invoice Match To Credit Memo Expense Settlement Delete Print Actions

Primary Information

ENTRY NO. 27	ITPM CUSTOMER HEB	TRANSACTION • Invoice #INV03091367 • Invoice #INV03091789
ITPM OTHER REFERENCE CODE	DATE 11/12/2018	
STATUS Open	POSTING PERIOD Nov 2018	
	REFERENCE DATE	

Action	G/L Impact	Debit	Credit
Create a DEDUCTION from an invoice	The partial payment becomes an expense, an offset to a promotional accrual account, or other asset, (depending on the account selected in iTPM preferences for open deductions.)	Open deduction account in iTPM preferences at the time deduction is created.	Accounts Receivable

Helpful Hint: When resolving open deductions, iTPM does not modify the original transactions that created the deduction, shown in the *LINES* subtab of the deduction.

Look at the **NetSuite applied transactions under the iTPM subtab** to see how the deduction’s open balance was resolved.

Example GL entries using the DEDUCTION button on an invoice, creating a \$1,000 deduction:

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
	\$1,000			\$1,000									

B. Create Deductions from a CREDIT MEMO G/L impact

#1: To view the general ledger impact of creating your deduction, use the *LINES* subtab

Lines	iTPM	Communication	System Information	Custom	EFT	Configuration Details	Box Files
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY		
6014 Open Deductions		1,243.88	Deduction applied on CreditMemo 9548	HEB	History		
6014 Open Deductions	1,243.88		Deduction applied on CreditMemo 9548	HEB	History		

The credit memo associated to your deduction will appear under the “Transaction” field:

- iTPM Deduction List Search

28 **OPEN**

Edit Back Quick Split Split (CSV) Split Re-Invoice Match To Credit Memo Expense Settlement Delete Actions

Primary Information

ENTRY NO. 28	ITPM CUSTOMER HEB	TRANSACTION Credit Memo #MEM00000033
ITPM OTHER REFERENCE CODE	DATE 11/12/2018	ORIGINAL DEDUCTION - iTPM Deduction #28
STATUS Open	POSTING PERIOD Nov 2018	PARENT DEDUCTION
REFERENCE DATE		ITPM APPLIED TO <input type="checkbox"/> DISPUTED? <input type="checkbox"/> CUSTOMER APPROVES REPAY?

Action	G/L Impact	Debit	Credit
Create a DEDUCTION from a Credit Memo	This moves the amount from the credit memo’s account to an iTPM open deduction to research and resolve.	Open deduction account in iTPM preferences at the time deduction is created.	The account(s) identified in the debit side of the NetSuite credit memo.

i **Recommendation:** For your deduction credit memos, create a **NON-INVENTORY** item associated with the same account you selected as your open deduction GL-account. The credit memos you create will put the credit memo amount directly into your suspense account. Creating the deduction from this credit memo has no net financial impact because the debits and credits will also be in the same suspense account.

Example: 1. GL entries creating a credit memo, and 2. Creating a deduction from the credit memo:

	1. A/R GL	Credit Memo GL(s)	Open Deductions GL	Promotion GL(s)	Reason code GL	Discount item GL	Sales GL
	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit
	\$1,000	\$1,000					
	2. A/R GL	Credit Memo GL(s)	Open Deductions GL	Promotion GL(s)	Reason code GL	Discount item GL	Sales GL
	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit	Debit Credit
		\$1,000	\$1,000				

C. Splitting deductions G/L impact

#1: To view the general ledger impact of splitting your deduction, use the *LINES* subtab.

Example: Deduction #2 was split and resolved by creating two deductions, #3 and #4.

Lines iTPM Communication System Information Custom EFT Configuration Details Box Files									
Related Deductions • Applied Transactions Splits •									
STATUS *		DISPUTED?							
- All -		- All -							
EDIT	DATE	STATUS	DEDUCTION	AMOUNT	OPEN BAL	SPLIT OFF	PARENT DEDUCTION	DISPUTED?	MEMO
Edit	10/12/2018	Open	6	300.00	300.00	0.00	- iTPM Deduction #3	No	Ad fee #2
Edit	10/12/2018	Open	5	200.00	200.00	0.00	- iTPM Deduction #3	No	Ad fee
Edit	10/12/2018	Open	4	2,500.00	1,200.00	0.00	- iTPM Deduction #2	No	Deduction split from Deduction #2
Edit	10/12/2018	Resolved	3	500.00	0.00	500.00	- iTPM Deduction #2	No	Deduction split from Deduction #2
Edit	9/30/2018	Resolved	2	3,000.00	0.00	3,000.00		No	Deduction applied on Invoice #9126

There is no financial impact when splitting a deduction. Below are the G/L lines under the iTPM subtab for deduction #3, which was created by splitting deduction #2, a \$3,000 open deduction, into two separate deductions of \$500 and \$2,500:

Lines iTPM Communication System Information Custom EFT Configuration Details Box Files							
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY		
6014 Open Deductions		500.00	Deduction split from Deduction #2		History		
6014 Open Deductions	500.00		Deduction split from Deduction #2		History		

Action	G/L Impact	Debit	Credit
SPLIT a deduction	No net impact to open deduction. Option to remove customer from split to keep splits off the customer statement.	Account on the Deduction (open deduction account)	Account on the Deduction (open deduction account)

Example splitting a \$1,000 open deduction into \$300 and \$700:

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
				\$300	\$300								
				\$700	\$700								

D. Create Settlements G/L impact

Use the **LINES** subtab of your settlement request to see the general ledger entries.

When you match a deduction to a promotion, the settlement automatically goes to **PENDING** status, and it gets queued up to allocate the settlement to individual items in the promotion. When the allocation process is done, the settlement will go to **APPLIED** status.

The APPLIED settlement below has two requested amounts, \$500 Lump Sum, and \$313 Bill-back.

- While the settlement is PENDING status, there will be no item detail under the *lines* subtab.
- When the settlement status changes to APPLIED, the lines will show item level detail.
- The \$500 is allocated to items based on the share of historical revenue of items in the promotion.
- The \$312 is allocated based on the share of historical sales of items in the promotion, and based on the allowance rate-per-unit.
- Account 6021 below is the “Open Deductions” account selected in iTPM preferences.
- Account 4001 Trade Promotion (Contra Revenue) is the account configured for this promotion type, and used for the allowances in the selected promotion.
- Class is populated if the item is identified as a member of a specific class. It will be blank if the item is not a member of any NetSuite class.

Lines									
Communication System Information Custom iTPM									
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LS BB OI	ITPM ITEM	
4001 Trade Promotion (contra revenue)	31.99		LS Settlement for Item : ACC00002 on Promotion Accrual test #14	Kroger Corporate		Internal	Lump Sum	ACC00002	
4001 Trade Promotion (contra revenue)	103.97		LS Settlement for Item : ACC00004 on Promotion Accrual test #14	Kroger Corporate		Hardware	Lump Sum	ACC00004	
4001 Trade Promotion (contra revenue)	121.56		LS Settlement for Item : ACC00005 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00005	
4001 Trade Promotion (contra revenue)	91.49		LS Settlement for Item : ACC00007 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00007	
4001 Trade Promotion (contra revenue)	30.70		LS Settlement for Item : ACC00008 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00008	
4001 Trade Promotion (contra revenue)	120.29		Adjusted LS Settlement for Item : ACC00009 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00009	
6021 Trade Promotion : Open Deductions		500.00	Settlement Created From Deduction #258	Kroger Corporate			Lump Sum		
4001 Trade Promotion (contra revenue)	20.03		10.0% per 1 BB Settlement for Item : ACC00002 on Promotion Accrual test #14	Kroger Corporate		Internal	Bill-Back	ACC00002	
4001 Trade Promotion (contra revenue)	65.08		10.0% per 1 BB Settlement for Item : ACC00004 on Promotion Accrual test #14	Kroger Corporate		Hardware	Bill-Back	ACC00004	
4001 Trade Promotion (contra revenue)	76.10		10.0% per 1 BB Settlement for Item : ACC00005 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00005	
4001 Trade Promotion (contra revenue)	57.27		10.0% per 1 BB Settlement for Item : ACC00007 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00007	
4001 Trade Promotion (contra revenue)	19.22		10.0% per 1 BB Settlement for Item : ACC00008 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00008	
4001 Trade Promotion (contra revenue)	75.30		10.0% per 1 BB Settlement for Item : ACC00009 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00009	
6021 Trade Promotion : Open Deductions		313.00	Settlement Created From Deduction #258	Kroger Corporate			Bill-Back		

Example: \$700 settlement to resolve a deduction.

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
					\$700	\$700							

E. Adjust Spend settlement G/L impact

Spend Adjust settlements do not have any net G/L impact on your financial statements.

To see the G/L impact, view the lines of the settlement created using the ADJUST SPEND button on the promotion.

Lines	Communication	System Information	Custom	iTPM	EFT	Configuration Details	Box Files
	ACCOUNT			DEBIT	CREDIT	MEMO	NAME
	ITPM KPI adjustment (no G/L impact) ITPM KPI adjustment (no G/L impact)			124.52		15.0% per 6 BB Settlement for Item :-NIC00001 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact) ITPM KPI adjustment (no G/L impact)			169.27		15.0% per 6 BB Settlement for Item :-NIC00003 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact) ITPM KPI adjustment (no G/L impact)			6.21		15.0% per 6 BB Settlement for Item :-ALE00001 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact) ITPM KPI adjustment (no G/L impact)				300.00	Settlement Created From Promotion # Sept back-to-school	Kroger Corporate

ADJUST SPEND settlements can be viewed from the promotion and iTPM menus in the same way you view all other promotional settlements.

Settlement Requests are automatically set to **Processing** status. When the allocation processing is done, the settlement will move to applied status.

Action	G/L Impact	Debit	Credit
REQUEST SETTLEMENT while viewing a promotion (Settlement request)	Make manual adjustments to a promotion's KPIs without any net financial impact. Example use: Adjust KPIs to reflect a check to an indirect (or direct) customer for a promotional activity. The check has the correct G/L. This just adjusts the promotion KPI.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.


Example: A \$700 Adjust Spend settlement:

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
						\$700	\$700						

F. Re-Invoice Deductions G/L impact

For Your Information: When you are viewing a **DEDUCTION** that you **Re-Invoiced**, the **lines** subtab at the bottom of your deduction show the original G/L impact of **the transactions that created the deduction** you are viewing, **NOT** the entries for re-invoicing.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	CLASS	HISTORY
1325 Open Deductions		234.56	Deduction split from Deduction #189	Walmart	Consumer Goods	History
1325 Open Deductions	234.56		Deduction split from Deduction #189	Walmart	Consumer Goods	History

 **Helpful Hint:** When resolving open deductions, iTPM does not modify the original transactions that created the deduction.

Look at the NetSuite sublist, *applied transactions* to see transactions that are linked to the deduction that resolved the deduction open balance.

To view the statement charge, click on the **iTPM** subtab, and view the **Applied Transactions** sublist.

DATE	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID	IS REVERSAL
6/16/2019	Statement Charge	STM00000014	Statement Charge for - iTPM Deduction #232	- None -	Open	234.56	234.56	STM00000014	No
Total						234.56	234.56		

Action	G/L Impact	Debit	Credit
REINVOICE a disputed deduction	The deduction becomes an accounts receivable asset. (No invoice is created, the amount is just placed back onto the customer's statement.)	Accounts Receivable	The GL-account associated with the item on the Statement Charge, and MUST be the open deduction GL-account. (Item identified in iTPM Preferences)

Example: Resolve a \$300 open deduction using REINVOICE.

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
\$300					\$300								


To see all iTPM Reinvoice statement charges, go to **iTPM -> Resolutions -> Statement Charges**

G. EXPENSE a Deduction using a Journal Entry G/L impact

For Your Information: When you resolve a deduction by expensing it, there's no settlement. By definition, iTPM settlements are checks or deductions that are matched to promotional events.

Journal Entries that expensed your deduction ARE NOT under the LINES subtab on your deduction. When you are viewing any DEDUCTION, the **lines subtab** at the bottom of your deduction show the original G/L impact of the transactions that created the deduction you are viewing.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
6014 Open Deductions		15.25	Deduction split from Deduction #13		History
6014 Open Deductions	15.25		Deduction split from Deduction #13		History

 **Helpful Hint:** When resolving open deductions, iTPM does not modify the original transactions that created the deduction. Look at the **NetSuite applied transactions under the iTPM subtab** to see the transactions that resolved the deductions open balance.

To view all the transactions that resolved your deduction, click on the **iTPM subtab**, and view the **Applied Transactions** sublist.

DATE	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID
11/12/2018	Journal	JOU00000305	Expense for Deduction 23	- None -	Approved for Posting	15.25	15.25	JOU00000305
Total						15.25	15.25	

In the screen above, **click on the date to view the journal entry** automatically created by iTPM.

The journal entry will have the G/L from the reason code in the deduction, the G/L you selected, or the default GL-account that your iTPM administrator setup in preferences.

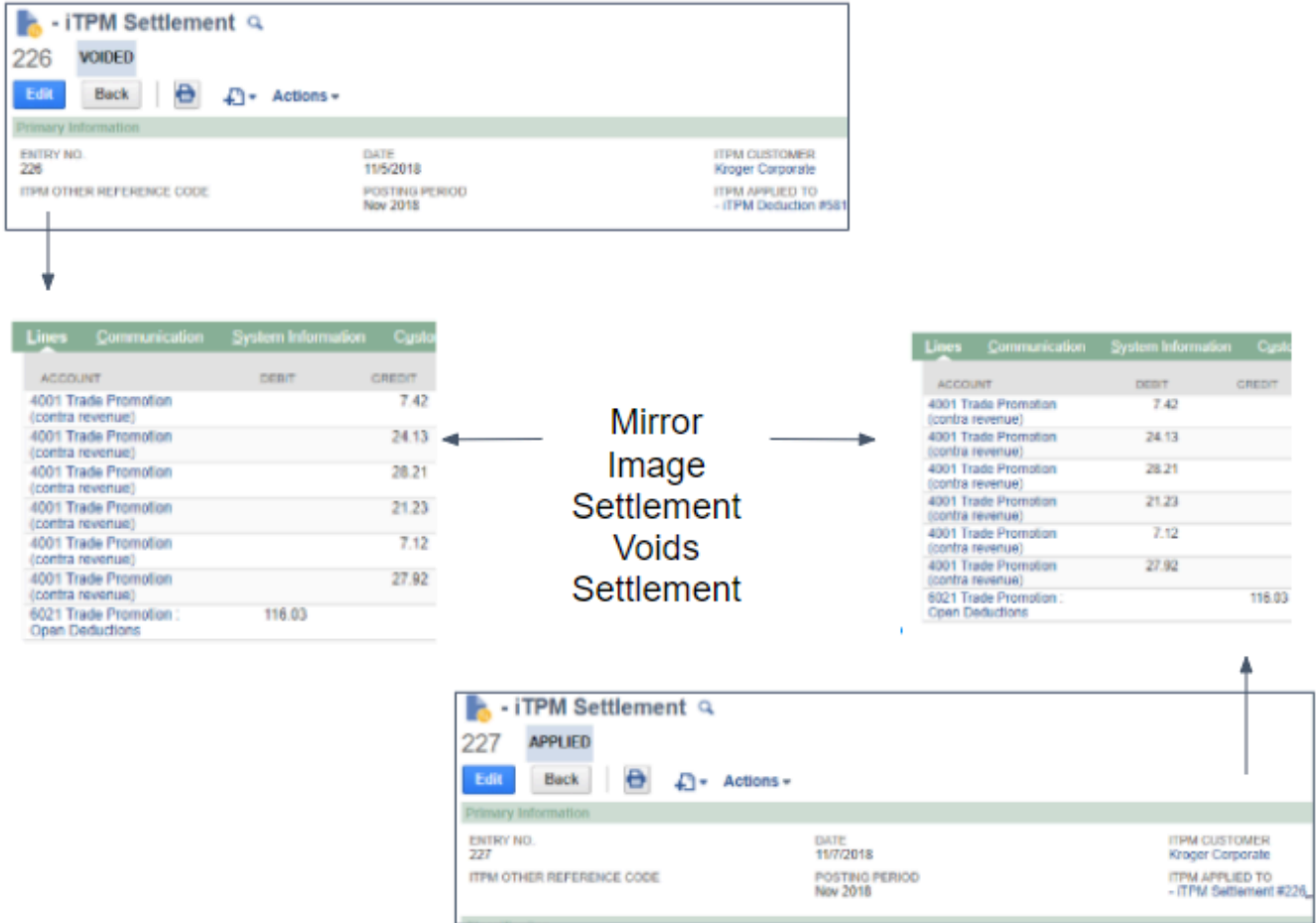
Action	G/L Impact	Debit	Credit
EXPENSE a deduction	A template journal entry is created. Change the default GL-account to move the amount out of open deductions to the account of your choice.	Defaults to reason code GL account or iTPM preferences default. User can override GL-account.	Account on the Deduction

Example: EXPENSE \$300 of an open deduction, saving mouse clicks by using a reason code.

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
					\$300			\$300					

H. Void a Settlement G/L impact

The **LINES** under the subtab of your VOIDED settlement show the G/L impact of your settlement. When you void this settlement, iTPM marks this settlement VOIDED, and creates a mirror image settlement that reverses the settlement. The voiding settlement status will be *Applied*. The **LINES** under the subtab of the voiding settlement will be a mirror image of the GL impact of the settlement that you voided.



To see the mirror image settlement that voided your settlement, go to the iTPM subtab on your voided settlement. Click on the Applied Transaction sublist to find the document number of the mirror image settlement.

Action	G/L Impact	Debit	Credit
VOID a Settlement Request	This creates a settlement that is the mirror image of the settlement request it is voiding.	Account on the Deduction (open deduction account)	Account identified in the promotion for each allowance

Example: GL entries of the VOIDING SETTLEMENT:

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
				\$700		\$700							

I. Apply iTPM Discounts to Sales Orders or Invoices

iTPM uses a discount item to apply off-invoice allowances. (More detail in the user guide at www.i-TPM.com/apply-off-invoice.) To apply net-bill and fixed-price allowances, iTPM simply changes the item's price on the sales order or invoice. Example, 10% OI, or \$35 discount.

ITEM	AVAILABLE	QTY	DESCRIPTION	PRICE LEVEL	PRICE	AMOUNT
ACC00003	7	2	Product ACC size 3	List Price	175.00	350.00
Off-invoice			ACC00003, Promotion: 2019 EDLP 10%	Custom	-10.0%	-35.00
ACC00004	30	1	Product ACC size 4	10% Discount Level	292.50	292.50
Off-invoice			ACC00004, Promotion: 2019 EDLP 10%	Custom	-10.0%	-29.25

Example 1	G/L Impact	Debit	Credit
Apply Off-invoice to Sales Orders, Invoices	iTPM creates a discount item on the sales order if "Apply iTPM discounts" is checked and there is a discount to apply.	GL account associated with the discount item. (Default discount item in iTPM Preferences or specific to the promotion type)	GL account associated with the item on the order.

Example 1: GL entries for the OFF-INVOICE applied to a sales order:

A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit
										\$35			\$35

Example 2	G/L Impact	Debit	Credit
Apply Net-Bill or Fixed-Price	No impact, other than to change the price of the item on the sales order	Same as standard sales order	Same as standard sales order

Example 2: GL entries for the NET-BILL or FIXED-PRICE discounts applied to a sales order: No separate GL impact. The item's price is changed, so the only impact is a reduced amount on the order.

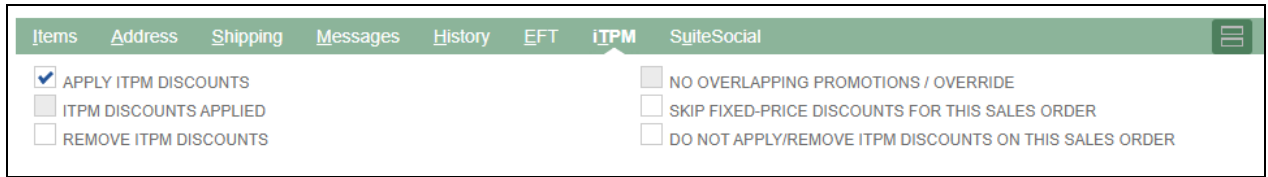
A/R GL		Credit Memo GL(s)		Open Deductions GL		Promotion GL(s)		Reason code GL		Discount item GL		Sales GL	
Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit	Debit	Credit

2.12 Applying off-invoice and net-bill allowances to orders & invoices

See section 4.3 in this Admin User Guide for preferences related to off-invoice and net-bill.


See the *Apply Off-Invoice User Guide* for more information on how off-invoice and net-bill allowances can be applied to sales orders, online at www.i-TPM.com/apply-off-invoice.


The iTPM script will run when saving a sales order or invoice ONLY if the apply off-invoice and net-bill check box under the iTPM subtab on the sales order or invoice is checked.




There are several iTPM [preferences](#) that control how off-invoice and net-bill allowances are applied to sales orders:


- Select the discount item
- Apply discount only to list price?
- iTPM discount dates
- Apply comparing promotion ship dates to sales order transaction date, or compare to the requested ship date? Configuration described in [4.13 Step 13: Setup customers that apply off-invoice based on ship dates](#)

 **Note:** If you change the quantity in a sales order, rate-per-unit allowances are not automatically applied. Your staff will need to re-price by checking the “*apply iTPM discounts*” checkbox and saving the sales order. (Percent discounts are automatically recalculated by NetSuite.)

 **Note:** If your team adds other discount items to a sales order, checking “remove iTPM discounts” will not remove discount items manually added.

 **Note:** If “*Apply iTPM Discounts*” is checked on a sales order, invoice or RMA, iTPM will not make any changes to the sales order unless it is one of the following statuses:

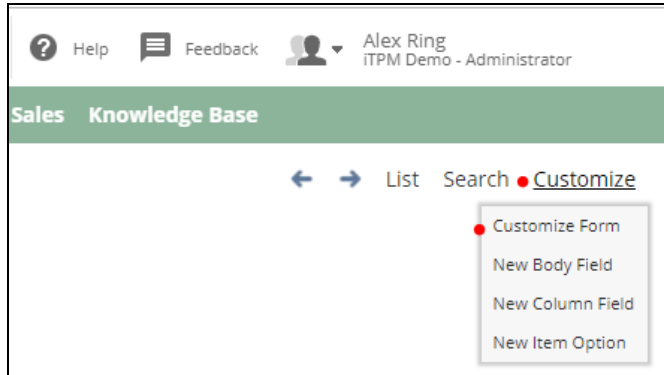
- Sales Order: *Pending Fulfillment* (Not Canceled, Billed or Closed)
- Invoice: *Open* (Not Paid in Full, Rejected)
- RMA: *Pending Approval, Pending Receipt* (Not Refunded)

 **Note:** If you use iTPM to apply discounts to the sales order, the current version of iTPM is NOT able to reprice the invoice.

Option to auto-apply iTPM allowances to NEW sales orders:

You can set up NetSuite to always apply iTPM allowances to your sales orders when a sales order is first saved.

1. VIEW a sales order.
2. In the upper right corner, hover over CUSTOMIZE and click on CUSTOMIZE FORM.



3. Next change the checkbox Default for the field "Apply iTPM Discounts" from "Use Field Default" to "Checked"
4. Click SAVE to save your change to the sales form.

Custom Transaction Form List Copy to Account (Beta)

Save Cancel Reset Move Elements Between Subtabs Change ID Actions

NAME * Z - HM Sales Order Form
 ID custform_96_t1555079_292
 TYPE Sales Order
 PRINTING TYPE ADVANCED BASIC
 PRINT TEMPLATE HM Sales order Form
 EMAIL TEMPLATE HM Sales order Form

DISCLAIMER
 ADDRESS

LOGO HM_Logo.png
 COLUMNS WIDTH 9.5 LAYOUT SPACE
 ALLOW ADD MULTIPLE
 INACTIVE
 FORM IS PREFERRED

Tab: **Screen Fields** | Actions | Sublists | Sublist Fields | QuickView | Custom Code | Roles | Linked Forms | History

Main • Items • Promotions • Billing • Shipping • Gross Profit • Custom • Quality Control • Quote Approvals • SO Approval • Approvals • Schedule • **iTPM** • Billing:P

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION	FIELD GROUP	COLUMN BREAK	SPACE BEFORE	SAME ROW AS PREVIOUS
Settlement Record	<input type="checkbox"/>	<input type="checkbox"/>	Normal		Settlement Record		<input type="checkbox"/>		<input type="checkbox"/>
Promotion / Deal (2)	<input type="checkbox"/>	<input type="checkbox"/>	Normal		Promotion / Deal		<input type="checkbox"/>		<input type="checkbox"/>
Apply iTPM Discounts	<input checked="" type="checkbox"/>		Normal	Checked	Apply iTPM Discounts		<input type="checkbox"/>		<input type="checkbox"/>
iTPM Discounts Applied	<input checked="" type="checkbox"/>		Disabled	Use Field Default	iTPM Discounts Applied		<input type="checkbox"/>		<input type="checkbox"/>
Remove iTPM Discounts	<input checked="" type="checkbox"/>		Normal	Use Field Default	Remove iTPM Discounts		<input type="checkbox"/>		<input type="checkbox"/>

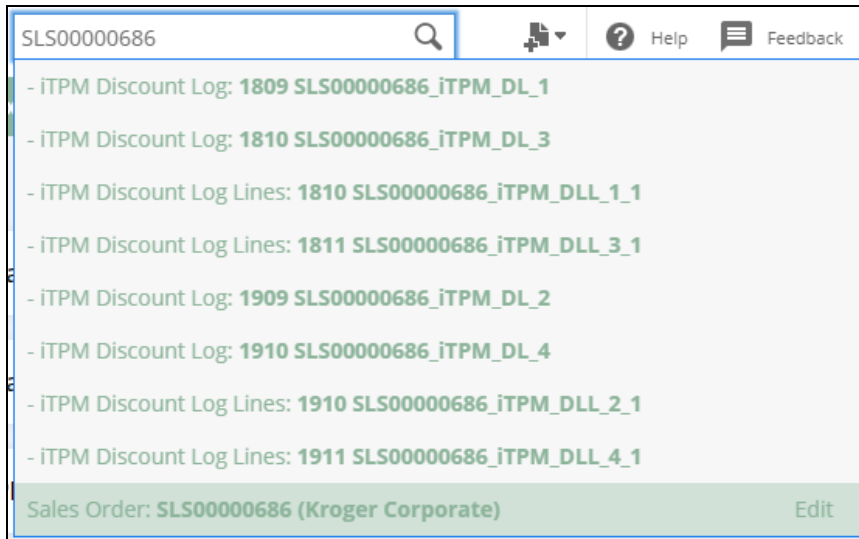
Save Cancel Reset Move Elements Between Subtabs Change ID Actions

If iTPM applied discounts, “ *iTPM Discounts Applied?*” will be checked. This field is visible under the iTPM subtab on the sales order, invoice or RMA. This field acts like a FLAG on the Sales Order/Invoice line item to represent whether the particular item has been applied with iTPM discounts or not.

If this is checked, there is a log of the discounts that were applied. The ‘*iTPM Discount Log ID*’ is a hidden field on the Sales Order line item that indicates the internal id of the custom discount log record if the particular item has been applied with iTPM discounts. iTPM uses this if iTPM discounts need to be removed.

In summary, these two fields are only enabled/set when a particular item is applied with iTPM discounts. It is applicable for all off-invoice, net-bill, and fixed-price discounts.

If you are researching an invoice, you will see these discount log records when you use the NetSuite Global search for the invoice. Below is an example for NetSuite invoice “SLS00000686”



You can see a list of all discount logs using the “- *iTPM Discount Log List*” saved search. There is ONE record for each line on the sales order, invoice or RMA:

The screenshot shows the "- iTPM Discount Log List" saved search results. The interface includes a "VIEW" dropdown set to "Default", a "Customize View" button, and a "New - iTPM Discount Log" button. There are "FILTERS" and "STYLE" (set to "Normal") sections. Below these are icons for document, print, and other actions, along with a "SHOW INACTIVES" checkbox, an "EDIT" button, and a "QUICK SORT" dropdown. The table below shows the results:

EDIT VIEW	INTERNAL ID	NAME	ID	OWNER
Edit View	1910	SLS00000686_iTPM_DL_4	1910	-System-
Edit View	1810	SLS00000686_iTPM_DL_3	1810	-System-
Edit View	1909	SLS00000686_iTPM_DL_2	1909	-System-
Edit View	1809	SLS00000686_iTPM_DL_1	1809	-System-
Edit View	1709	SLS00000684_iTPM_DL_3	1709	-System-

TOTAL: 96

Because there can be multiple discounts applied to each line on a sales order, invoice or RMA, the discount log keeps track of all the discounts applied to the line on the sales order, invoice or RMA. If two iTPM discounts were applied to this line on the sales order, there would be two lines under the LINES subtab below:

- iTPM Discount Log ← → List Search

SLS00000686_iTPM_DL_4

Edit Back Actions ▾

Log Information

LOG # SLS00000686_iTPM_DL_4	DATE CREATED 1/16/2020 9:03 am	LAST MODIFIED BY 1/16/2020 9:03 am -System-
ID 1910	<input type="checkbox"/> INACTIVE	
OWNER -System-		

Record Information

CUSTOMER Kroger Corporate	TRANSACTION Sales Order #SLS00000686
------------------------------	---

Discount Information

LINE NUMBER 4	LINE UNIT Each(12)	NET BILL RATE NET BILL PERCENT
ITEM CAR00006 Brand C size 6	LINE RATE 55.24	OFF INVOICE RATE OFF INVOICE PERCENT 10.0%
LINE QUANTITY 15	LINE AMOUNT 828.60	
LINE PRICE LEVEL 15% Discount Level		

Lines Notes Workflow Box Files ☰

VIEW - iTPM DISCOUNT LOG LINES

Default View ▾

New - iTPM Discount Log Lines Attach Customize View

EDIT	NAME ▲	ID	PROMOTION	ALLOWANCE	ALLOWANCE MOP	ALLOWANCE TYPE	ALLOWANCE %	ALLOWANCE RATE
Edit	SLS00000686_iTPM_DLL_4_1	1911	2020 EDLP	5432	Off-Invoice	% Discount	10.0%	6.50

Use the “- iTPM Discount Log Lines List” saved search to see every iTPM discount that was applied:

- iTPM Discount Log Lines List List Search Audit Trail

VIEW Default ▾ Customize View New - iTPM Discount Log Lines

FILTERS

STYLE
Normal ▾

SHOW INACTIVES
EDIT
QUICK SORT
TOTAL: 97

EDIT VIEW	INTERNAL ID	NAME ▲	ID	PROMOTION	ALLOWANCE	ALLOWANCE MOP	ALLOWANCE TYPE	ALLOWANCE %
Edit View	1014	INV10000044_iTPM_DLL_2_1	1014	2019 EDLP	2819	Off-Invoice	% Discount	10.0%
Edit View	915	INV10000044_iTPM_DLL_3_1	915	2019 EDLP	2820	Off-Invoice	% Discount	10.0%
Edit View	1015	INV10000044_iTPM_DLL_4_1	1015	2019 EDLP	2821	Off-Invoice	% Discount	10.0%
Edit View	916	INV10000044_iTPM_DLL_5_1	916	2019 EDLP	2822	Off-Invoice	% Discount	10.0%
Edit View	1016	INV10000044_iTPM_DLL_6_1	1016	2019 EDLP	2824	Off-Invoice	% Discount	10.0%

2.13 Removing Customer from Split Deduction Transactions (OPTIONAL)

iTPM [preferences](#) has the option to remove the customer from the transactions that split a deduction. When you split a deduction, the screenshots below show how this option affects the split deductions.

We recommend you use this option to reduce the number of lines on your customer-specific reports. With this option checked, only the deductions and their resolutions will appear on saved searches that use customer to find transactions.

REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS?

Lines	Communication	System Information	Custom	iTPM		
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY	
1004		10.00	Deduction split from Deduction #84		History	
1004	10.00		Deduction split from Deduction #84		History	

REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS?

Lines	Communication	System Information	Custom	iTPM		
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY	
1004		10.00	Deduction split from Deduction #10	AB&I Holdings	History	
1004	10.00		Deduction split from Deduction #10	AB&I Holdings	History	

2.14 iTPM Transactions on the Customer Statement

The following are examples of iTPM transactions that, by default, can appear on your customer statements:

- When you use iTPM to create a deduction directly from an open customer invoice, the deduction that resolved the short-pay will appear on the customer statement as a Deduction #, and will be a “payment”:
- Settlements that resolve iTPM deductions will also appear on the customer statement.
- A disputed deduction that is re-invoiced will appear on the customer statement. The Description on the statement will be a Journal number that changed the deduction back to a receivable on the customer’s statement.
- When splitting deductions, the split and corresponding dual journal entries will also appear on the statement unless you use the preferences option to [remove customer from splits](#).

iTPM		Statement			
2955 Campus Drive Suite 100 San Mateo CA 94403 US		Date			
		12/16/2017			
Bill To					
Brian Chapel Bentonville AR United States					
		Amount Due	Amount Encl.	Currency	Subsidiary
		\$4,751.49		USA	Honeycomb Mfg.
Date	Description	Charge	Payment	Balance	
11/16/2017	Balance Forward			84,987.01	
12/1/2017	- iTPM Deduction #40		24,800.00	60,187.01	
12/1/2017	Payment #PAY00000373		18,863.52	41,323.49	
12/1/2017	Credit Memo #MEM00000008		500.00	40,823.49	
12/1/2017	Journal #JOU00000186	500.00		41,323.49	
12/1/2017	Journal #JOU00000188	150.00		41,473.49	
12/1/2017	Credit Memo #MEM00000007		102.00	41,371.49	
12/1/2017	Credit Memo #MEM00000009		1,000.00	40,371.49	
12/13/2017	- iTPM Deduction #48		30,000.00	10,371.49	
12/13/2017	Payment #PAY00000375		5,620.00	4,751.49	
12/13/2017	Credit Memo #MEM00000011		2,000.00	2,751.49	
12/13/2017	Journal #JOU00000197	2,000.00		4,751.49	

As the NetSuite and/or iTPM Administrator, you have the ability to use standard NetSuite configuration and customization tools to include or include or exclude any of the iTPM transactions from your customer statements. Be sure to review iTPM’s impact on your customer statements as part of your sandbox testing before going live.

Can I show the iTPM settlement and deduction descriptions on my customer statements? Yes, this is standard NetSuite customization, but it is outside the scope of iTPM and the iTPM implementation services provided by your CG Squared staff.

2.15 Options for iTPM Journal Entries

iTPM honors the standard NetSuite configurations that require journal entries to be approved, and the NetSuite configuration to route journal entries for approval.

There are two configurations that will be enabled:

1. To turn on JE approvals, go to **Setup -> Accounting -> PREFERENCES -> Accounting Preferences -> General**, and check “Require Approvals on Journal Entries”
2. On the same form, **check** “Allow user events on bulk journal approval”.

The screenshot shows the 'Accounting Preferences' form in NetSuite. The 'General' tab is selected. Under the 'General Ledger' section, the following options are visible: 'USE ACCOUNT NUMBERS' (checked), 'USE LEGAL NAME IN ACCOUNT' (unchecked), 'SHOW ALL TRANSACTION TYPES IN RECONCILIATION' (unchecked), 'EXPAND ACCOUNT LISTS' (checked), 'CASH BASIS REPORTING' (unchecked), 'AGING REPORTS USE' (radio buttons for 'TRANSACTION DATE' and 'DUE DATE', with 'DUE DATE' selected), 'VOID TRANSACTIONS USING REVERSING JOURNALS' (checked), 'SET REVERSAL VARIANCE DATE EQUAL TO THE REVERSING JOURNAL DATE WHEN VOIDED TR' (unchecked), 'REQUIRE APPROVALS ON JOURNAL ENTRIES' (checked), 'ALLOW USER EVENTS ON BULK JOURNAL APPROVAL' (checked), 'ENABLE ACCOUNTING PERIOD WINDOW' (unchecked), 'MINIMUM PERIOD WINDOW SIZE' (input field), 'ALLOW TRANSACTION DATE OUTSIDE OF POSTING PERIOD' (dropdown menu set to 'Warn'), 'DEFAULT POSTING PERIOD WHEN TRANSACTION DATE IN CLOSED PERIOD' (dropdown menu set to 'Current Period'), 'CREATE AND EDIT INVENTORY TRANSACTIONS DATED IN CLOSED PERIODS' (unchecked), and 'ALLOW QUICK CLOSE OF ACCOUNTING PERIODS' (unchecked). The 'Accounts Receivable' section is partially visible at the bottom.



Note: When you turn on this NetSuite configuration, NetSuite will require **ALL** journal entries to be approved, not just those created by iTPM. iTPM honors this NetSuite configuration.



Note: If you do not check “Allow User Events on Bulk Journal Approval”, deductions can get stuck in processing status when you bulk approve journal entries. If this is not checked, deductions get stuck, and simply viewing the approved journal entry will allow the deduction to move to resolved status.

When ALL journal entries require approval, you will see the status at the top of the journal entry.

The screenshot shows the NetSuite interface for a Journal Entry. At the top, the status is 'PENDING APPROVAL'. Below this, there are buttons for 'Edit', 'Back', and 'Actions'. The 'Primary Information' section contains the following details:

ENTRY NO. JOU00000398	DATE 1/11/2018	REVERSAL #
CURRENCY USA	POSTING PERIOD Jan 2018	REVERSAL DATE
EXCHANGE RATE 1.00		
APPROVAL STATUS Pending Approval	MEMO Moving open balance to A/R for Deduction 90	SUBSIDIARY Honeycomb US-East
NEXT APPROVER		


At the bottom of the screenshot, there is a navigation bar with options: Lines, Communication, Related Records, System Information, Custom, EFT, Configuration Details, and Box Files.


With this NetSuite configuration CHECKED, **ALL** journal entries, including those created by iTPM, must be reviewed and approved by someone with the appropriate permissions.


To approve JEs, go to **Transactions -> Financial -> Approve Journal Entries**

The screenshot shows the 'Approve Journals' interface. At the top, there are buttons for 'Save', 'Cancel', 'Reset', 'Mark All', and 'Unmark All'. Below these buttons is a 'Customize' button. The main area contains a table with the following data:

APPROVE	DATE ▲	CREATED BY	NUMBER	MEMO
<input type="checkbox"/>	1/11/2018	Alex Ring	JOU00000397	Moving open balance to A/R for Deduction 82


 **Note:** When you turn on this NetSuite configuration, NetSuite will require **ALL** journal entries to be approved, not just those created by iTPM. iTPM honors this NetSuite configuration by creating all Journal Entries in *Pending Approval* status.

 **Note:** If you anticipate 'rejecting' iTPM journal entries as part of your workflow, inform your iTPM support team. A custom script needs to be deployed in your NetSuite that will automatically update the deduction status and balance when rejecting a journal entry. As an alternative to rejecting a journal entry, you can use the UNDO button on the journal entry. If the JE is in an open period, you also have the option to delete the JE.

 **Note:** Tell your iTPM support team if you have custom segments or other classifications that are required in your financial transactions. You may require the iTPM support team to deploy a custom script to populate these fields in iTPM journal entries.

There is a third NetSuite preference that is related to journal entries. In addition to journal entry approval, you can use standard NetSuite functionality to require routing on journal entry approval. iTPM also honors this NetSuite configuration.

The screenshot shows the 'Accounting Preferences' dialog box with three tabs: 'General', 'Items/Transactions', and 'Order Management'. The 'Approval Routing' section is expanded, showing a list of items with checkboxes: EXPENSE REPORTS, PURCHASE ORDERS, VENDOR BILLS, TIME BILLS, INVOICES, and JOURNAL ENTRIES. The 'JOURNAL ENTRIES' checkbox is checked.

 **Helpful Hint:** If you enable the *JOURNAL ENTRIES approval routing* accounting preference and are using WorkFlow for journal approval, the NetSuite preference REQUIRE APPROVALS ON JOURNAL ENTRIES is not visible.

2.16 Option to auto-create deduction from a credit memo

iTPM has the option to auto-generate a deduction from a credit memo by checking the “Auto create deduction on first save?” checkbox. This feature can be used when automating the creation of credit memos.

Suggested application:

- Your bank may have your customer’s deduction remittance information in electronic form. If so, the bank can share this information with vendors like Celigo.
- Vendor’s like Celigo can use the deduction information to automatically create credit memos in NetSuite. If the third-party application checks this box, an iTPM deduction will be automatically created from the deduction.

How the feature works:

- If the “Auto create deduction on first save?” is checked, a deduction will be automatically created when you save the credit memo.
- If you EDIT and resave a credit memo, this checkbox does nothing. It only works when the CM is first saved.
- Note: The PO on the CM populates the deduction reference code, and the CM memo field populates the deduction memo field.

The screenshot displays the iTPM Credit Memo interface for credit memo MEM00000024. The interface includes a header with navigation options (List, Search, Customize) and a sub-header with an 'OPEN' button. Below the header are buttons for 'Edit', 'Back', 'Fax', 'Refund', and 'Actions'. The main content area is divided into several sections: CUSTOMER (Walmart), LOCATION (01: San Francisco), EST. EXTENDED COST (275.00), JOB, REASON FOR RETURN, EST. GROSS PROFIT (335.99), DATE (10/16/2019), SALES REP, EST. GROSS PROFIT PERCENT (54.9911%), SUBSIDIARY (Honeycomb Mfg.), PARTNER, MEMO (Memo from CM test 5), POSTING PERIOD (Oct 2019), CLASS, EMAIL (cbass@abi.com), CREDIT # (MEM00000024), DEPARTMENT, CONTACT(S) (Chad Bass), CURRENCY (USA), DEDUCTION, PO # (PC from CM test 5), and a Summary table.

Summary	
SUBTOTAL	610.99
DISCOUNT	
TAX	0.00
SHIPPING COST	
HANDLING COST	
TOTAL	610.99

Below the main content area is a navigation bar with tabs: Items, Address, Shipping, Messages, History, Workflow, Custom, Quote Approvals, SQ Approval, EFT, Configuration Details, iTPM, and Box Files. Under the iTPM tab, there are two checkboxes: 'APPLY ITPM DISCOUNTS' (unchecked) and 'REMOVE ITPM DISCOUNTS' (unchecked). A third checkbox, 'AUTO-CREATE DEDUCTION ON FIRST SAVE?', is checked and highlighted in yellow.

At the bottom, there is a 'Deductions' table with columns: EDIT, DATE, STATUS, DOCUMENT NUMBER, REFERENCE CODE, MEMO, ORIGINAL DEDUCTION, OPEN BALANCE, and DUE DATE.

EDIT	DATE	STATUS	DOCUMENT NUMBER	REFERENCE CODE	MEMO	ORIGINAL DEDUCTION	OPEN BALANCE	DUE DATE
Edit	10/16/2019	Open	78	PC from CM test 5	Deduction applied on CreditMemo MEM00000024 Merlin 4412D: - iTPM Deduction #78 The most powerful features avail in a 12 button display phone		610.99	10/30/2019

3.0 Accruals (Event-based and Period-based)

One of the big challenges for CPG companies is to anticipate and account for unpaid bill-back liability. This is often difficult due to the complexity of the calculations and the sheer number of customers, items and trade promotions.

What is a trade promotion accrual? It is funds on the balance sheet set aside to cover future bill-backs.

Example: If I know that I have \$10k of unpaid bill-backs, financially I should accrue and hold \$10k in reserve to pay the \$10k. This reserve does several things. First, it identifies the unpaid liability on the financial statements. Second, it recognizes the anticipated liability to the correct accounting period. When the promotional claim (in the form of a check OR deduction) comes in months later, the promotional settlement reduces accrual funds that were set-aside when the original promotional activity occurred.

Pros and Cons of the two types of accruals: Event-based versus Period based accruals:

Event-based accruals:

This is when accrual amounts are based on promotional events.

Example: If a shipment qualifies for a \$5.00/ case bill-back, the number of cases times \$5.00 is accrued.

Pros: This is very accurate, as it closely matches what's owed.

Cons: If the promotion isn't entered into the TPM solution, or if the promotion is backdated after the fact, the accrual will be understated.

Use iTPM event-based accrual as an additional data source to validate your accrual.

Before you configure accruals in iTPM, think about which promotion types you want iTPM to calculate a running accrual balance.

Period-based accruals

This is when the accrual amount is based on ALL shipments, including shipments that qualify for promotions and ones that don't.

Example. Consider an annual \$2.00 per case on item 1 accrual to cover ALL trade promotion spending. Any shipment and invoice of item 1 will generate an accrual of \$2.00 per case.

Pros: This is simpler to calculate than Event-based accruals. This approach works well for accruing non-trade flat rates, like 1% for damages on all sales.

Cons: If used for promotional accruals, this approach requires constant review and 'true-ups' to make sure the forecasted accrual rate will accrue enough funds to cover the outstanding unpaid bill-backs.

Use iTPM event-based accrual reporting to help true-up your net-liability for promotions with the 'live' period-based accruals that you calculate as a percent of sales or rate per unit.



Helpful Hint: See also the *Accrual User Guide*. In NetSuite, go to *iTPM -> Help -> Accruals*, or go to www.i-TPM.com/accruals.

Limitations of Event-based accrual logs:

- Promotion must be approved. Promotions in draft and submitted status don't accrue.
- Back-dated promotions don't accrue. When you back-date a promotion, qualifying shipments in the past don't accrue. (iTPM has a 'correcting' script that will adjust the log when this happens.)
- Lump-sums are not amortized across the promotion (in this version of iTPM)
- If liability is not linked to shipments, then estimated quantities that are too high or too low can cause your accruals to be less accurate. Examples include indirect accounts, scan events, etc.
- You must create your accrual. iTPM does not create the actual accrual. Use iTPM to determine the accrual that you will post.

Here are common ways to use iTPM to help you with trade promotion accruals:

iTPM Does NOT create the Financial Accrual

- Use iTPM KPIs by promotion along with other data to calculate your accrual outside NetSuite. Manually create journal entry accruals.
- Use the iTPM accrual log to help you true-up your accruals by knowing what changed by iTPM promotion, when it changed and how it impacts your trade accruals.

iTPM Create the Financial Accrual in NetSuite (also known as 'live' accruals)

- Event-Based: Use iTPM to create financial accruals based on promotional events.
- Period-Based: Use iTPM to create financial accruals based on what you invoice.

Each accrual log and financial accrual has one of these event triggers that tells you why the record was created:

Event-Trigger	Why was this log and / or a financial accrual created?
Transaction	An invoice or shipment overlaps the promotion, and the promotion liability is linked to what you ship.
New promotion-LS	It is the first day an approved promotion with a lump sum changes from <i>Future</i> to <i>Active</i> condition.
Promotion Edited-BB	An approved promotion with a bill-back is edited. Reversal of old records and new BB records are created.
Promotion Closed	An approved promotion in <i>Completed</i> condition is closed. Appropriate records created to set net-liability to zero.
Promotion Re-Opened	An approved promotion in <i>Completed</i> condition is Re-opened. Appropriate records created for net-liability.
Settlement	A settlement or settlement adjustment was created and/or voided for the promotion.
Manual Adjustment	Users with appropriate role permissions can create accrual records with this event-trigger type.
Overpay - Lump Sum	A settlement with a lump-sum overpay was created or voided.
Overpay - Bill-Back	A settlement with a Bill-Back overpay was created or voided.
Correct/Adjustment	An adjustment is written if the promotion net-liability does not match the sum of net-liability accrual log records.
Promotion Voided	An approved promotion is Voided. (No records should have this trigger.)
New Promotion-BB	It is the first day an approved promotion with a Bill-Back changes from <i>Future</i> to <i>Active</i> condition.
Promotion Edited-LS	An approved promotion with a lump-sum is edited. Reversal of old records and new LS records are created.
Period-Based	Invoices created yesterday that overlap a period-accrual trigger the creation of these records.

3.1 Event-Based Accrual Log (No financial impact)

You can use iTPM to help you determine your promotional accruals more accurately by keeping a running log of what you owe by promotion. Here's how it works:

During the day, your team does things that affect your promotional accruals:

- Promotions are approved, become active, completed, and closed.
- Deductions are matched to approved promotions.
- iTPM creates a log of every situation that may impact your accruals

Overnight, iTPM uses this log used to update an accrual log

- Accrual amount is calculated and a log created
 - Date, and what triggered the accrual change
 - By customer, by item, by promotion type
- The Analytics User Guide shows you how to use NetSuite workbooks to gain insight from your accrual log.

Accrual Log Calculations:

If you enable a promotion type for accruals, the following events will impact your accrual log balance:

- **Increases** to the ACCRUAL log, causing accrual log record(s) to be written or modified:
 - **Shipment** of product that qualifies for one-or more bill-back allowances.
 - Based on date created (transaction date), not the invoice or fulfillment date(s).
 - Accruals calculated today will be based on transactions created yesterday
 - An approved promotion with a lump-sum **status changes from FUTURE to ACTIVE**.
 - Approved **Settlement is voided**.
 - A **promotion is REOPENED** where Accrual minus Actual for the event is positive.
 - **Manual adjustment** created by iTPM Admin user.
- **Decreases** to the ACCRUAL log, causing accrual log record(s) to be written or modified:
 - **Promotion is CLOSED** where Accrual minus Actual is positive.
 - **Settlement is created** and approved for Bill-back and Lump-sums. (NOT OI or NB) (**Overpay amounts should NOT decrease the accrual.**)
 - An approved promotion with a lump-sum **status changes from ACTIVE to FUTURE**. (This happens when a user changes the dates, pushing a promotion into the future.)
 - **Manual adjustment** created by iTPM admin user.



Helpful hint: Each night iTPM processes accruals for new transactions created yesterday. If an invoice or fulfillment transaction is back or future dated, the iTPM accrual will be created the day after the transaction, and it will show the appropriate future or back date(s) in the log.

There is a correcting script that runs every weekend to make sure the net-liability in your promotion is the same as in the accrual log. The log can get out-of-sync if you back-date certain types of promotions.

Benefits: Reduces extra filters and formulas in Excel spreadsheets and NetSuite workbooks when using iTPM Accrual Log data.

DATE ACCRUED	EVENT	COUNT OF ACCRUING TRANSACTION	SUM OF ACCRUAL AMOUNT
9/6/2021	Overpay - Bill Back	1	1,057.50
8/19/2021	Transaction	1	-1,000.00
1/28/2021	Transaction	1	-1,000.00
7/20/2020	Transaction	1	-1,000.00
4/21/2020	Transaction	1	-1,000.00
Total			

KPI Summary		KPI Summary : Lump Sum		KPI Summary : Bill Back		KPI Summary : Off Invoice	
ESTIMATED SPEND : PROMOTION	64,667.20	ESTIMATED SPEND : LUMP SUM	0.00	ESTIMATED SPEND : BILL BACK	64,667.20	ESTIMATED SPEND : OFF INVOICE	0.00
LE SPEND : PROMOTION	4,001.73	LE SPEND : LUMP SUM	0.00	LE SPEND : BILL BACK	4,001.73	LE SPEND : OFF INVOICE	0.00
MAXIMUM LIABILITY : PROMOTION	2,142.50	MAXIMUM LIABILITY : LUMP SUM	0.00	MAXIMUM LIABILITY : BILL-BACK	2,142.50	MAXIMUM LIABILITY : OI	0.00
EXPECTED LIABILITY : PROMOTION	2,142.50	EXPECTED LIABILITY : LUMP SUM	0.00	EXPECTED LIABILITY : BILL-BACK	2,142.50	EXPECTED LIABILITY : OI	0.00
ACTUAL SPEND : PROMOTION	3,200.00	ACTUAL SPEND : LUMP SUM	0.00	ACTUAL SPEND : BILL-BACK	3,200.00	ACTUAL SPEND : OI	0.00
NET LIABILITY : PROMOTION	0.00	NET LIABILITY : LUMP SUM	0.00	NET LIABILITY : BILL-BACK	0.00	NET LIABILITY : OI	0.00
OVERPAY : PROMOTION	1,057.50	OVERPAY : LUMP SUM	0.00	OVERPAY : BILL-BACK	1,057.50	OVERPAY : OI	0.00

The iTPM Accrual log now also adjusts for overpays. Overpays on one method-of-payment will not reduce the net-liability of any other MOP.

Benefits: This eliminates manual effort to correct the iTPM Accrual Log if/when something causes the log to become out-of-sync with the net-liability stored in the promotion KPIs. (i.e. back-dated promotion)

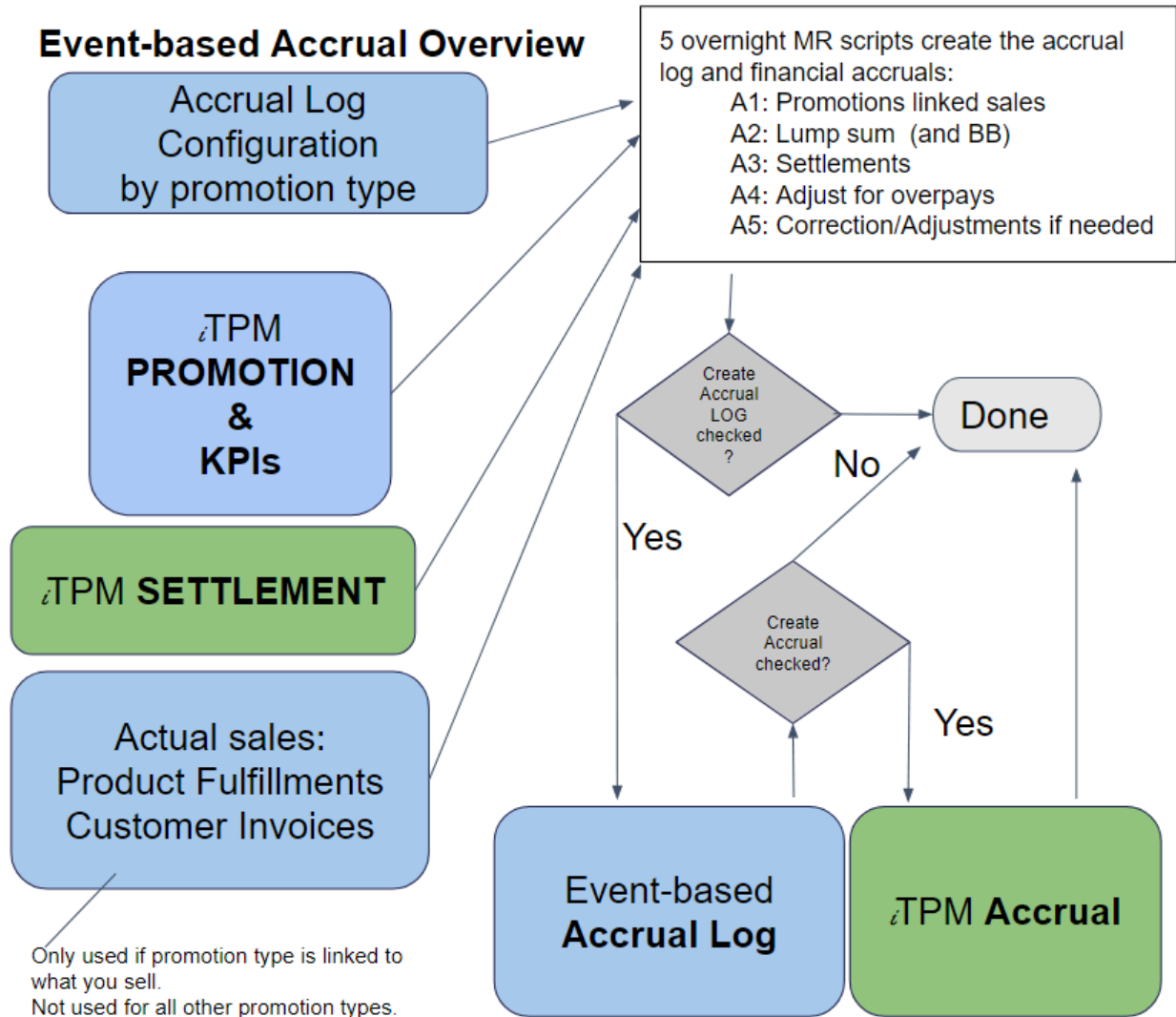
DATE ACCRUED	EVENT	COUNT OF ACCRUING TRANSACTION	SUM OF ACCRUAL AMOUNT
9/11/2021	Correcting Adjustment	1	-2,000.00
5/4/2021	Transaction	1	-300.00
8/11/2020	Promotion Edited	1	2,000.00
7/29/2020	Promotion Edited	1	-1,000.00
7/28/2020	Promotion Edited	1	2,000.00
4/21/2020	Promotion Edited	1	-1,000.00
2/4/2020	Transaction	1	-1,000.00
1/27/2020	New Promotion	1	1,000.00
1/27/2020	Promotion Edited	1	8,000.00
1/27/2020	Transaction	1	-367.79
1/26/2020	Transaction	1	-421.58
Total		11	6,910.63

KPI Summary		KPI Summary : Lump Sum	
ESTIMATED SPEND : PROMOTION	9,000.00	ESTIMATED SPEND : LUMP SUM	1,000.00
LE SPEND : PROMOTION	9,000.00	LE SPEND : LUMP SUM	1,000.00
MAXIMUM LIABILITY : PROMOTION	9,000.00	MAXIMUM LIABILITY : LUMP SUM	1,000.00
EXPECTED LIABILITY : PROMOTION	9,000.00	EXPECTED LIABILITY : LUMP SUM	1,000.00
ACTUAL SPEND : PROMOTION	2,089.37	ACTUAL SPEND : LUMP SUM	1,000.00
NET LIABILITY : PROMOTION	6,910.63	NET LIABILITY : LUMP SUM	0.00
OVERPAY : PROMOTION	0.00	OVERPAY : LUMP SUM	0.00
REQUESTED SPEND : PROMOTION	0.00	REQUESTED SPEND : LS	
PENDING SPEND : PROMOTION	0.00	PENDING SPEND : LS	

Example of a Correcting Adjustment

3.2 Event-based Financial Accrual

The flowchart below shows how iTPM Event-based financial accruals are created:



- At 12 midnight the promotion workflow looks at the promotion dates to determine the promotion condition: Future, Active, or Completed.
- Sometime after 12 midnight the first MR script '- iTPM MR Transaction Accruals (Sc)' creates accruals for promotions that have liability linked to what you sell. When this script is done, it chain-runs the next [accrual script](#) and so on until all 5 types of Event-Based accruals are created.
- For more information on configuration options, go to section 14.15, [B: Configure Event-Based Financial Accruals by promotion type](#)



Note: Financial Accruals are a new beta feature in version iTPM 23.2.1. Use this feature as one part of your accrual process to reduce manual tasks, not replace them. iTPM Accruals must be reviewed and verified each period.

Use these checkboxes to control what financial accruals are created by promotion type:

Checkbox	Impact on Event-Based accruals?
Create Accrual Log Records?	Must be checked if iTPM is creating financial accruals. If the promotion KPI does not match the ending balance of the accrual log, an accrual will be created with the event trigger <i>Correction/Adjustment</i> .
iTPM Events Fund Accruals?	<p>NOT Checked: No accrual records will be created. Use this if you create accruals outside iTPM.</p> <p>Checked: iTPM creates accruals for the promotion lump-sum and bill-back. Expect to see accruals with these event triggers:</p> <ul style="list-style-type: none"> • <i>New Promotion-LS</i>, and <i>Promotion Edited-LS</i> • <i>New Promotion-BB</i> and <i>Promotion Edited-BB</i> • <i>Promotion Closed</i>, and <i>Promotion Re-Opened</i> • <i>Transaction</i> (Only if your promotion is linked to shipments)
iTPM Settlements Hit Accrual?	<p>NOT Checked: Accrual records will be created. Expect to see accruals with the event trigger of <i>Settlement</i>. Accrual records will be created for Settlements, Voiding Settlements, and Settlement Adjustments.</p> <p>Checked: No accrual records are created for settlements. Check this if your settlements are mapped to the accrual, because the settlement directly reduces the promotional accrual. Voiding a settlement puts the funds back into the accrual without the need for an accrual record.</p>
Create Accruals for Overpay	<p>NOT Checked: No accrual records are created for settlement overpays. Use this option if you manually adjust for promotional over settlements.</p> <p>Checked: iTPM creates accrual records for the amount of the settlement overpay. Expect to see accruals with the event trigger of <i>Settlement Overpay-LS</i> and <i>Settlement Overpay-BB</i>.</p>

Example Configurations for Event-Based accruals:

Event-Based Configuration Checkboxes for each promotion type:	Example configurations		
	Do not create any financial accruals. Only create the accrual log for reporting to see what changed and why.	You create your accruals outside of iTPM, or you may use 'live' accruals instead of event-based accruals. Settlements directly reduce the accrual. Overspends add funds to the accrual.	Allow iTPM promotions to auto-fund your accruals. Promotional settlements reduce the accrual. Accrual is automatically increased to cover settlement over spends.
Create Accrual Log Records?	Checked	Checked	Checked
iTPM Events Fund Accruals?			Checked
iTPM Settlements Hit Accrual?		Checked	Checked
Create Accruals for Overpay		Checked	Checked

How debit and credit GLs are used:

If the event trigger is + **Positive** and increases the accrual, use the **Debit and credit as stored in the promotion type**.

If the event trigger is - **Negative** and decreases the accrual, **reverse debit and credit GLs** from what is stored in the accrual setup record.

Example stored values: Debit: 123 Expense Credit: 567 Liability

Example **positive** accrual log record: (use stored values to increase the accrual balance)

+ New Promotion: \$100 Debit 123 expense, Credit 567 liability (**what is stored** in accrual setup record)

Example **negative** accrual log record: (use opposite of stored values to reduce the accrual balance)

Example stored values: Debit: 123 Expense Credit: 567 Liability

- Promotion Voided: -\$100 Debit 567 liability, Credit 123 expense (**opposite of accrual setup record**)

Change to Net Liability	What GL to use?
Positive change to Net Liability	Use debit and credit GLs as stored in the accrual setup record
Negative change to Net Liability	Reverse the debit and credit GLs as stored in the accrual setup record. Use the credit GL as the debit GL, and the debit GL as the credit GL.

The table below shows which GL account iTPM will use for the accrual record:

Accrual GL	When does iTPM use this GL for accruals?
Current year	When the promotion end-date is in the current year, accruals will use these GLs.
Current year Overpay	Accruals for overpays will use these GLs when the promotion's end-date is in the current year.
Last year	iTPM uses these GLs for the accrual the promotion end date is in the previous year.
Last year Overpay	Accruals for overpays will use these GLs when the promotion's end-date is in the previous year.
Post-Audit GLs	iTPM uses these GLs for the accrual when the year of promotion end date is two or more years older than the current year. This includes overpays.

3.3 Event-based Accrual Visibility and Reporting

There are several ways to view iTPM accrual logs.

Analysis in NetSuite Workbooks: The Analytics User Guide shows you how to use NetSuite workbooks to gain insight from your accrual log. This is available online at www.i-TPM.com/analytics.

Example below: By Customer, any accrual amount for the 2019 promotions that are not yet closed.

- Drag and drop the fields to create new pivot tables and charts.
- You can add the pivot tables and charts to your dashboard for real-time analysis.

iTPM Customer	Accrual Amount (Sum)
Whole Foods	14,400.00
UNFI (East & West)	12,243.47
Kroger Corporate	10,000.00
Publix	8,945.37
Walmart	2,052.50
Kroger Columbus	1,322.79
Fred Meyer	805.80
Advanced Auto Parts	500.00
Albertsons / Safeway	100.00
Grand Total	50,369.93

Helpful hint: When a promotion is closed, there is no future bill-back liability. When analyzing the accrual log, set the filter to analyze ONLY promotions where status = approved to see what you owe but haven't paid.

Helpful hint: *Adjustment Log Records* and *Overpay Log Records* in the accrual log are not created by item. These are created at the promotion level, and are not available for reporting by item, class, etc. in NetSuite workbooks.

Visibility By Promotion: If the promotion type has been configured for accruals, the amount accrued can be viewed for each promotion under the KPI subtab, along with the date and time the accruals were last updated. (To see the accruals the role must have the permission for the iTPM Accruals custom record.)

Log Summary Sublist: This will show a summary of all accrual transactions by day.

Planning	Allowances	Estimated Quantity	Retail Info	KPI's	Settlements	Reports	Files	Communication	Workflow	System Information	Accrual	Overlapping Promotions
LAST ACCRUAL RUN 06/21/2023 1:24 am		EXPECTED LIABILITY : PROMOTIONS 2,000.00		SETTLEMENT		NET LIABILITIES : PROMOTIONS 2,000.00		OVERPAYS : PROMOTIONS 0.00				
Log Summary • Log Detail • Financial Accruals • Financial Accrual Detail •												
DATE ACCRUED	EVENT TRIGGER	COUNT OF ACCRUING TRANSACTION						SUM OF ACCRUAL AMOUNT				
06/21/2023	New Promotion-BB	1						1,000.00				
06/20/2023	New Promotion-LS	1						1,000.00				
Total		2						2,000.00				

Log Detail Sublist: This shows every transaction that impacts your accruals for the promotion.

EDIT	ID	EVENT TRIGGER	REVERSAL?	ACCRUING TRANSACTION	DATE ACCRUED	DATE CREATED	ITPM ALLOWANCE	ITPM ALLOWANCE UNIT	ITPM ALLOWANCE RATE	ITEM	QUANT
Edit	ITPM_ACC5566	New Promotion-BB	No		06/21/2023	06/21/2023 12:35 am	242325	Each	1.00	ACC00002	
Edit	ITPM_ACC5567	New Promotion-BB	No		06/21/2023	06/21/2023 12:35 am	242327	Each	1.00	ACC00004	
Edit	ITPM_ACC5568	New Promotion-BB	No		06/21/2023	06/21/2023 12:35 am	242329	Each	1.00	ACC00007	
Edit	ITPM_ACC5569	New Promotion-BB	No		06/21/2023	06/21/2023 12:35 am	242331	Each	1.00	ACC00008	
Edit	ITPM_ACC5570	New Promotion-BB	No		06/21/2023	06/21/2023 12:35 am	242333	Each	1.00	ACC00010	
Edit	ITPM_ACC5575	New Promotion-LS	No		06/20/2023	06/21/2023 1:24 am					
Total										5.00	

Financial Accruals Sublist:

Planning	Allowances	Estimated Quantity	Retail Info	KPI's	Settlements	Reports	Files	Communication	Workflow	System Information	Accrual	Overlapping Promotions
LAST ACCRUAL RUN 06/21/2023 1:24 am		EXPECTED LIABILITY : PROMOTIONS 2,000.00		SETTLEMENT		NET LIABILITIES : PROMOTIONS 2,000.00		OVERPAYS : PROMOTIONS 0.00				
Log Summary • Log Detail • Financial Accruals • Financial Accrual Detail •												
EVENT TRIGGER	DATE	ACCOUNT	SUM OF DEBIT	SUM OF CREDIT	SUM OF ACCRUAL AMOUNT							
New Promotion-BB	06/21/2023	1361 Accruals : Accruals Current Year	1,000.00		1,000.00							
New Promotion-LS	06/21/2023	1361 Accruals : Accruals Current Year	1,000.00		1,000.00							
Total			2,000.00	0.00	2,000.00							

Financial Accrual Details Sublist:

DATE	PERIOD	TYPE	DOCUMENT NUMBER	ACCOUNT	AMOUNT	EVENT TRIGGER	ACCRUING TRANSACTION	ALLOWANCE UNIT	ALLOWANCE RATE	ITEM	QUANTITY
06/21/2023	Jun 2023	-ITPM Accrual	1406	1361 Accruals : Accruals Current Year	200.00	New Promotion-BB		Each		ACC00002	200
06/21/2023	Jun 2023	-ITPM Accrual	1407	1361 Accruals : Accruals Current Year	200.00	New Promotion-BB		Each		ACC00004	200
06/21/2023	Jun 2023	-ITPM Accrual	1408	1361 Accruals : Accruals Current Year	200.00	New Promotion-BB		Each		ACC00007	200
06/21/2023	Jun 2023	-ITPM Accrual	1409	1361 Accruals : Accruals Current Year	200.00	New Promotion-BB		Each		ACC00008	200
06/21/2023	Jun 2023	-ITPM Accrual	1410	1361 Accruals : Accruals Current Year	200.00	New Promotion-BB		Each		ACC00010	200
06/21/2023	Jun 2023	-ITPM Accrual	1457	1361 Accruals : Accruals Current Year	1,000.00	New Promotion-LS					0
Total					2,000.00				0.00		1,000

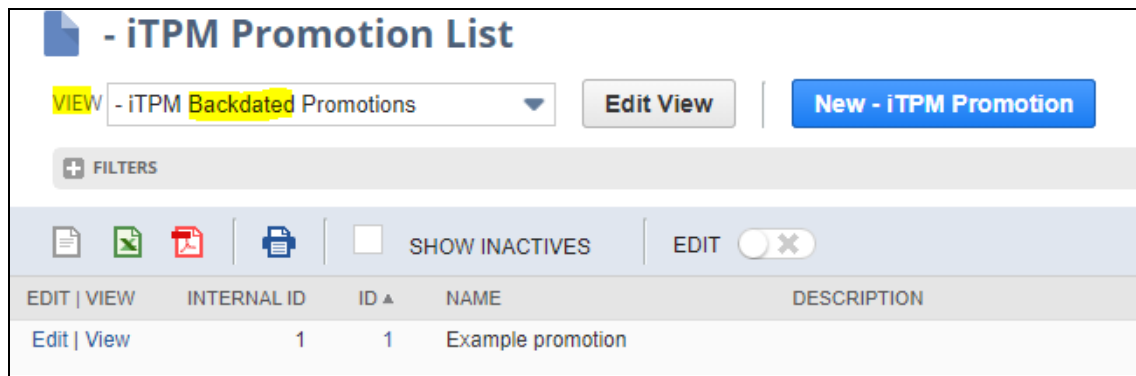
3.4 Backdated Promotions

Backdated promotions will only accrue for transactions as of the date the promotion is approved.

Example: Today is December 15th, You approve a backdated promotion, \$1.00/case off-invoice, \$2.00/case bill-back plus \$2,000 lump-sum. The promotion runs from December 1st through the 31st. This promotion type updates liability based on shipments.

In this example, your accrual will include the \$2,000 lump-sum, and any shipment (fulfillment) today through December 31st. What will be missing in your accrual will be the \$1.00 per case times all the cases you shipped between December 1st and today, the day you approved the promotion.

iTPM has a saved search you can use to help you identify any missed accruals from promotions that were backdated. Go to **iTPM -> Promotions List**, and select the VIEW for “backdated” promotions.



Use the filter to identify promotions to review as potentially under-accrued:

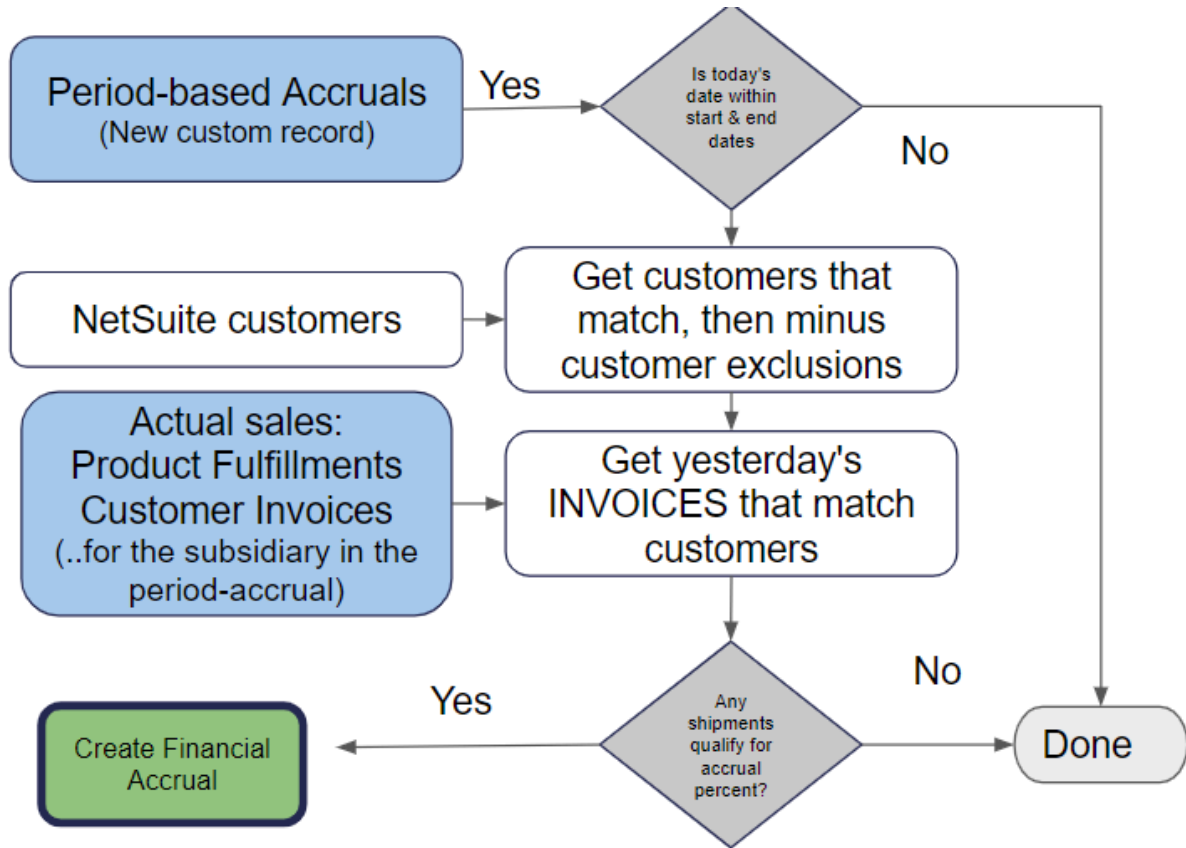
- Change dates to only those promotions that were created since you last did this analysis
- Change the filter to only include promotion types that adjust liability based on shipments. Promotions that use estimated quantity as actual will correctly calculate liability on backdated promotions.
- Change the filter to exclude promotion types with only off-invoice as a method of payment. No amounts are ever accrued for off-invoice promotions. (You may want to look at these so you can anticipate missed-off-invoice deductions.)

EDIT VIEW	ID	NAME	DESCRIPTION	PROMOTION TYPE	CUSTOMER	STATUS	CONDITION	OWNER	DATE CREATED	SHIP DATE - START	DAYS BACKDATED A
Edit View	3	July event		Scan with Ad	Publix	Draft	Completed	Alex Ring	8/17/2018 2:46 pm	7/1/2018	-48
Edit View	102	Promotion for testing Buttons 09/12	Creating for Closed Completed	MCB (direct accounts) (est=act)	ACM Group	Closed	Completed	Nagaraju M	9/12/2018 7:40 am	8/1/2018	-42

Adjust Script: iTPM has a script that runs every night that compares the promotion KPIs to the accrual log. When promotions are backdated, the accrual log may underestimate net liability. This script compares Net Liability for the promotion to the total Net Liability in the accrual log. If there is any difference, Adjustment records are written to the log with an 'Event trigger' type of "Adjustment / Correction" to keep the log aligned with the values under the KPI subtab on the promotion.

3.5 Period-Based Accruals (Live Accruals)

The flow chart below shows how iTPM creates Period-Based accruals:



- A Period-accrual record is created with a start date, end date, percent accrual rate, GLs to use in the accrual, and attributes that tell iTPM which customers to use for the accrual.
- The script determines what customers overlap this accrual. (See next chart for more detail.)
- Overnight a map-reduce script runs and looks for all invoices created yesterday for the customers that match the accrual, and creates a financial accrual:
 - One record for each invoice that overlaps the accrual
 - There is one debit line in the accrual for each item and discount item in the sales order.
 - Note: sales tax and shipping is excluded from the accrual calculation
 - Event Trigger for the accrual is "Period-Accruals"



Note: Financial Accruals are a new feature in version iTPM 23.2.1. Use this feature as one part of your accrual process to reduce manual tasks, not replace them. iTPM Accruals must be reviewed and verified each period.

You have 5 different ways to create a filter to identify which customers are included in your period accrual:

INCLUDE filters. (Orange circle in the picture below)

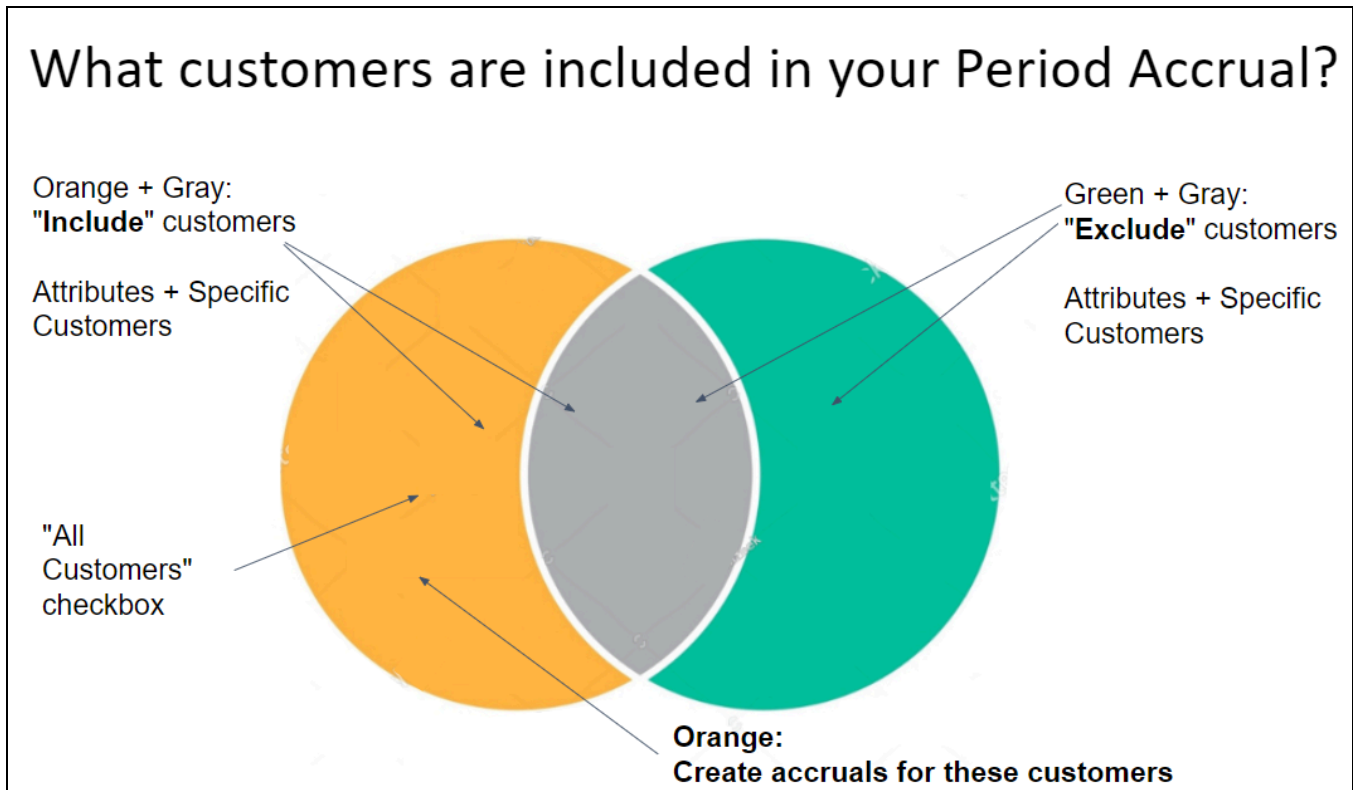
- **"ALL Customers"** checkbox:
- **Include customers:** These are specific customers you select. iTPM includes their sub-customers.
- **Include Attribute:** Include customers that have a specific attribute.

EXCLUDE filters: (Green circle in the picture below)

- **Exclude customers:** These are specific customers you select. iTPM also excludes their sub-customers.
- **Exclude Attribute:** Include customers that have a specific attribute .

Customers included in the period-accrual: (Gray intersection in the picture below)

- 'Include customers' minus the 'Exclude Customers' = customers with accrual
- For specific customers selected for include or exclude,
 - iTPM includes all of the customer's sub-customers, ...
 - and for specific customers selected for exclude, iTPM excludes all of the customer's sub-customers.
- For attributes selected for include or exclude, iTPM ignores the NetSuite hierarchy and only uses the value of the attribute in the customer record. Stated another way, to include or exclude a customer and its sub-customers, all of the sub-customers must have that attribute populated in the customer record.



For the steps to create an iTPM Period-Accrual, go to [15C: Configure Period-Based Financial Accruals](#)

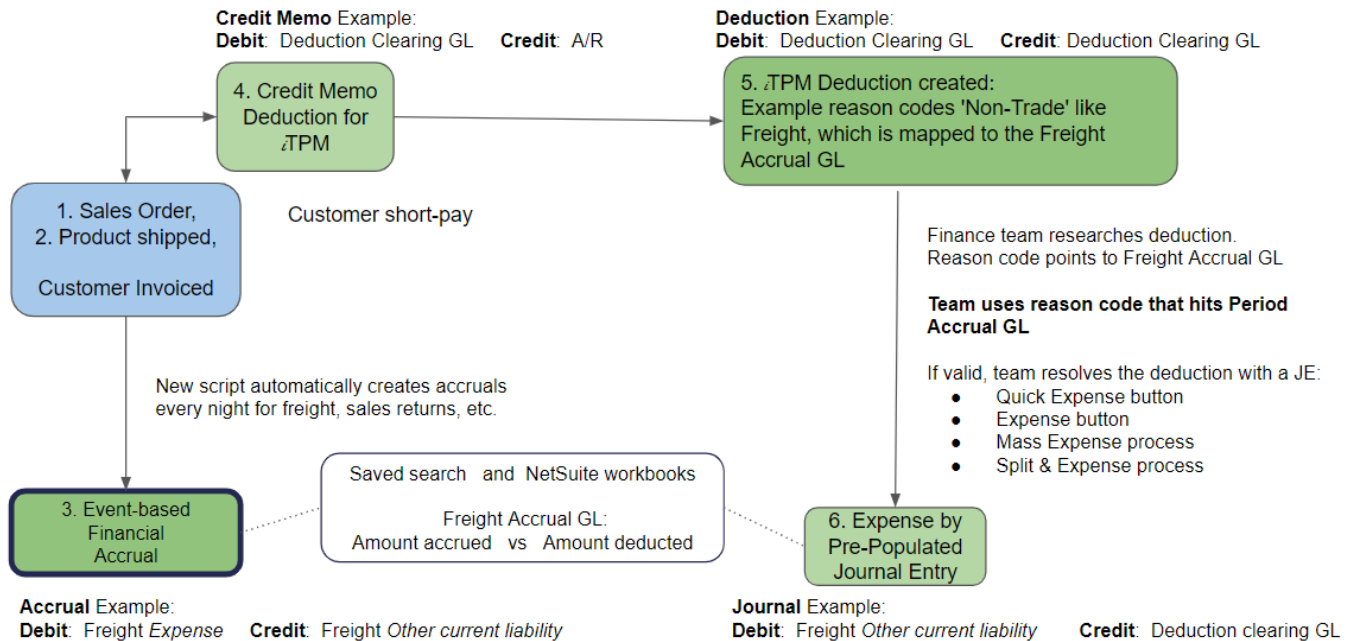
3.6 Period-Based Accrual Visibility and Reporting

Here are three ways you have visibility to your period-based accruals using NetSuite reports, saved searches, and/or NetSuite Workbooks:

- **Accruals:** iTPM period-accruals have these attributes on every transaction to know when, why and how much went into your accrual fund:
 - Customer
 - Item
 - Invoice
 - Transaction and posting dates.
 - Accrual rate and amount.
- **Non-Trade Resolutions:** When you resolve an open deduction with a reason code, you have these attributes on every transaction:
 - Customer and customer's deduction reference #s
 - Credit Memo, and associated short-paid Invoice(s)
 - Reason code
 - Amount
- **GL Ending Balance:**
 - Ending balance shows you accruals to date minus deduction resolutions to date.
 - Negative or positive balance tells you if you under or over accrued for non-trade as of today.

The following chart shows how iTPM can help with accrual visibility:

- Reports of transactions in boxes 1, 2 and 3 tell you what was accrued.
- Reports of transactions in boxes 5 and 6 tell you how the accrual was used.
- The difference in the accrual GL tells you the difference of accrual in-flows vs out-flows.



3.7 Missed Period-Based Accruals

Sometimes the overnight script may not run because your NetSuite instance is down for maintenance or an update. When this happens, you have the option to manually run the map-reduce script with a parameter that tells the script the date of the missing period-accruals.

- Step 1: Identify the date with the missing period-accruals.
Use saved searches, NetSuite workbooks, and or other reports to identify the specific date where period-accruals are missing.
- Step 2: Go to **Customizations -> Scripting -> Script Deployments**
- Step 3: Find and EDIT the Map/Reduce script iTPM MR Period Based Transactions
- Step 4: Go to the parameter tab and change the date from BLANK to the date of the missing accruals.
- Step 5: Change STATUS to NOT SCHEDULED, and SAVE & Execute.

The screenshot shows the 'Script Deployment' configuration interface. At the top, there are buttons for 'Save', 'Cancel', 'Change ID', and 'Actions'. The main configuration area is divided into two columns. The left column contains fields for 'SCRIPT' (iTPM MR Period Based Transactions), 'TITLE' (iTPM MR Period Based Transactions), 'ID' (customdeploy_itpm_mr_periodbased_transac), and a 'DEPLOYED' checkbox which is checked. The right column contains several dropdown menus: 'STATUS' (set to 'Not Scheduled'), 'LOG LEVEL' (set to 'Error'), 'EXECUTE AS ROLE' (Administrator), 'PRIORITY' (Standard), 'CONCURRENCY LIMIT' (1), 'YIELD AFTER MINUTES' (60), and 'BUFFER SIZE' (1). Below these fields are tabs for 'Schedule', 'Parameters', 'Execution Log', and 'System Notes'. The 'Parameters' tab is active, showing two text input fields: 'INCLUDE CUSTOMER ATTRIBUTE' (salesrep) and 'EXCLUDE CUSTOMER ATTRIBUTE' (partner). A 'DATE' field is also present, containing the value '06/23/2023'.

- Step 7: When the MR script is done processing, confirm the missing accrual records are created and correct.
- Step 8: REPEAT STEPS 1 to 3, and **change the DATE parameter to BLANK, and status to SCHEDULED.**

Note: You will have missed period-accruals for every day you forget to schedule the 'iTPM MR Period Based Transactions' MR script, and/or every day you forget to set the parameter date to BLANK.

4.0 iTPM First-Time Setup Tasks

Configuring promotion planning correctly the first time is important to a smooth go-live transition. Use the following checklist to make sure you've covered all the necessary tasks to set up ALL iTPM modules:

Setup Checklist for ALL iTPM Modules: Promotion Planning AND Deduction Management	
Task Description (For ONLY DEDUCTION Management, perform only the tasks that are bolded)	Completed?
Before Setup: Read this document, <i>iTPM Administrator User Guide</i>	
Before Setup: Use Release Notes to Install iTPM	
4.1 Step 1: Setup the GL-accounts for Trade Promotion	
4.2 Step 2: Setup iTPM off-invoice discount item and iTPM statement charge item	
4.3 Step 3: Setup iTPM Preferences	
4.4 Step 4: Setup Promotional Activity (Optional for promotion planning.)	
4.5 Step 5: Setup Promotion Types (Required for promotion planning.)	
4.6 Step 6: Setup Deduction Reason Codes, Research Status, Next Steps, & Group	
4.7 Step 7: Flag Items for iTPM allowances (Required for promotion planning.)	
4.8 Step 8: Create NetSuite Item Groups for Allowances (Optional for promotion planning.)	
4.9 Step 9: Set the Default Sales Order Status and configure sales order report (Planning)	
4.10 Step 10: Setup iTPM roles and permissions	
4.11 Step 11: Show both item code and display name, Review UOM Descriptions (Planning)	
4.12 Step 12: Set NetSuite Accounting Preference for Bulk JE approval (Optional)	
4.13 Step 13: Setup customers that apply off-invoice based on ship dates	
4.14 Step 14: Dashboard Portlets, Workbooks and Reminders (optional)	
4.15 Step 15: Configure Accruals (Optional for promotion planning.)	
4.16 Step 16: Update your new Item checklist. (Recommended for promotion planning.)	
4.17 Step 17: Update your Month-end close checklist and reconciliation	
4.18 Step 18: TPM Cut-over date and legacy data options	
4.19 Step 19: Test your iTPM Setup	
4.20 Step 20: Document your transition plan for promotions / deductions	

4.1 Step 1: Setup the GL-accounts for Trade Promotion

Trade promotion can be the second biggest expense on the P&L for many CPG manufacturers. Setting up specific GL-accounts for trade promotion spending is a way to track this important expense.


If you currently use NetSuite as your ERP, you may already have almost all of the GL-accounts you need to manage trade promotion.

When [creating promotions types](#), you will need to identify one-or-more GL-accounts for each promotion type you create. Consider these guiding TPM best practices:

- **Limit the number of accounts** for trade promotion. Your trading partners don't care where or how they get the discounts, they just want the money. Creating too many accounts creates unnecessary work and complexity.
- **Only break out accounts that are truly different.** For example, slotting allowances are sometimes depreciated over the life of the contract. Your financial advisors may recommend you keep slotting separated from traditional trade promotion funds to facilitate financial reporting. Another example is how promotion funds are earned. Some trade promotion accounts may be determined at the beginning of the year and part of the annual plan. You may decide to create a separate trade account for incremental opportunities, or meet-competition situations where extra funds were not a part of the initial annual plan. Strive to minimize the number of accounts for trade promotion. iTPM provides other ways to track and manage trade promotions.
- **Don't use GL-accounts for all of your trade promotion reporting needs.** Use the other iTPM and NetSuite attributes to track and manage trade spending. For example, even if you set up only ONE account for trade promotion, you will still be able to report and manage trade spending by customer, by item, by promotion type, by method-of-payment, and by promotion activity / merchandising, reason codes and NetSuite classifications.
- Consider using TPM best-practices consultants to help you simplify your NetSuite accounts for trade promotion management. Implementing a TPM solution is a good time to step back and review your current TPM practices. CG Squared consultants are available to help.

Other considerations:

- You can select any GL-account for iTPM promotion types, including contra-revenue income, expense, and **promotional accrual accounts**.
- **Your iTPM open deduction account CANNOT be an A/R account.** We suggest using a *current other-asset*, where your open balance will appear on the balance sheet, not the P&L.
- We suggest the iTPM settlement account be separate from your open deduction account.
- If you select only ONE GL-account to be valid for a promotion type, promotion planners can't make mistakes, but all settlements to the promotion type will be 'expensed' to that one GL-account.
- Conversely, if you select multiple GL-accounts for a promotion type, a promotion planner will have the option to change the account when creating a promotion. The most common example is one GL-account for the lump sum (expense), and a second account (contra revenue) for the per unit allowances.
- If you already use NetSuite before implementing iTPM, you already have the accounts you need to create promotion types.

 **IMPORTANT:** When you lock A/R, A/P and transactions, and when you lock a NetSuite accounting period, you will need to check “[Allow non-G/L changes](#)”. You need to check this box to manage deductions and settlements in locked or closed periods.

Even if you currently use NetSuite as your ERP, you may not have a ‘holding’ or ‘suspense account’ that can be used by iTPM for open deductions.

Here are the accounts you’ll need when you set up iTPM preferences for settlements and deductions:

iTPM Preferences	Description
Open Deduction Account	<p>This is the GL-account assigned to the open deduction balance while they are being researched. We suggest using an “other-current asset” account type. This keeps deductions on the balance sheet as an asset, same as an open invoice.</p> <p>The final GL-account for the open balance is determined by the resolution; promotional settlement, standard expense, and/or invoiced to recover the short-pay.</p> <p>See section 2.4, Deduction Management Approaches to understand why your short-pays receivables are changed to an expense when you create iTPM deductions.</p>
Expense Account (Small Balance write-off)	<p>This is the GL-account where you expense amounts that are not related to promotions. These amounts will be expensed. This is the default account when creating a new Expense to resolve the deduction open balance. You can edit the journal entry and expense the deduction resolution to the appropriate GL-account.</p> <p>Some CG manufacturers expense damages and other non-promotional expenses to a sub-account of the general trade promotion account. (TPM Best-practice) This approach leverages the idea that all customers will receive their fair-share of funds, and that when a customer deducts for non-promotional fees, those short-pays reduce their funds available for trade promotion. If non-promotional short-pays don’t reduce the trade promotion account, retailers consider non-promotional fees to be another profit center and income source.</p> <p>Some CG manufacturers keep damages and other non-promotional expenses separate from trade promotion. If you use this approach, be sure to review and discuss these expenses periodically with your customers to reduce abuse of these expenses.</p>

If you already have these GL-accounts setup in NetSuite, [skip to Step 2](#).

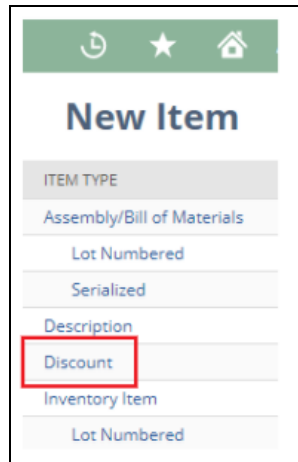
To create or edit your GL-accounts for managing your trade promotion spending in separate accounts, click on **Setup → Accounting → Chart of Accounts**.

4.2 Step 2: Setup discount, statement charge, and credit memo items

Step 2A: Setup the NetSuite *Discount item* that iTPM will use to apply off-invoice allowances:

To enable iTPM to apply off-invoice allowances to sales orders, NetSuite requires a discount item. A discount item is required for every subsidiary in which you will use iTPM. You have the option to create a different Discount Item for each subsidiary, and the option to have the associated GL-account also be different for each subsidiary.

1. Click on **Lists -> Accounting -> items -> new**
2. Click on **Discount**



3. Complete the form. Be sure to:
 - a. **Enter the item name/Number:** You will see this name when selecting discount items in the iTPM preferences. Example: Off-invoice
 - b. **Enter Rate: 0**
 - c. **Enter a description.**
 - d. **Select the subsidiary**
 - e. Suggested: Check “include children”
 - f. Optional: Enter department, location and class
 - g. **Under the Accounting subtab**, be sure to **select the GL-account** where you want the off-invoice allowance to be recorded and **select the appropriate tax schedule**.

Note: Tax schedule is not selected on this form if using SuiteTax

- h. Click **SAVE**

See example screen on next page:



Helpful Hints:

You will need to select a **discount item for each subsidiary** in which you will use iTPM.

This is a required configuration field in iTPM. If you are only using iTPM for deduction management, you will still need to create one of these before you can save your iTPM preferences.

Example discount item associated with GL-account "Sales Discounts"

Discount for Sale 🔍

[←](#) [→](#) [List](#) [Search](#)

Off-invoice

[Edit](#) [Back](#) | [+](#) [Actions](#) ▾

Primary Information

ITEM NAME/NUMBER	DISPLAY NAME/CODE	DESCRIPTION
● Off-invoice		ITPM Uses this to apply discounts to sales orders
RATE	SUBITEM OF	
0.00		
UPC CODE		

Classification

SUBSIDIARY	DEPARTMENT	LOCATION
Honeycomb Holdings Inc.		
<input checked="" type="checkbox"/> INCLUDE CHILDREN	CLASS	

[Translation](#) [Related Records](#) [Communication](#) ● [Accounting](#) [Preferences](#) [System Information](#) ☰

Accounts


ACCOUNT
● 4001 Sales : Trade Promotion (contra revenue)

Tax

TAX SCHEDULE	<input type="checkbox"/> APPLY BEFORE SALES TAX
● S1	

Step 2B: Setup the *Other Charge for sale* item that iTPM uses in Statement charges to reinvoice disputed deductions. It MUST be the same GL-account you used for your open deductions.

- 6. Click on **Lists -> Accounting -> items -> new**
- 7. Click on **OTHER CHARGE for SALE**
- 8. Complete the form. Be sure to:
 - a. **Enter the item name/Number:** You will see this name when selecting statement charges in the iTPM preferences. Example: **iTPM Statement Charge item**
 - b. **Select the subsidiary** and check "include children"
 - c. Optional: Enter department, location and class
 - d. **Under the Accounting subtab, be sure to select the GL-account of your open deduction suspense account, and select the appropriate tax schedule.**
- 9. **Under the iTPM subtab, CHECK "Available in iTPM?" (This must be checked to be available in iTPM preferences.)** If you don't see the iTPM subtab, save and go to the next page.
- 10. Click **SAVE**

 **IMPORTANT:** The iTPM REINVOICE ITEM MUST BE THE OPEN DEDUCTION GL-ACCOUNT. ANY OTHER GL-Account will result in INCORRECT FINANCIAL DATA in NetSuite.

Other Charge for Sale 🔍

Statement charge item

[Edit](#) [Back](#) | [Convert to Inventory](#) ▼ | [+](#) [Actions](#) ▼

Primary Information

ITEM NAME/NUMBER	PRIMARY UNITS TYPE	PRIMARY CONSUM
● Statement charge item		
UPC CODE	PRIMARY SALE UNIT	SUBITEM OF
DISPLAY NAME/CODE		

Classification

SUBSIDIARY	DEPARTMENT	LOCATION
Honeycomb Holdings Inc.		
<input checked="" type="checkbox"/> INCLUDE CHILDREN	CLASS	
PRIMARY BASE UNIT		

Accounts

INCOME ACCOUNT	QUANTITY VARIANCE ACCOUNT
● 6023 Trade Promotion : Open Deduction	
PRICE VARIANCE ACCOUNT	EXCHANGE RATE VARIANCE ACCOUNT

Tax / Tariff

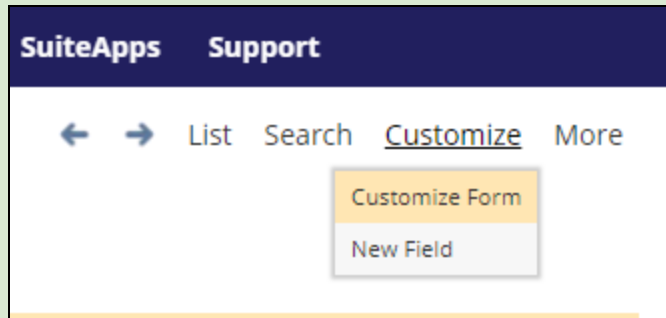
TAX SCHEDULE
● S1



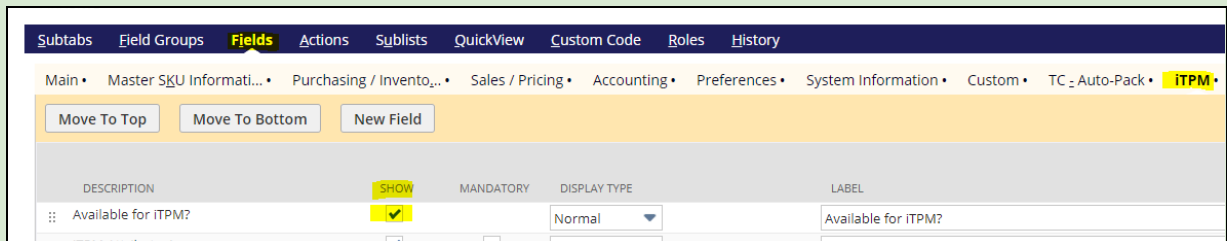
Helpful Hints: How to make the iTPM subtab visible

If the iTPM subtab is not visible when viewing your item, statement charge and/or item group, you will need to customize your form and add iTPM.

1. **VIEW** the item statement charge and/or item group with a role that has permission to edit forms. (example, NetSuite Admin Role)
2. Click **EDIT**
3. In the upper right corner, hover over the word **Customize**



4. **Leave Site? Click LEAVE**
5. Go to the **FIELDS** subtab, and click on the **iTPM** sublist.
6. **Make sure the SHOW checkbox is checked for “Available for iTPM?”**



7. Click **SAVE**
8. Return to your check list and view the Statement Charge or item that you were working on. The iTPM subtab should now be visible and the “Available for iTPM?” checkbox is now available for you to check.

Step 2C: OPTIONAL: Setup a NON INVENTORY ITEM for SALE that you can use in credit memos that you will convert into iTPM deductions.

Give this a name like “Deductions” or “Deductions for iTPM”. **The GL account associated with this item will be the open deduction account.** When you create a credit memo, this will put the deduction amount immediately into the deduction suspense account. When you create the deduction from the credit memo, there will be no net-impact.

This approach will also give you more options to ‘fix’ or delete deductions and credit memos, because the initial credit memo has the GL impact, not the creation of the deduction.

Note: The “Available in iTPM?” will NOT be checked for this item, because you do not want this item available for iTPM allowances in a promotion.

1. Click on **Lists -> Accounting -> items -> new**
2. Click on **Non-Inventory Item for SALE**
3. Complete the form (See example below)

The GL account associated with this item will be the open deduction account.

4. OPTIONAL: If you use SuiteTax, see also [4.21 SuiteTax Configurations \(optional\)](#)

Non-inventory Item for Sale ← →

Deduction for iTPM

Edit Back Convert to Inventory + Actions

Primary Information

INTERNAL ID 1012	DISPLAY NAME/CODE (GL account 6123)	PRIMARY CONSUMPTION UNIT Each(1)
ITEM NAME/NUMBER ● Deduction for iTPM	PRIMARY UNITS TYPE Each(1)	SUBITEM OF
UPC CODE 12345	PRIMARY SALE UNIT Each(1)	

Classification

SUBSIDIARY Honeycomb Holdings Inc.	DEPARTMENT	LOCATION
<input checked="" type="checkbox"/> INCLUDE CHILDREN	CLASS	

Shipping

CARRIER	SHIPPING METHODS	DEFAULT SHIPPING METHOD
---------	------------------	-------------------------

PRIMARY BASE UNIT
Ea

Purchasing **Sales / Pricing** ● **Accounting** **Web Store** **Related Records** **Communication** **Preferences** **System Info**

Accounts

● INCOME ACCOUNT 6023 Trade Promotion : Open Deduction	QUANTITY VARIANCE ACCOUNT
PRICE VARIANCE ACCOUNT	EXCHANGE RATE VARIANCE ACCOUNT

Tax / Tariff

● TAX SCHEDULE S1

4.3 Step 3: Setup iTPM Preferences

If you are using NetSuite OneWorld, you will need to setup iTPM preferences for every subsidiary in which you will use iTPM.

To setup and/or change iTPM preferences:

1. Go to **iTPM -> Setup > Preferences**
2. Click **EDIT** next to the subsidiary preference you want to change. (If you are in a Non-One World Account, just click EDIT.) After you install iTPM, you should see a row for each subsidiary, but the preferences will be blank.

In NetSuite OneWorld:

- iTPM Preferences More

SUBSIDIARY *

Preference Records •												
EDIT VIEW	INTERNALID	SUBSIDIARY	DEFAULT EXPENSE ACCOUNT	DEDUCTION ACCOUNT	SETTLEMENT ACCOUNT	ITPM DISCOUNT ITEM	ITPM STATEMENT CHARGE ITEM	ITPM VERSION	APPROVAL 1	APPROVAL 2	APPROVAL 3	APPROVAL 4 ^A
Edit View	1	Honeycomb Holdings Inc.	6019 Trade Promotion : Fees, Penalties, Misc	6023 Trade Promotion : Open Deduction	6023 Trade Promotion : Open Deduction	Off-invoice (example)	Statement charge item	21.2.1	500	2,500	5,000	25,000
Edit View	2	Honeycomb Holdings Inc. : Honeycomb Mfg.	6019 Trade Promotion : Fees, Penalties, Misc	6023 Trade Promotion : Open Deduction	6023 Trade Promotion : Open Deduction	Off-invoice (example)	Statement charge item	21.2.1	500	2,500	5,000	25,000
Edit View	3	Honeycomb Holdings Inc. : Example sub / division	6019 Trade Promotion : Fees, Penalties, Misc	6023 Trade Promotion : Open Deduction	6023 Trade Promotion : Open Deduction	Off-invoice (example)	Statement charge item	21.2.1	500	2,500	5,000	25,000

In a NON-One-World account:

- iTPM Preferences More

Preference Records •												
EDIT VIEW	INTERNALID	DEFAULT EXPENSE ACCOUNT	DEDUCTION ACCOUNT	SETTLEMENT ACCOUNT	ITPM DISCOUNT ITEM	ITPM STATEMENT CHARGE ITEM	ITPM VERSION	APPROVAL 1	APPROVAL 2	APPROVAL 3	APPROVAL 4 ^A	
Edit View	1	6130 Miscellaneous Expense	6012 Open deductions	6012 Open deductions	Standard 10% Discount Standard 10% Discount	Statement charge item	21.2.1	100	250	500	1,000	



Note: The Subsidiary field in **NetSuite NON-One World** accounts may not be populated on the first install in NetSuite. This results in some iTPM features not working as expected.

If you are unable to populate the subsidiary using **iTPM -> Setup -> Preferences**, then enter "iTPM Preferences" in the NetSuite global search, and use the alternative page to populate the subsidiary field.

- iTPM Preferences More

|

SUBSIDIARY * CG Squared, Inc. : Honeycomb US-East	DEFAULT EXPENSE ACCOUNT * Miscellaneous Expense	<input checked="" type="checkbox"/> REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS? (ALL SUBSIDIARIES) <input type="checkbox"/> APPLY ITPM NET BILL DISCOUNT ONLY ON LIST PRICE? (ALL SUBSIDIARIES)
DEFAULT ALLOWANCE TYPE % Discount	DEDUCTION ACCOUNT * iTPM Open Deductions	ITPM DISCOUNT DATES * <input checked="" type="radio"/> SHIP DATE
DEFAULT PRICE LEVEL List Price	SETTLEMENT ACCOUNT * iTPM Settlement Account	APPROVAL 1 1,000
ITPM DISCOUNT ITEM * Off-invoice	ITPM VERSION	APPROVAL 2 2,000
ITPM STATEMENT CHARGE ITEM * Statement charge item		APPROVAL 3 5,000
		APPROVAL 4 25,000

- Default allowance type:** Rate per UOM or % discount. To save mouse clicks, select the most common allowance type for your promotions. This just determines the default value. The user can change it.
- Default price level:** Select from a list of your price levels. To save mouse clicks, select the most common price level that iTPM discounts will be applied to. This just determines the default value when there is no default price level on the customer record. The user can still change it.

iTPM supports customer specific prices. To make this the default in iTPM preferences, and to make it an option in the price-level drop-down menu, add 'Customer Specific Price' as a NetSuite price level.

- Go to *Setup -> Accounting -> Accounting Lists -> New*
- Select *Price Level*
- Enter '*Customer Specific Price*' and click *Save*

The price level for each item can be blank. When this price level is selected in the promotion, iTPM looks for a customer specific price for each item in the promotion.

Price Level

|

PRICE LEVEL *
 Customer Specific Price

MARKUP/DISCOUNT %

UPDATE EXISTING PRICES
 ONLINE PRICE LEVEL

- iTPM discount item*:** This is the default discount item if iTPM applies discounts to sales orders. This is used if the promotion type does not have a discount item. NetSuite associates a GL-account with each discount item.
- iTPM Statement charge item:** This item is used in statement charges to reinvoice deductions.
- Default Expense Account:** This is the default GL-account for deductions that don't have a reason code that you resolve by journal entry. (Not matched to a promotion, and not re-invoiced to the customer.)
- Deduction Account:** Select a GL-account where you want to report the open balance of deductions before they are in the process of being researched and resolved. **DO NOT CHANGE THIS after going live without contacting support@cgssquared.com.**

7. **Settlement Account:** This is the GL-account that iTPM will use for manual KPI adjustments created using the *ADJUST SPEND* button.
8. **Remove Customer from Split Deduction Transactions?** If checked, the customer will only appear on the original parent deduction, and not on all the split transactions.
9. **Apply iTPM discounts only to list price*?** If checked, iTPM discounts will only be applied to the sales order if the item's price on the order is the list price.
10. **iTPM discount dates*:** This shows what type of dates are used to apply off-invoice and net-bill allowances to a sales order. Currently *Ship dates* is the only available selection.
11. **Promotion Approval levels 1, 2, 3 and 4.** These are threshold maximum approval levels you can set for approving promotions. iTPM does not validate the values you enter. Each level must have a value greater than the previous level. Example, Level 2 should be greater than level 1. If you don't use threshold levels, just enter 1, 2, 3, and 4 as values in each level.

Level 1 threshold value corresponds to the "- iTPM Promotion Approver L1" permission.

Level 1 is the maximum Estimated spend that a level 1 promotion approver can approve.

You can also control if a user has the permission to approve back-dated promotions, and if the user can approve promotions they create by the record permission:

- L1 = CREATE, can approve FUTURE promotions with estimated spending up to the L1 threshold.
- L1 = EDIT can approve ALL promotions owned by other people with estimated spending up to the L1 threshold.
- L1 = FULL can approve ALL promotions, including ones they create with estimated spending up to the L1 threshold.

If you do not want to use approval thresholds, enter 1, 2, 3 and 4 in each respect level.

See Chapter 5 for more details.



Helpful Hint: iTPM assumes that the iTPM administrator will have the ability to see across all the subsidiaries that will be using iTPM. If not, a NetSuite Administrator role is required. An iTPM administrator will be able to see all summary records of all subsidiaries in the list of iTPM preferences, but will only be allowed to edit subsidiaries included in that user's role and permissions.



Helpful Hint: The version of iTPM is shown in the last column of the list iTPM preferences.

4.4 Step 4: Setup Promotional Activity Tracking (Optional)

NOTE: You can skip ahead to section [Step 5](#) if you do not plan to track promotional activity for any of your promotions! Setting up promotional activities to track is optional. If you don't track promotional activity, do not select any of the groups in the "Valid Merchandising Types" when creating your promotion types.

You can **SKIP this step if you are ONLY configuring iTPM for deduction management.**

iTPM will help you track the types of retail merchandising associated with your trade promotions and deals.

Click on **iTPM -> Setup -> Promotion Activity** to see a list of activities that may have already been created in your account.

EDIT VIEW	NAME ▲	MERCHANDISING TYPE
Edit View	Ad : A Ad	Ad
Edit View	Ad : B Ad	Ad
Edit View	Ad : All other Ads	Ad
Edit View	Ad : C ads	Ad
Edit View	EDLP : Lower Price In Store	EDLP
Edit View	EDLP : On Shelf Signage	EDLP
Edit View	Other: Other	Other

Any activities you edit or add to iTPM will fall within one of these groupings; Ad, Display, EDLP, TPR, and Other, or the groupings you create. Promotional activities will be a multi-select drop-down when you create promotion types in step 3.

To add more retail merchandising activities, click on **iTPM -> Setup -> Promotion Activity -> New**

- iTPM - Activity

Save Cancel Reset

iTPM Activity

MERCHANDISING TYPE * INACTIVE

ACTIVITY *

System Information

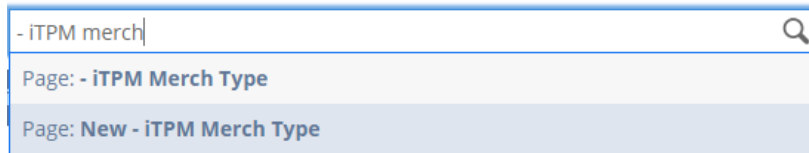
NAME * CUSTOM FORM - iTPM - Activity Form Pref

Helpful Hint: If you have many retail activities to create, you can use NetSuite's **SAVE & NEW** to speed data entry and save mouse clicks.

The following fields are example groups for iTPM Promotional Activities:

Field	Description / Data for Promotion Activity (* denotes required field)
Merchandising Type*	Select one of the five groups: Ad, Display, EDLP, TPR or Other
Activity*	Enter a description of the activity you want to track
Inactive	Check this if you no longer need to track this activity.
Name*	This is automatically set by the system based on Merchandising Type and Activity.

To EDIT or create NEW merchandising groups, type “- iTPM Merch” into the NetSuite global search.



There are no right or wrong ways to track promotional activity at retail. Below are **examples** of how you could track your trade promotion activity at retail:

Activity Group	Example Promotional Activities
Ad	Major Ad
	TV
	All Other
Display	End Cap
	Wing
	Secondary location
	All Other
EDLP	EDLP / EDLC
TPR	Shelf Talker
	Reduced price
Other	Scan Down
	In-store Media
	New item / slotting
	Floor Ad
	Flyer
	All Other

When you create a promotion type, you can select which groups of promotional activities are ‘valid’ for the promotion type. Each group that you allow for a promotion type will be available for users to select as they create that type of promotion. For example, if TPR is allowed for a Hi/Lo promotion type, then both TRP activities will be shown on the multi-select menu. The user will select ‘all that apply’ to the promotion. The information can be used by the approver to decide if the cost of the promotion is justified by the type of promotional activity and sales generated by the promotion.

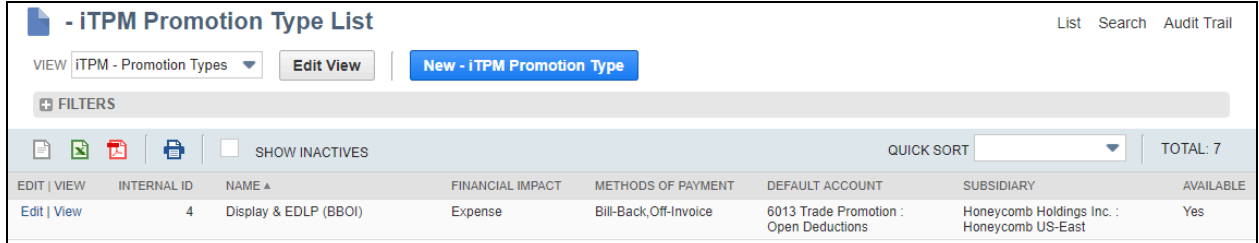


Helpful Hint: Discuss promotional activity tracking with your sales team for recommendations of what to track.

4.5 Step 5: Setup iTPM Promotion Types

You can **SKIP this step** if you are **ONLY** configuring iTPM for deduction management.

Click on **iTPM -> Setup -> Promotion Types** to see a list of your promotion types:



When creating your own promotion types, compare your settings to these **typical manufacturer configurations** to track and manage their trade promotion spending expensed to their customers.

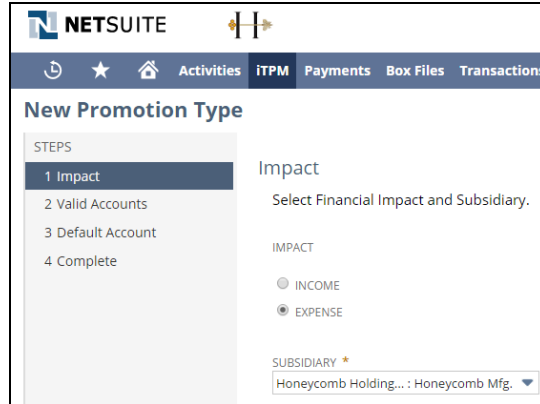
Configuration Examples (* denotes required field)	EDLP	Hi / Low / Ad	Indirect Customers	Scan Down	Slotting
Valid NetSuite Accounts*	OI	Trade	Trade	Trade	Slotting
Default Account*	Trade	Trade	Trade	Trade	Slotting
Methods of Payment*	OI, NB	OI, BB,	BB	BB	BB
Other reference					
Valid Merchandising Types*	EDLP	Ad, Display, TPR, Other	Ad, Display, TPR, Other	Ad, Display, TPR, Other	Other
# of days before Autoclosure?	90	90	90	90	90
Show order dates?					
Show performance dates?		Checked	Checked	Checked	
Show Retail Activity Sub-tab?					
Valid for indirects?			Checked	Checked	?
Allow settlements for active promotions?	Checked	Checked	Checked		Checked
Do NOT update liability based on actuals.			Checked	Checked	Checked
Apply % allowances as % discounts?	Checked	Checked	Checked	Checked	Checked
Base deal?	Checked				
Require Estimated quantity?					
Plan incremental separate from total?	Checked	Checked	Checked	Checked	
Stackable?, Stackable with?	Configuration setting for future functionality				
Available for new Promotions?	Checked	Checked	Checked	Checked	Checked
Require promotion period share	Checked	Checked	Checked	Checked	Checked
Create allowances for only the first item in an item group?			?	?	
Discount Item for Off-invoice					
Auto-approve level 1 promotions?					
Process Plan to exclude items that were not Sold in the last 52 weeks					
Track only, do not apply OI, NB, and FP to sales orders.					
Use different GLs if promotion is not in current year					

Use the following worksheet to plan your promotions types BEFORE you create them in iTPM:

Worksheet: Your iTPM Promotion Type Configurations (* denotes required field)				
Name	1.	2.	3.	
Financial impact?*	Expense	Expense	Expense	Expense
Subsidiary?				
Valid NetSuite Accounts*				
Default Account*				
Other reference				
Methods of Payment*				
Valid Merchandising Types*				
# of days before Autoclosure?				
Show order dates?				
Show performance dates?				
Show Retail Activity Sub-tab?				
Valid for indirects?				
Allow settlements on active promotions?				
Do NOT update liability based on actuals.				
Apply % allowances as % discounts?				
Base deal				
Require Estimated quantity?				
Plan incremental separate from total?				
Stackable? , Stackable with?	Configuration setting for future functionality			
Available for new promotions?	Checked	Checked	Checked	Checked
Require promotion period share				
Create allowances for only the first item in an item group?				
NetSuite Discount Item used to apply off-invoice discounts to sales orders				
Auto approve if estimated spend is within level 1 threshold approval level 1?				
Process Plan to exclude items not Sold in the last 52 weeks				
Track only, do not apply OI, NB, and FP to sales orders.				
Use different GLs if promotion is not in the current year? (GLs must be populated in the Event Accrual Setup form.)				

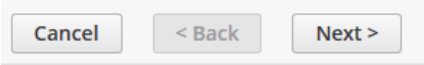
Best Practice: To prevent field sales and brokers from selecting the incorrect GL-account, consider using only one GL-account for the common promotion types. No choice = no data entry errors.

Click on **iTPM** → **Setup** → **Promotion Types** → **New** to create a new promotion type using the wizard.
Select the Subsidiary for your new promotion type:

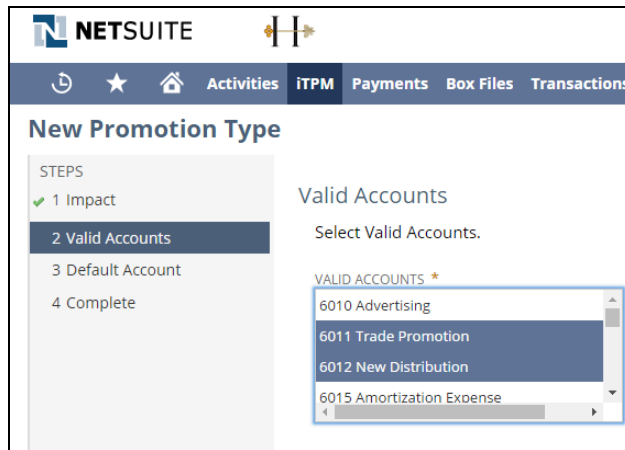


Helpful Hint: Selecting the option *Financial Impact =Income* may be a future enhancement.

After each selection, click on NEXT to continue through the wizard.



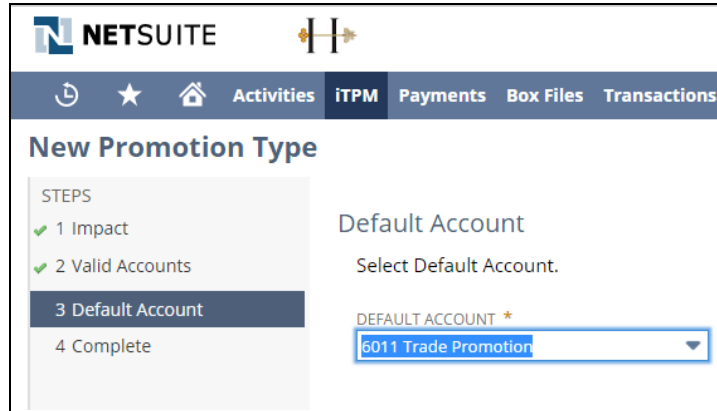
Next, select all of the GL-accounts that you want to use with the promotion type:



NOTE: If this is the second promotion type you are creating, NetSuite remembers your previous GL account selections. To wipe out previous selections, don't hold down the CTRL key when you click the first time.

NOTE: Be sure to select the correct GL-account or accounts before you save. GL accounts can't easily be changed once saved. To change GLs, create a new promotion type to replace the old one, and uncheck the "Available for new promotions?" for the old promotion type.

Select the default GL-account for this promotion type. To save mouse clicks and prevent data entry errors, this account will automatically be selected when users create allowances. Users can override the default and select one of the other valid accounts selected in the previous screen:

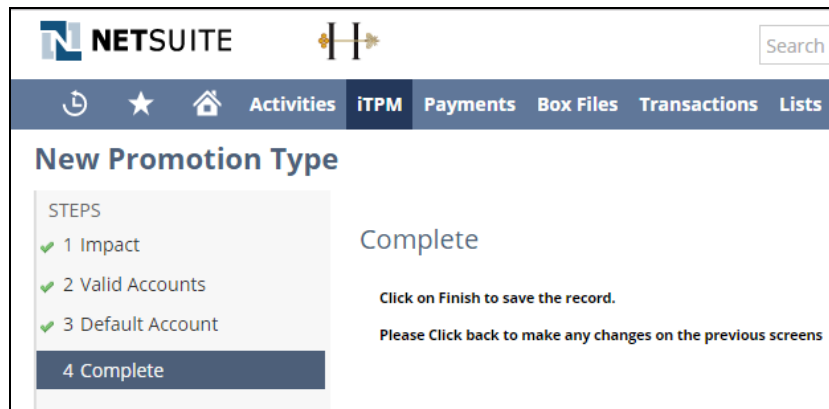


NOTE: If this is the second promotion type you are creating, NetSuite remembers your previous GL account selections.

To confirm this promotion type ONLY has the GL accounts you want, ALWAYS click on the down arrow and see the list of default accounts. This is a good way to see a list of the GL accounts you selected for your promotion type.

NOTE: Be sure to select the correct default GL-account before you save. This account can't easily be changed once saved. If you need to change this, you may have to create a new promotion type to replace the old one, and uncheck the "Available for new promotions?" for the old promotion type.

After these selections, click **FINISH** to save the record. Remember that you will not be able to change the GL-accounts after the promotion type is saved.



Make selections in the “Additional Promotion Information” section on the form and click SAVE.

- iTPM Promotion Type ← → List Search

Scans (with only one GL acct)

Primary Promo Information

<p>PROMOTION TYPE DESCRIPTION * Scans (with only one GL acct)</p> <p>OTHER REFERENCE CODE [Empty]</p> <p>SUBSIDIARY CG Squared, Inc. : Honeycomb US-East</p> <p>METHODS OF PAYMENT * - New - Bill-Back Net-Bill Off-Invoice Fixed Price</p> <p>VALID MERCHANDISING TYPES * - New - Ad Display EDLP Other</p>	<p>FINANCIAL IMPACT * Expense</p> <p>VALID ACCOUNTS * 1000 Checking 1002 Savings 1004 Payroll 1006 Petty Cash 1008 Cash on Hand</p> <p>DEFAULT ACCOUNT * 4009 Sales : Trade Pro...tion (contra revenue)</p> <p>NUMBER OF DAYS BEFORE AUTOCLOSURE [Empty]</p> <p><input checked="" type="checkbox"/> USE EVENT ACCRUAL DEBIT GLS IF PROMOTION IS NOT IN THE CURRENT YEAR?</p>
--	--

Additional Promo Information

<p><input type="checkbox"/> SHOW ORDER DATES?</p> <p><input checked="" type="checkbox"/> SHOW PERFORMANCE DATES?</p> <p><input type="checkbox"/> SHOW AT RETAIL?</p> <p><input checked="" type="checkbox"/> VALID FOR INDIRECTS?</p> <p><input checked="" type="checkbox"/> ALLOW SETTLEMENTS WHEN PROMOTION IS ACTIVE?</p> <p><input type="checkbox"/> DO NOT UPDATE LIABILITY BASED ON ACTUAL SHIPMENTS</p> <p><input checked="" type="checkbox"/> APPLY PERCENTAGE ALLOWANCES AS PERCENTAGE DISCOUNTS</p> <p><input checked="" type="checkbox"/> ONLY CREATE KPI AND ALLOWANCE FOR THE FIRST ITEM IN ITEM GROUP?</p> <p><input type="checkbox"/> TRACK ONLY, DO NOT APPLY OI, NB, FP TO SALES ORDERS</p>	<p><input type="checkbox"/> BASE DEAL?</p> <p><input type="checkbox"/> REQUIRE ESTIMATED QUANTITY?</p> <p><input type="checkbox"/> PLAN INCREMENTAL SEPARATE FROM TOTAL?</p> <p><input checked="" type="checkbox"/> AVAILABLE</p> <p><input type="checkbox"/> REQUIRE PROMOTION PERIOD SHARE</p> <p>DISCOUNT ITEM FOR OFF-INVOICE [Empty]</p> <p><input type="checkbox"/> AUTO APPROVE L1 IF FUTURE CONDITION?</p> <p><input type="checkbox"/> PROCESS PLAN TO EXCLUDE ITEMS THAT WERE NOT SOLD IN THE LAST 52 WEEKS</p>
---	--

[See Section 1.4 for a description of each of these options.](#)



Recommendation: Once you have promotions created using a promotion type, **do not change configurations for order dates, performance dates**, and checking 'Require estimated quantity'. Changes can result in error messages and workflow issues:

Why can't I check "Stackable?": This is a future enhancement candidate in our product roadmap.

Will I be able to make changes to my saved Promotion Types? You will be able to edit a few fields in your promotion type. Promotion types are mostly locked down to prevent invalid promotions, and unintended consequences from changes to GL-accounts, promotion dates, etc.

Changes to a promotion type do not automatically update saved promotions of this type. E.g., You remove some of your Valid Merchandising Types. Existing promotions with formerly valid merchandising types will not be changed. If you change how liability is calculated, you'll need to trigger the KPI Refresh to see those changes in the promotion KPIs. (This is automatically triggered when settlements are created, the promotion status changes, etc.)

Contact iTPM support if you have any questions on creating a new promotion type or the ramifications of editing an existing promotion type. We are glad to provide insight so you can make an informed decision and not inadvertently make changes that create issues for your iTPM users.



Note: When business needs change, **create a new promotion type to replace the old promotion type.** Next, **uncheck the box "Available for new promotions?" on the old promotion type.** This makes the promotion type no longer available in the drop-down menu when creating new promotions.



Helpful Hint: Don't forget to set up your promotion type for the accrual log if you want to keep track of how much estimated bill-back liability is open and should be covered by accruals. You can see accrual information for your promotion type under the ACCRUAL subtab. (See [Step 15: Configure Event-Based Accruals \(Optional\)](#))

Note: If you check "Use Debit GLs from Event Accruals if promotion is not in current year", you must populate GLs.



Note: Do not UNCHECK the "Available" check box on promotion types until all promotions with the promotion type are closed. Unchecking this box will prevent the CLOSE and REOPEN buttons to work on the promotion, and will also cause settlements to get stuck.

4.6 Step 6: Setup Deduction Reason Codes & Other Attributes (optional)

To create new reason codes to manage your deductions,

1. Click on *iTPM -> Setup -> Deduction Reason Codes -> New*
2. Enter the **description** for your reason code
3. Select the subsidiary (Required field)
4. **Select the Expense Account** to be used as the default expense account.
5. Optional: Select the APPROVER for this reason code. (You can auto-assign deductions based on the deduction's reason code.)

To view a list of your reason codes, go to *iTPM -> Setup -> Deduction Reason Codes*

EDIT VIEW	INTERNAL ID	NAME ▲	ID	LAST MODIFIED	SUBSIDIARY	EXPENSE ACCOUNT
Edit View	2	Damages	2	1/12/2019 3:39 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	5040 Damaged Goods
Edit View	4	Disputed	4	1/12/2019 3:40 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	6030 Bad Debt Expense
Edit View	6	Post Audit	6	1/12/2019 3:42 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	6030 Bad Debt Expense


Helpful Hint: Changing the GL-account on existing deduction reason code records:

- Does NOT change any values in existing deduction records or resolutions.
- Is used ONLY as the default GL-account in the journal entry created using the EXPENSE button. The user can override this default.
- There are no issues with changing the GL-account on existing reason code records. Change the GL-account code as needed.

Helpful Hint: The reason code drop-down menu in the deduction is filtered to show only those reason codes from the subsidiary that match the subsidiary on the deduction. If you use the same reason codes in multiple subsidiaries, you'll need to create a separate reason code in each subsidiary.

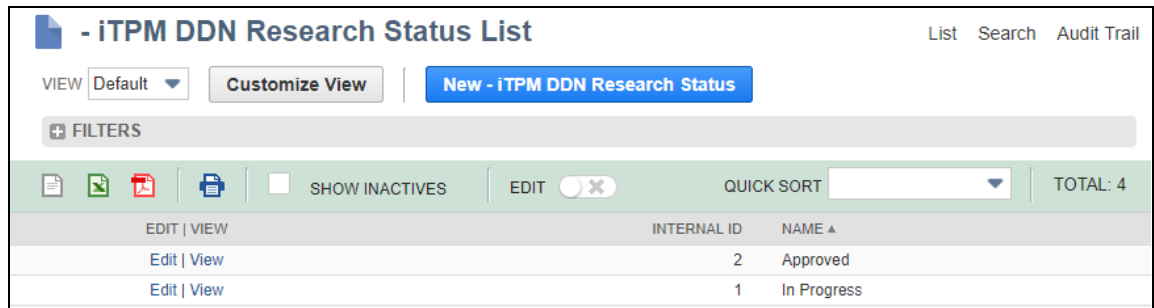
Helpful Hint: Only users with the permission to EDIT custom lists will be able to create and edit the Deduction Research Status, Next Steps, and Group lists. These are changes typically done by your NetSuite Administrator.

Note: iTPM prevents you from using the iTPM open deduction GL account or iTPM Settlement account in reason codes.

 **Note: If you have ANY deductions with a reason code value, we suggest creating a NEW REASON CODE rather than changing the description of an existing reason code.**

- Changing the reason code **description** does NOT change any values in existing deduction records or resolutions.
- There are no issues with changing the GL-account on existing reason code records.
- Changing the description can result in the reason code filter not showing the correct number of deductions in the deduction list view.
- We suggest simply adding a new reason code.

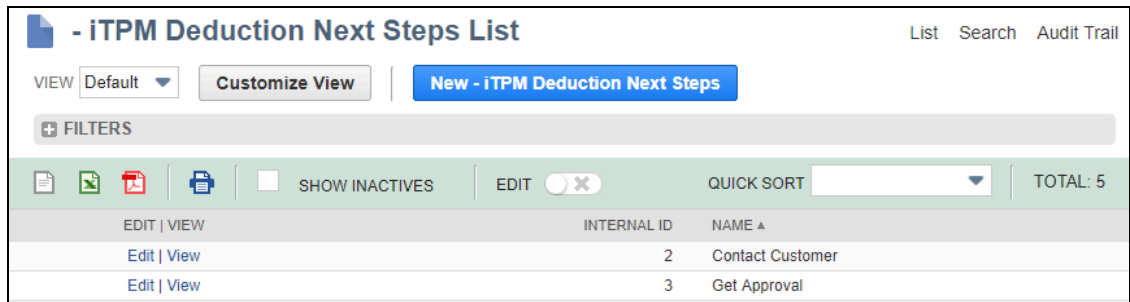
Go to *iTPM-> Setup -> Deduction RESEARCH STATUS* and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.



The screenshot shows the 'iTPM DDN Research Status List' interface. It includes a title bar with 'List Search Audit Trail', a 'VIEW' dropdown set to 'Default', a 'Customize View' button, and a 'New - iTPM DDN Research Status' button. Below is a 'FILTERS' section, followed by a toolbar with icons for document, print, and refresh, a 'SHOW INACTIVES' checkbox, an 'EDIT' toggle, a 'QUICK SORT' dropdown, and a 'TOTAL: 4' indicator. The table below has columns for 'EDIT | VIEW', 'INTERNAL ID', and 'NAME ▲'. It contains two rows: one with ID 2 and name 'Approved', and another with ID 1 and name 'In Progress'.

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	2	Approved
Edit View	1	In Progress

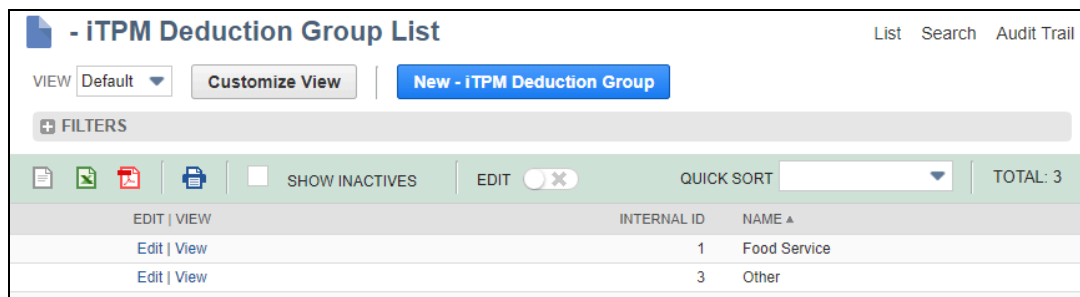
Go to *iTPM-> Setup -> Deduction NEXT STEPS* and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.



The screenshot shows the 'iTPM Deduction Next Steps List' interface. It includes a title bar with 'List Search Audit Trail', a 'VIEW' dropdown set to 'Default', a 'Customize View' button, and a 'New - iTPM Deduction Next Steps' button. Below is a 'FILTERS' section, followed by a toolbar with icons for document, print, and refresh, a 'SHOW INACTIVES' checkbox, an 'EDIT' toggle, a 'QUICK SORT' dropdown, and a 'TOTAL: 5' indicator. The table below has columns for 'EDIT | VIEW', 'INTERNAL ID', and 'NAME ▲'. It contains two rows: one with ID 2 and name 'Contact Customer', and another with ID 3 and name 'Get Approval'.

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	2	Contact Customer
Edit View	3	Get Approval

Go to *iTPM-> Setup -> Deduction GROUP* and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.



The screenshot shows the 'iTPM Deduction Group List' interface. It includes a title bar with 'List Search Audit Trail', a 'VIEW' dropdown set to 'Default', a 'Customize View' button, and a 'New - iTPM Deduction Group' button. Below is a 'FILTERS' section, followed by a toolbar with icons for document, print, and refresh, a 'SHOW INACTIVES' checkbox, an 'EDIT' toggle, a 'QUICK SORT' dropdown, and a 'TOTAL: 3' indicator. The table below has columns for 'EDIT | VIEW', 'INTERNAL ID', and 'NAME ▲'. It contains two rows: one with ID 1 and name 'Food Service', and another with ID 3 and name 'Other'.

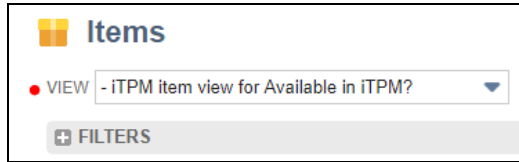
EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	1	Food Service
Edit View	3	Other

4.7 Step 7: Flag Items available for iTPM allowances

SKIP this step if you are ONLY configuring iTPM for deduction management.

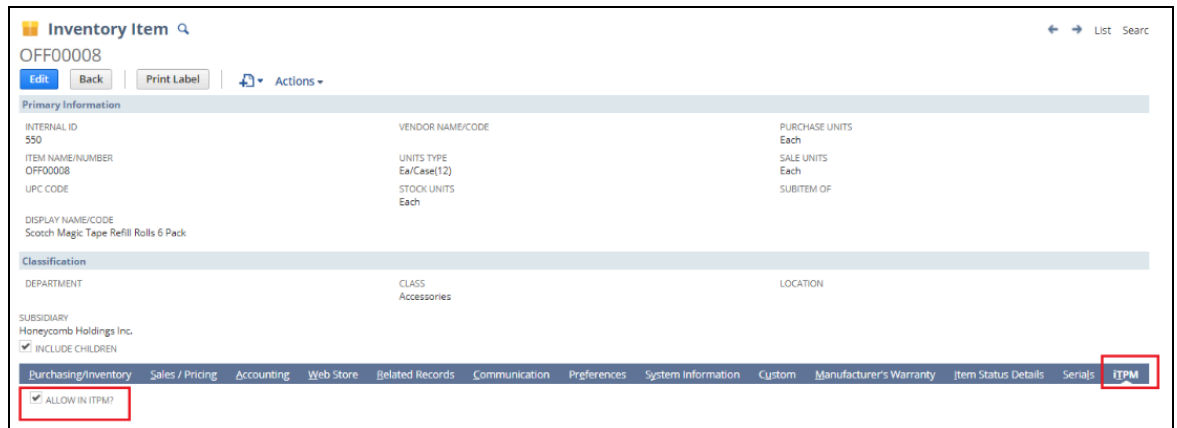
To make items eligible for iTPM allowances,

1. Go to **Lists-> Accounting -> Items** (Use the “- iTPM item view for Available in iTPM?” view)



2. **EDIT** an item you want to be available for iTPM allowances.
3. Go to the **iTPM subtab**, and **check the box, “Allow in iTPM?”**

See also [1.17 'Dummy items' for lump sum](#)



Every item with this checked will appear in the list when adding new allowances to an iTPM promotion:

If the iTPM subtab is not on your item form, go to [Helpful Hints: How to make the iTPM subtab visible](#)

Note: Unchecking the “Allow in iTPM?” checkbox for an item **DOES NOT** remove this item from existing iTPM allowances. Unchecking this box ONLY prevents this item from being available for new allowances created AFTER you uncheck the box.

iTPM does NOT filter out items with a zero price when creating NetSuite item groups. If the “Allow in iTPM?” is checked, the item will be skipped if used to create iTPM allowances.

Do not make any items used for iTPM allowances inactive before all settlements to that promotion are done. Inactive items in a promotion will cause the promotion to get stuck in processing status. Email support@cgsquared.com if you need to make iTPM items inactive.

Helpful Hint: To save data entry time, you can set up a custom item list view where “Allow in iTPM?” is one of the columns. Turn on grid editing, and simply click the checkbox in the row.

Note: iTPM does not work with Kits. Supported unit types are inventory and assembly and non-inventory items for sale.

4.8 Step 8: Create NetSuite Item Groups for Allowances (Optional)

SKIP this step if you are ONLY configuring iTPM for deduction management.

If you have two or more items that you always promote together, you have the option to create iTPM allowances using the standard NetSuite Item Group. To create a group item:

1. Go to **Lists ->Accounting -> Items -> New**
2. On the *New Item* page, select **"Item Group"**
3. **Enter a description** for your item group.
4. Under the **manufacturing** or the **Purchasing / Inventory** subtab, look for the **COMPONENTS** sublist. **Add all of the items you want in this item group.**
Note: For promotion planning, we suggest all of the items in a group have these attributes:
 - a. The same unit type and the same sales unit.
 - b. All items promoted with the same allowance level, i.e., \$2.40 a case
5. Under the iTPM subtab, **check "Available in iTPM?"**
6. If the iTPM subtab isn't visible: [Helpful Hints: How to make the iTPM subtab visible](#)
7. **Save** your NetSuite item group.

Note: If any items don't have "Available for iTPM?" checked, iTPM will check this checkbox.

The screenshot shows the NetSuite 'Item Group' configuration page. The 'ITEM NAME/NUMBER' field is highlighted with a red box and contains the text 'Example NetSuite Item Group with 2 Items'. The 'Manufacturing' subtab is also highlighted with a red box. Below it, the 'Components' table lists two items: ACC00002 (Digital Single Line Telephone) and ACC00004 (Merlin 4412D). The 'Manufacturing' subtab is selected in the navigation bar.

ITEM *	DESCRIPTION	QUANTITY	UNITS	SCHEDULE
ACC00002	Digital Single Line Telephone (4400) for support calls	1	Ea	
ACC00004	Merlin 4412D: The most powerful features avail in a 12 button display phone	1	Ea	

Helpful Hint: Go to [Creating Promotions using Item Groups](#) to see item group limitations.

4.9 Step 9: Sales Order default, SO report & review SO form setting

**** SKIP this step if you are ONLY configuring iTPM for deduction management. ****

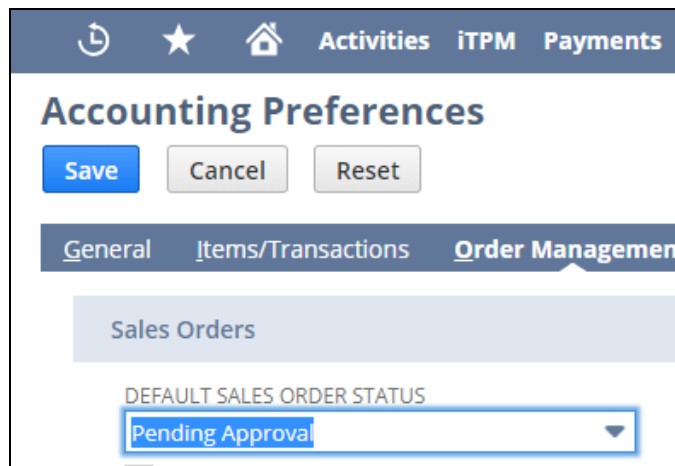
If you do not anticipate using iTPM to apply off-invoice or net-bill allowances to your orders, you can skip to 4.10 [Step 10](#).

iTPM has a script that runs in the background that applies off-invoice and net-bill to orders. This script ONLY runs if the user checks the “apply iTPM allowances” checkbox, and only when the order is saved when the checkbox is checked.

Task 1: We suggest you default your sales order form to have the “apply iTPM allowances” checkbox checked by default when creating new sales orders. For details, go to the [option to auto-apply iTPM allowances to new sales orders](#).

Task 2: (Optional) We recommend the default order status is “*Pending Approval*”. Sales orders should be reviewed before fulfillment to ensure allowances have been correctly applied.

To change the default sales order status, click on **Setup -> Accounting -> Accounting Preferences**, then click on the **Order Management sublist** to see a list of preferences.



Task 3: Ask your iTPM team to deploy - *iTPM UE Salesorder Apply Discount* if you want the sales order to be re-priced everytime you save a sales order that is in Pending Approval or Pending Fulfillment status.



Note: We recommend *Pending Approval* as the default status to reduce the chance that an order is fulfilled BEFORE the iTPM off-invoice and bill-back allowances are applied to the sales order.

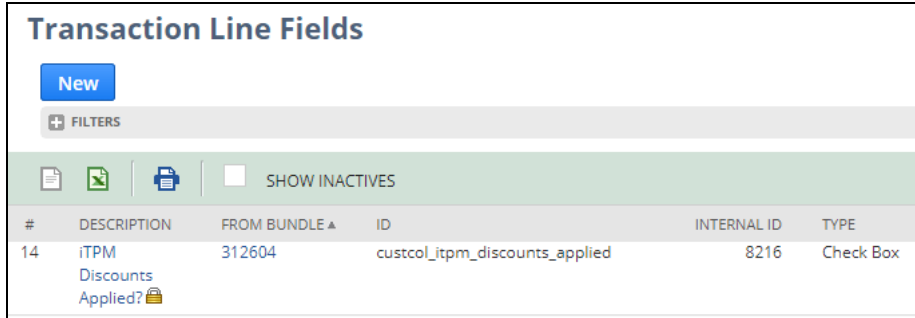


Helpful Hint: You can create a custom script to have the sales order automatically repriced by iTPM every time the sales order is saved when the SO is in *pending approval* and *pending fulfillment* status. Email support@cgsquared.com, or go to www.i-TPM.com/apply-off-invoice for more details.

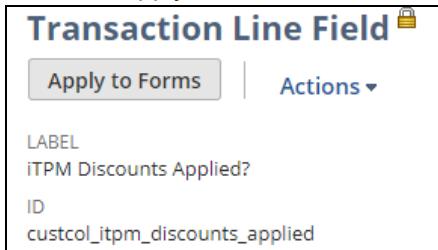
Task 4: Important! Make sure the field "iTPM discounts applied?" is applied to your sales order.

If you skipped a few updates to iTPM and your organization uses iTPM 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.

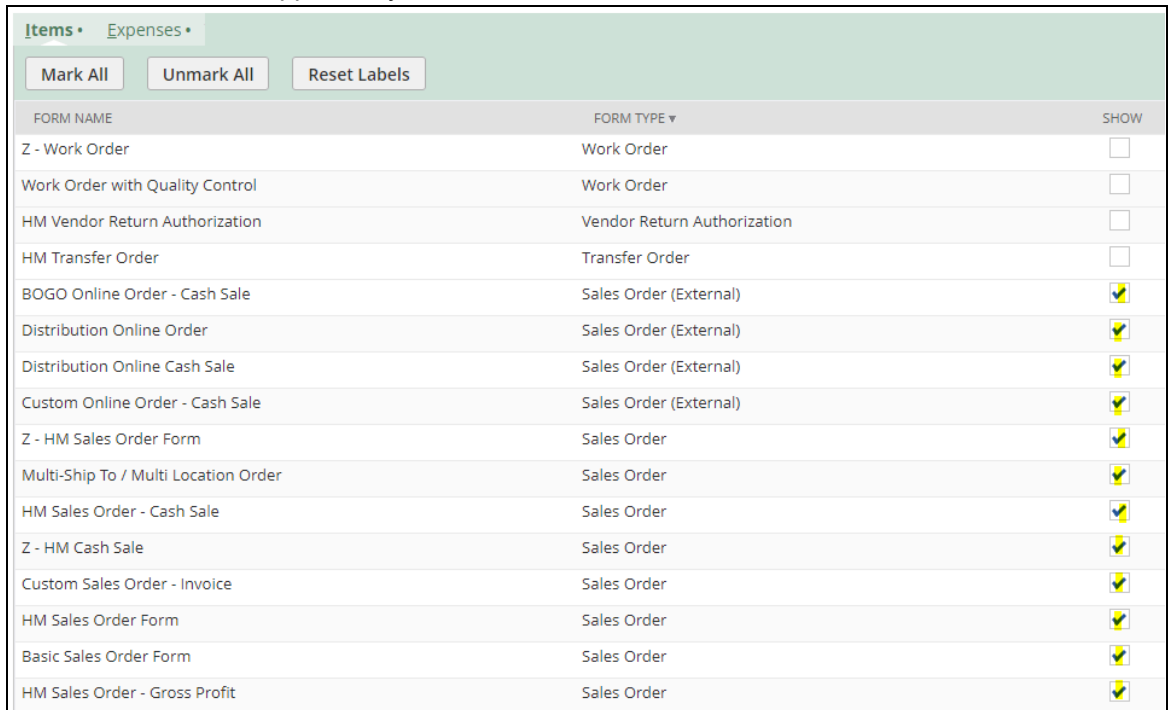
- Go to Customizations->List/Records & Fields ->Transaction Line Field
- Select "iTPM Discounts Applied?"



- Click the "Apply to Forms" button



- Make sure this field is applied to your sales order form.



Task 5: Configure the report under the iTPM_Discounts subtab on the sales order so it knows which field on your report is the customer's requested EDI price. This price is used and compared to the sales order price and the net price iTPM calculates. Note: This report still will work if both fields are blank, or if the EDI price field is populated and the EDI UOM field is blank.

The screenshot shows the 'Script Deployment' configuration page. At the top, there are buttons for 'Edit', 'Back', and 'Actions'. The main configuration area includes fields for SCRIPT, TITLE, ID, and DEPLOYED status. On the right, there are fields for STATUS, EVENT TYPE, LOG LEVEL, EXECUTE AS ROLE, and URL. Below the configuration area, there are tabs for 'Audience', 'Links', 'Parameters', 'Execution Log', and 'System Notes'. The 'Parameters' tab is active, showing two parameters: '- iTPM EDI UOM FIELD INTERNAL ID' with value 'custcol_itpm_edi_uom' and '- iTPM EDI PRICE FIELD INTERNAL ID' with value 'custcolreq_price'.

Task 5 (Optional): If your organization doesn't have a field to store the customer requested price, you can create a new field for the lines on a sales order. **(This is a task typically not required for iTPM.)**

Here is how to add a new EDI/Customer Requested Price Column field to sales order lines:

NetSuite Home Page > Customization > List, Records & Fields > Transaction Line Fields > New

After that a new transaction line field page gets opened.

Add the data as shown in the screenshot below, and click "Save & Apply to Forms".

The screenshot shows the 'Transaction Line Field' configuration page. At the top, there are buttons for 'Save & Apply to Forms', 'Cancel', 'Change ID', 'Apply to Forms', and 'Actions'. The main configuration area includes fields for LABEL, ID, INTERNAL ID, OWNER, and DESCRIPTION. On the right, there are fields for TYPE, LIST/RECORD, and checkboxes for STORE VALUE, USE ENCRYPTED FORMAT, and INACTIVE. Below the configuration area, there are tabs for 'Applies To', 'Display', 'Validation & Defaulting', 'Sourcing & Filtering', 'Access', 'Translation', and 'History'. The 'Applies To' tab is active, showing a list of checkboxes for various transaction types: EXPENSE, PURCHASE ITEM, SALE ITEM, OPPORTUNITY ITEM, TIME, TRANSFER ORDER, ITEM RECEIPT, INVENTORY ADJUSTMENTS, PRINT ON RETURN FORM, STORE WITH ITEM GROUPS, GROUP ON INVOICES, and APPLY TO KIT/ASSEMBLY COMPONENT.

Task 6 (Optional): If your organization uses iTPM to apply discounts to sales orders, deploy the "- iTPM UE Salesorder Apply Discount" script. This script will check the "Apply iTPM Discounts" checkbox on the sales order when the sales order is saved and the sales order status is "Pending Approval" or "Pending Fulfillment".

Script Deployments

FILTERS

TYPE: - All - STATUS: - All - RECORD TYPE: Sales Order API VERSION: - All - SCRIPT: - All -

SHOW UNDEPLOYED

DEPLOYED	INTERNAL ID	EDIT VIEW	ID	SCRIPT
<input checked="" type="checkbox"/>	12382	Edit View	customdeploy_itpm_so_nboi_processing	- iTPM - NBOI Processing
<input checked="" type="checkbox"/>	12362	Edit View	customdeploy_itpm_so_sublists_oinb	- iTPM - Sublists -OI NB
<input type="checkbox"/>	12256	Edit View	customdeploy_itpm_tran_clientmethods	- iTPM Transaction Client Methods
<input type="checkbox"/>	12498	Edit View	customdeploy_itpm_ue_so_apply_dis_check	- iTPM UE Salesorder Apply Discount

Task 7 (Optional): If your organization uses iTPM to apply discounts to sales orders, customize your sales order so that the "Apply iTPM Discounts" checkbox on the sales order is checked by default when the sales order is created.

Screen Fields

Main • Items • Promotions • Address • Shipping • Messages • Custom • **iTPM** • Total_Box •

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT
Settlement Record	<input type="checkbox"/>	<input type="checkbox"/>	Normal	
Promotion / Deal (2)	<input type="checkbox"/>	<input type="checkbox"/>	Normal	
Apply iTPM Discounts	<input checked="" type="checkbox"/>		Normal	Checked
iTPM Discounts Applied	<input checked="" type="checkbox"/>		Disabled	Use Field Default
Remove iTPM Discounts	<input checked="" type="checkbox"/>		Normal	Use Field Default
Auto-create deduction on first save?	<input type="checkbox"/>		Normal	Use Field Default
No Overlapping promotions / items / C	<input checked="" type="checkbox"/>		Normal	Use Field Default
SKIP fixed-price discounts for this sale	<input checked="" type="checkbox"/>		Normal	Use Field Default
DO NOT apply/remove iTPM discount	<input checked="" type="checkbox"/>		Normal	Use Field Default

4.10 Step 10: Set up iTPM roles and permissions

You have two ways to give users access to iTPM:

- **Customize standard iTPM roles.** (See instructions in this section and [example iTPM roles in section 5.2](#))
- Add permissions to your existing roles. (See [5.0 Setup Permissions](#))

Use these steps to customize standard iTPM roles for your users:

1. **Decide what iTPM roles you need**, and what users will be assigned to those roles. [Chapter 5](#) describes our iTPM roles and permissions in detail.
2. Use the NetSuite Admin role to **VIEW the iTPM standard role you want to customize:**

Setup -> Users/Roles -> Manage Roles

EDIT	INTERNAL ID	NAME ▲	FROM BUNDLE	CUSTOM/STANDARD	CENTER TYPE
Customize	1193	- iTPM Administrator	312604	Custom	Accounting Center
Customize	1200	- iTPM Broker (Adv. Partner Center, only Planning)	312604	Custom	Advanced Partner Center
Customize	1204	- iTPM Customer Service	312604	Custom	Support Center
Edit	1201	- iTPM Deduction Approver	312604	Custom	Sales Center
Customize	1192	- iTPM Deductions	312604	Custom	Accounting Center
Customize	1194	- iTPM Planning, Settlements, DDNs (non-admin)	312604	Custom	Accounting Center
Customize	1202	- iTPM Promotion Planner	312604	Custom	Sales Center
Edit	1196	- iTPM Promotion Planner & Approve (+backdated)	312604	Custom	Sales Center
Edit	1195	- iTPM Promotion Planner & Approve ALL	312604	Custom	Sales Center
Customize	1205	- iTPM Promotion Planner & Standard Approver	312604	Custom	Sales Center
Customize	1197	- iTPM Settlements & Deductions	312604	Custom	Accounting Center
Customize	1198	- iTPM Settlements & Deductions MINUS Apply Void	312604	Custom	Accounting Center
Customize	1203	- iTPM Support Admin.	312604	Custom	Classic Center
Customize	1199	- iTPM View Only	312604	Custom	Sales Center

3. Customize the standard role, and change permissions as necessary.


- Click **CUSTOMIZE** next to the standard iTPM role
- Change permissions as needed (OPTIONAL)
- **Change the name of your role:**
Example, change - *iTPM Promotion Planner* to *MyCompany iTPM Planner*
- Click **“SAVE”**
(If the role is unlocked, you should use **SAVE AS** so you don't overwrite the existing role.)
- You now have a new customized role for your iTPM users.
- **Note the CONTROL CENTER for your customized role.** You'll need this for the next step.

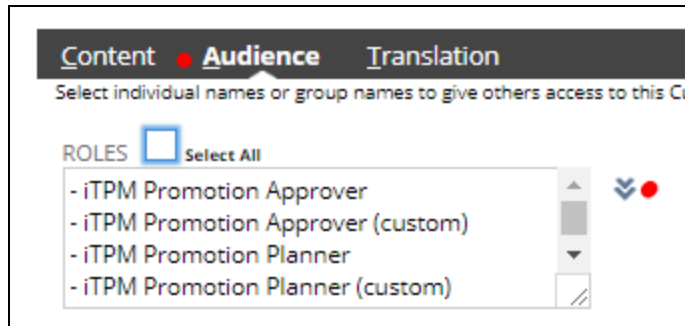
4. If iTPM is not already visible for that role and center, add your new custom iTPM role to the NetSuite Control center of that role's center:


A. **Customization -> Centers & Tabs -> Center Tabs**

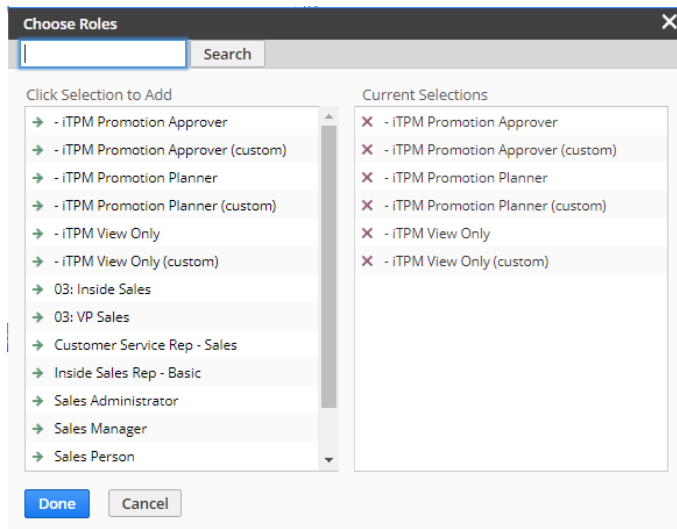
B. Find iTPM in the list and click **EDIT** next to the accounting center of your custom role:

Center Tabs			
<input type="button" value="New"/>			
<input type="button" value="FILTERS"/>			
EDIT	NAME ▲	CENTER TYPE	FROM BUNDLE
Edit	iTPM	Accounting Center	312604
Edit	iTPM	Sales Center	312604
Edit	iTPM	Classic Center	312604
Edit	iTPM	Support Center	312604
Edit	iTPM	Advanced Partner Center	312604
Edit	iTPM	Executive Center	312604

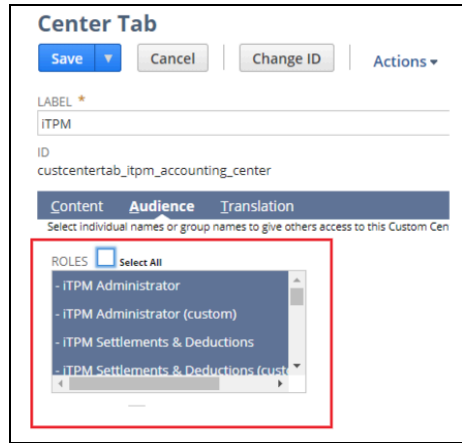
Click the **AUDIENCE** subtab then the  double down arrows



C. In NetSuite One-World accounts, click the  double down arrows. In the left window, click on every role that you want to have access to iTPM in the Control Center. The role will appear in the window on the right. Then click **DONE**.



- D. For NON One-World accounts, hold down the *CONTROL* key and click on roles you want to have access.

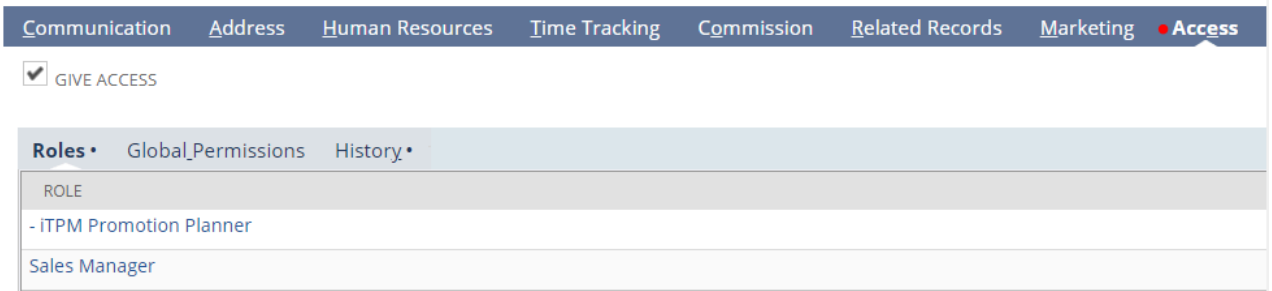


- E. When done adding roles, click **SAVE**.

- 5. Use the NetSuite Admin role to **assign the appropriate iTPM roles to your users.**

Setup -> Users/Roles -> Manage Users

Example below: Sales manager has been given the iTPM Promotion Planner role

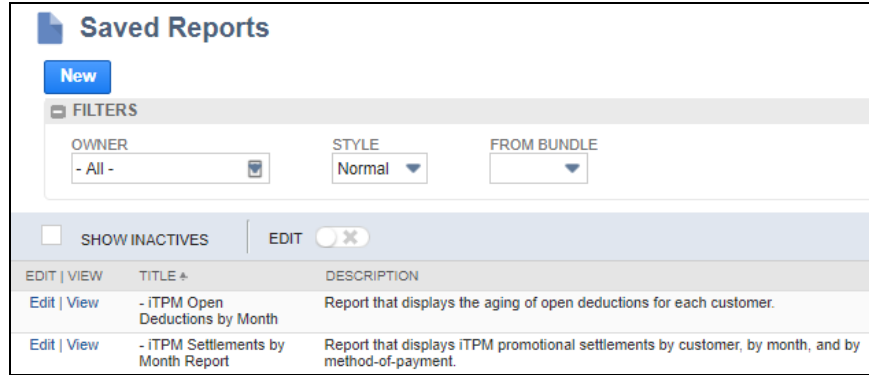


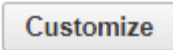
Helpful Hint: Customizing iTPM roles to provide access may be less work than using [Chapter 4](#) to add the appropriate permissions to your existing NetSuite roles. If you choose to add iTPM permissions to your existing NetSuite roles, users will not need to switch roles to use iTPM .

6. If iTPM reports are not already visible and accessible to your new custom role, **here's how to grant your custom role access to iTPM reports.**

When you create a custom iTPM role, your roles should have access by default. However, if your new custom roles don't have access, follow these steps. Using the NetSuite Admin role:

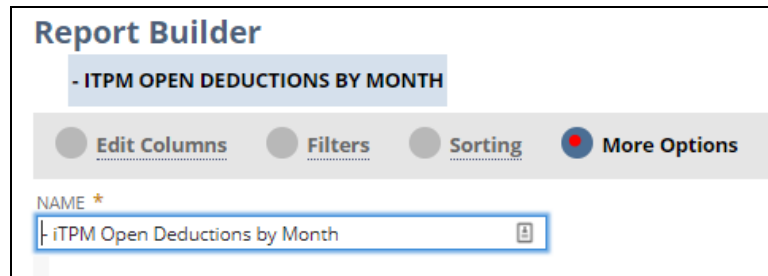
A. Go to **Reports -> Saved reports -> All Saved reports** to get a list of reports



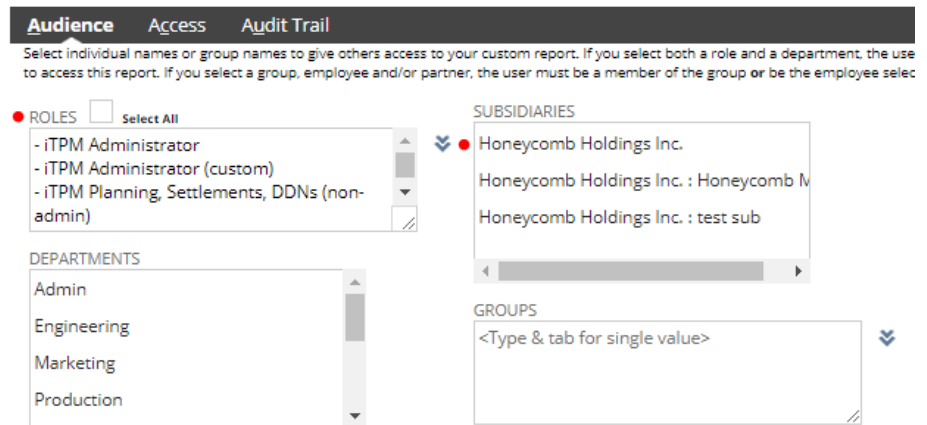
Alternative: Run the report and click 

B. Click **EDIT** next to the iTPM report you want to grant access to a custom role.

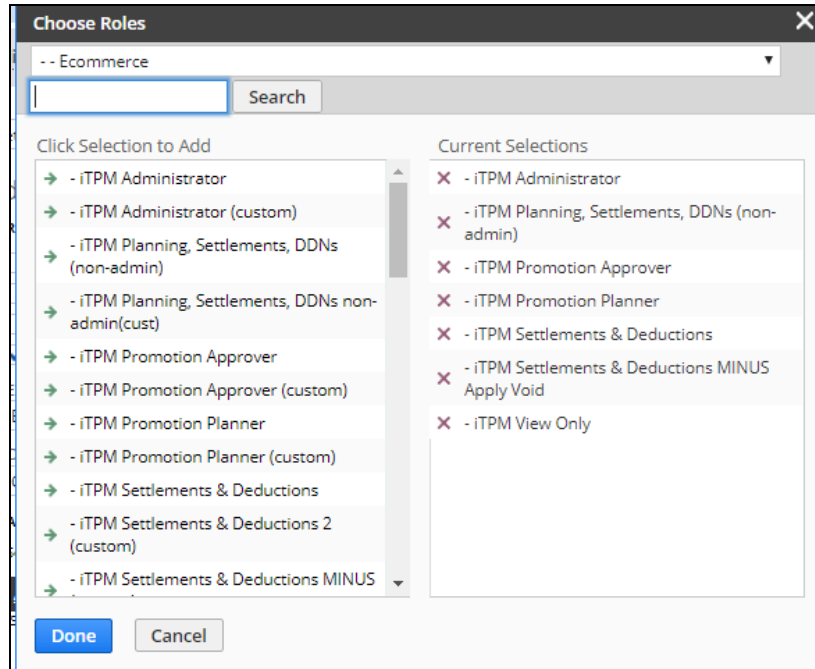
C. Click on the **MORE OPTIONS** button.




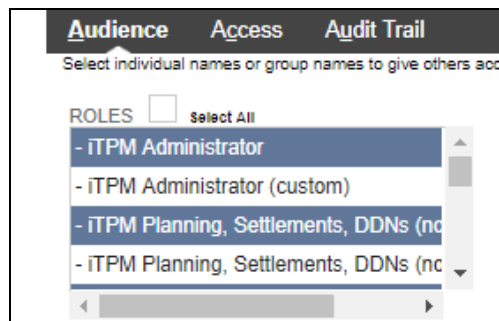
D. Under the subtab **AUDIENCE**, click on the  double down arrow.



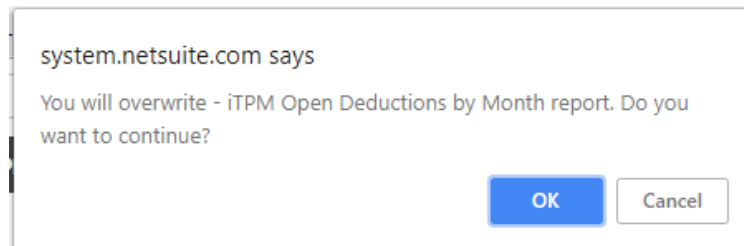
- E. In the left window, click on any custom role that you want to grant access to the iTPM report. Then click **DONE**.



Note: If your account is not One-World, you may not have the  double down arrows. Hold down your CONTROL key and click on the roles you want to have access.



- 6. Click SAVE and then OK to overwrite the existing iTPM report.



4.11 Step 11: Show display name & item code, review UOM Descriptions (Optional)

SKIP this step if you are ONLY configuring iTPM for deduction management.

When selecting items for iTPM allowances, you can turn on the NetSuite configuration to show both item code and display name.

To turn on this feature, go to **Setup -> Company -> General Preferences.**

The screenshot shows the 'General Preferences' configuration page. At the top, there are navigation icons and tabs for 'Activities', 'iTPM', and 'Payments'. Below the title, there are 'Save', 'Cancel', and 'Reset' buttons. The configuration options include:

- DATE FORMAT: MM/DD/YYYY
- LONG DATE FORMAT: Month DD, YYYY
- TIME FORMAT: hh:mm AM/PM
- NUMBER FORMAT: 1,000,000.00
- NEGATIVE NUMBER FORMAT: -100
- PHONE NUMBER FORMAT: (123) 456-7890
- FIRST DAY OF WEEK: Sunday
- SEARCH SORTING: Language Specific
- ADD PRIMARY CONTACT TO BILL TO ADDRESS:
- USE LAST NAME FIRST FOR EMPLOYEES:
- USE LAST NAME FIRST FOR ENTITIES:
- PRE-POPULATE CONTACT ADDRESS:
- SHOW EMPLOYEES AS CONTACTS:
- SHOW DISPLAY NAME WITH ITEM CODES: (highlighted with a red dot)

When users select items, they will see the item code followed by the display name. Example below: The iTPM list will show ACC00002 Merlin 4400 Phone

The screenshot shows the 'Items' list interface. At the top, there is a 'VIEW' dropdown set to 'Alex Sales (available in iTPM>)', an 'Edit View' button, and a 'New Item' button. Below this is a 'FILTERS' section with icons for various actions. A 'SHOW INACTIVES' checkbox is present. The main table has the following data:

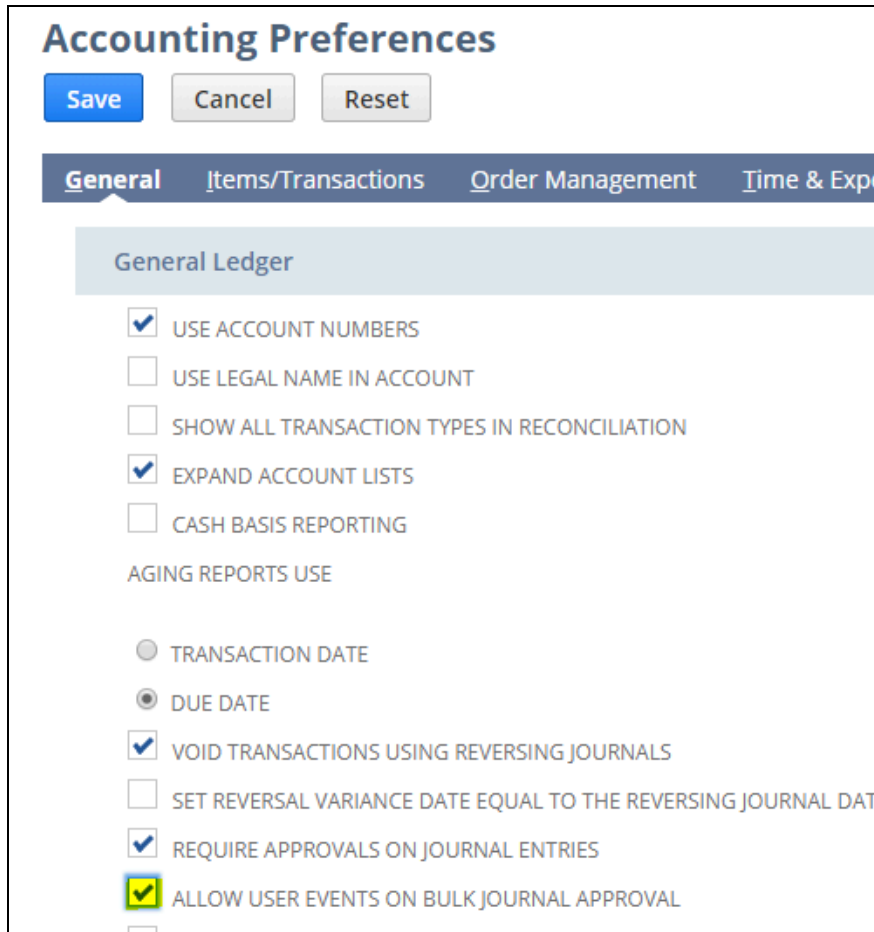
NEW	EDIT VIEW	INTERNAL ID	NAME	AVAILABLE FOR ITPM?	DISPLAY NAME
	Edit View	501	ACC00002	Yes	Merlin 4400 Phone
	Edit View	502	ACC00003	Yes	Merlin 4400D Phone
	Edit View	504	ACC00004	Yes	Merlin 4412D+ Phone

4.12 Step 12: Setup Accounting Preference for JE Bulk Approvals

If you require all journal entries to be approved, this should have been set before you installed iTPM. Make sure this [accounting preference](#), "Allow user events on bulk journal approval" is checked.

Setup -> Accounting -> Accounting Preferences

Under the **General** subtab, check "Allow user events on bulk journal approval"



Some iTPM clients do not want the extra work of manually approving journal entries created by iTPM, either by bulk approval or one-by-one.

The CG2 team can help you deploy a script that can auto-approve all journal entries created by iTPM. It does not auto-approve any other journal entries created manually or otherwise. If you want this feature, please contact your CG2 project lead.

4.13 Step 13: Setup customers that apply off-invoice based on ship dates

SKIP this step if you will NOT use iTPM to apply off-invoice to sales orders or invoices.

The iTPM default is to apply off-invoice allowances to sales orders and invoices using order dates.



Note: If your promotion order dates are blank, iTPM will use your ship dates as order dates.

If you want to use the ship dates and the 'requested delivery date' as a basis to apply off-invoice, then do the following:

1. View the customer record. One way is **Lists -> Relationships -> Customer**
2. EDIT, and change the "Use Ship date to apply iTPM Discounts" field.
3. SAVE

Information Financial Address Access Workflow Collections Bank Payment Details (Credit) iTPM

USE SHIP DATE TO APPLY ITPM DISCOUNTS?

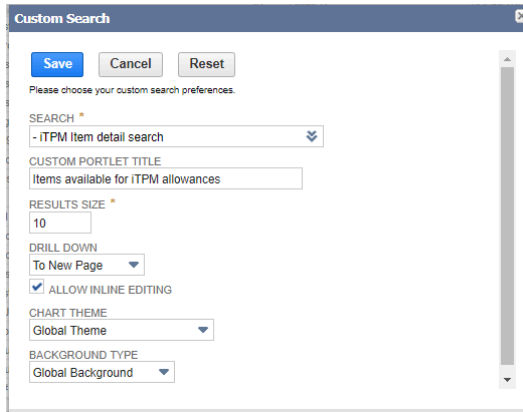
4.14 Step 14: Dashboard Portlets, Workbooks and Reminders (Optional)

The iTPM standard role includes some example portlets on the iTPM dashboard. If you provide access by customizing the standard iTPM roles, use [section 5.6](#) to build your own dashboard portlets and reminders. You can also create NetSuite workbooks to put pivot tables and charts on your dashboard. See the Analytics User Guide for more details at www.i-TPM.com/admin-training-resources

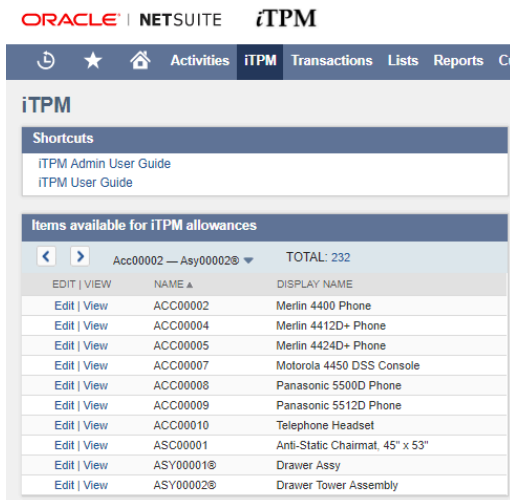
Create pivot views, charts and more from your iTPM data, and put them on your dashboard using NetSuite Workbooks. There are instructions on how to use SuiteAnalytics in our Analysis User Guide at www.i-TPM.com/admin-training-resources.

Example portlet: If you do not enable the NetSuite feature in step 10 to show both item code AND item *Display Name*, then your users will only see item codes when selecting items for allowances. To help users match item codes to names, you can set up a portlet with a list. Here's how to create a portlet to show users a list of items WITH descriptions that are available for iTPM promotion allowances.

- A. Using standard NetSuite functionality, create your Portlet by using the **saved search: - iTPM Item detail search**



- B. Publish and make the portlet available to iTPM roles and users. Below is an example of the dashboard view. Use this view to see item descriptions available for iTPM allowances.



4.15 Step 15: Configure iTPM Accruals (Optional)

SKIP ahead to step [15c](#) if you are ONLY configuring iTPM for deduction management.

15A: Configuration: Turn on only Event-Based Accrual LOG: (No financial impact)

With this configuration you are choosing to use iTPM to calculate what should be accrued based on promotional events, but just for non-financial reporting. This configuration does NOT create financial accruals.

See [3.1 Event-Based Accrual Log \(No financial impact\)](#) for more information on the accrual log.

To setup promotion types for accrual, follow these steps:

1. Click on *iTPM* -> **Setup** -> **Accrual Setup** -> **New**
2. Select the iTPM promotion type you want to enable for event-based accruals: Example, EDLP
3. Check the "Create Accrual Log Records?" checkbox.
4. Click **SAVE**.

To view a list of your accrual configurations, go to *iTPM* -> **Setup** -> **Accrual Setup**



Helpful Hint: Don't create an accrual setup record for the promotion type if you don't want iTPM to create accrual log records or accruals.



Helpful Hint: When you view a promotion type, if you didn't configure event-based accruals, you'll see a warning banner to remind you. Configuring accruals is an option, it's not required. If you don't need iTPM to create the accrual log and/or financial accruals for the promotion type, just ignore this banner.

15B: Configure Event-Based Financial Accruals by promotion type



Note: Financial Accruals are a new feature in version iTPM 23.2.1. Use this feature as one part of your accrual process to reduce manual tasks, not replace them. iTPM Accruals must be reviewed and verified each period.

With this configuration you are choosing to use iTPM to calculate what should be accrued based on promotional events AND to create financial accruals that post to NetSuite financials. This configuration creates both the accrual log which is non-posting, and financial accruals, which are NetSuite posting transactions.

See [3.2 Event-based Financial Accrual](#) for more information, and how to configure it for your organization.

Don't create an accrual setup record for the promotion type if you don't need accrual log records or accruals.

To create a configuration for a promotion type:

- **iTPM -> Setup -> Event Accruals -> NEW**
- Select the promotion type, and fill in the fields
 - Enter debit and credit GLs if you create financial accruals. GLs are not needed if you only create the non-financial accrual log.
 - If you don't have different GLs for last year, post audit, etc., you can use the same GLs for all the debits, and the same GL for all the credits. However, the GL field must be populated with a valid GL account.
- SAVE

- iTPM Event Accrual Setup ← → List Search

Edit Back Print Actions

ID 1 OWNER Alex Ring DATE CREATED 02/19/2020 4:50 pm LAST MODIFIED BY 09/15/2023 3:49 am Divya Gude <input type="checkbox"/> INACTIVE DEPARTMENT Engineering	iTPM PROMOTION TYPE MCB (direct accounts) <input checked="" type="checkbox"/> iTPM EVENTS FUND ACCRUALS? <input type="checkbox"/> iTPM SETTLEMENTS HIT ACCRUAL? <input checked="" type="checkbox"/> CREATE ACCRUALS FOR OVERPAYS? <input checked="" type="checkbox"/> CREATE ACCRUAL LOG RECORDS?	CURRENT YEAR GL FOR DEBIT 1361 Accruals : Accruals Current Year CURRENT YEAR OVERPAY GL FOR DEBIT 1361 Accruals : Accruals Current Year LAST YEAR GL FOR DEBIT 1362 Accruals : Accrual Last Year LAST YEAR OVERPAY GL FOR DEBIT 1362 Accruals : Accrual Last Year POST AUDIT GL FOR DEBIT 1364 Accruals : Accruals Post Audit	CURRENT YEAR GL FOR CREDIT 4009 Sales : Trade Promotion (contra revenue) CURRENT YEAR OVERPAY GL FOR CREDIT 4009 Sales : Trade Promotion (contra revenue) LAST YEAR GL FOR CREDIT 4009 Sales : Trade Promotion (contra revenue) LAST YEAR OVERPAY GL FOR CREDIT 4009 Sales : Trade Promotion (contra revenue) POST AUDIT GL FOR CREDIT 4009 Sales : Trade Promotion (contra revenue)
--	--	--	---

To review your configurations:

- **iTPM -> Setup -> Event Accruals**
- Confirm your configurations, and make sure you didn't create two records for the same promotion type



Helpful Hint: If you make changes to these Event-based accrual configurations, they will impact records created tonight and into the future. Config changes do not change historical data.

The map-reduce script "*- iTPM MR Period Based Transactions*" needs to be scheduled if you use this feature.


To turn off this feature you can unschedule the MR script, and/or UNCHECK all the checkboxes in your Event-Based configuration.



Helpful Hint: If you have "Use event accrual debit GLs if promotion is not in the current year?" checked in the promotion type, you need to populate the Debit GLs even if you don't have iTPM auto-create event-based accruals.

15C: Period-Based Financial Accruals

If you don't create any period-based accruals, skip step 15c.

 **Note:** Financial Accruals are a new feature in version iTPM 23.2.1. Use this feature as one part of your accrual process to reduce manual tasks, not replace them. iTPM Accruals must be reviewed and verified each period.

One-Time task: Configure Customer Include / Exclude Attributes

Period-Based Accrual Configurations is a task that needs to be done once when you start using iTPM. These should be confirmed every time iTPM is updated:

Parameters in these scripts tell iTPM the field names of the attributes in the customer record that you want to use to include and exclude customers. Your iTPM implementation team will populate these as part of the project.

User Event script:

Script Deployment

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

SCRIPT - iTPM UE Period Based Accruals	STATUS Released
APPLIES TO - iTPM Period Based Accruals	EVENT TYPE
ID customdeploy_itpm_period_based_accruals	LOG LEVEL Debug
<input checked="" type="checkbox"/> DEPLOYED	EXECUTE AS ROLE Current Role

[Audience](#) • [Scripts](#) • [Parameters](#) • [Context Filtering](#) • [Execution Log](#) • [System Notes](#)

- iTPM INCLUDE CUSTOMER ATTRIBUTE partner	- iTPM EXCLUDE CUSTOMER ATTRIBUTE employee
--	---

Suitelet for Include:

Script Deployment

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

SCRIPT - iTPM SU Period Based Accruals	STATUS Released
TITLE - iTPM SU Period Based Accruals	EVENT TYPE
ID customdeploy_itpm_su_include_periodbased	LOG LEVEL Debug
<input checked="" type="checkbox"/> DEPLOYED	EXECUTE AS ROLE Current Role
	<input type="checkbox"/> AVAILABLE WITHOUT LOGIN
	URL /app/site/hosting/scriptlet.nl?script=2004&deploy=1

[Audience](#) • [Links](#) • [Parameters](#) • [Execution Log](#) • [System Notes](#)

INCLUDE CUSTOMER ATTRIBUTE employee	EXCLUDE CUSTOMER ATTRIBUTE partner
--	---------------------------------------

For Exclude:

Script Deployment

[Edit](#) [Back](#) | [Actions](#) ▾

SCRIPT
- ITPM Period Based Exclude Customers

TITLE
- ITPM Period Based Exclude Customers

ID
customdeploy_itpm_periodbased_exclude

DEPLOYED

STATUS
Released

EVENT TYPE

LOG LEVEL
Debug

EXECUTE AS ROLE
Current Role

AVAILABLE WITHOUT LOGIN

URL
/app/site/hosting/scriptlet.nl?script=2005&deploy=1

[Audience](#) • [Links](#) • [Parameters](#) • [Execution Log](#) • [System Notes](#)

- ITPM PERIOD BASED EXCLUDE CUSTOMERS
partner

MR Script:

Script Deployment

[Edit](#) [Back](#) | [Actions](#) ▾

SCRIPT
- ITPM MR Period Based Transactions

TITLE
- ITPM MR Period Based Transactions

ID
customdeploy_itpm_mr_periodbased_transac

DEPLOYED

STATUS
Scheduled

SEE INSTANCES
[Status Page](#)

LOG LEVEL
Error

EXECUTE AS ROLE
Administrator

PRIORITY
Standard

CONCURRENCY LIMIT
1

SUBMIT ALL STAGES AT ONCE

YIELD AFTER MINUTES
60

BUFFER SIZE
1

[Schedule](#) • [Parameters](#) • [Execution Log](#) • [System Notes](#)

	DATE
INCLUDE CUSTOMER ATTRIBUTE salesrep	
EXCLUDE CUSTOMER ATTRIBUTE partner	

Create a NEW period accrual:

Note: Financial Accruals are a new feature in version iTPM 23.2.1. Use this feature as one part of your accrual process to reduce manual tasks, not replace them. iTPM Accruals must be reviewed and verified each period.

With this configuration you are choosing to use iTPM to create financial accruals that post to NetSuite financials everynight based on invoices that overlap the customers that you identify by your period-based accrual record.


See 3.5 Period-Based Accruals (Live Accruals) for more information, and how to configure it for your organization.

- iTPM -> Setup -> Period Accruals -> NEW
Part 1: Enter the accrual information:
- Subsidiary: Accruals only created for customers and invoices in this subsidiary.
- Accrual Name: Create a name to help you find this in a list.
- Percent: This percent is applied to the invoiced amount before taxes.
- Memo: Optional: Add a memo
- Start and End Dates: Invoices between these dates are used to create the accrual
- Debit and Credit GLs: Accruals use these GLs in the accrual.
Part 2: What customers for the accrual?
- Check checkbox to include ALL CUSTOMERS
- If not all customers, then select specific customers for the accrual. (Includes sub-customers)
- What customer do you want to exclude? (Excludes all sub-customers)
SAVE, then see Part 3 on the next page.



Screenshot of the iTPM Period Based Accruals configuration page. The page is titled '- iTPM Period Based Accruals' and includes a 'Save' button and a 'Cancel' button. It features several input fields: 'SUBSIDIARY', 'ACCUAL NAME', 'PERCENT', 'MEMO', 'SHIP START DATE', 'SHIP END DATE', 'DEBIT GL', and 'CREDIT GL'. There are also dropdown menus for 'INCLUDE CUSTOMER' and 'EXCLUDE CUSTOMERS', and a checkbox for 'INCLUDE ALL CUSTOMERS'. Brackets at the bottom of the form group the fields into 'Part 1: Enter the accrual: Percent rate, dates, and financial impact' and 'Part 2: Create accruals for which customers?'. A note at the bottom right says 'SAVE then VIEW your accrual for Part 3, Customer "Attributes"'.

Note: If you use customer attributes, each day which customers are included and excluded is dependent upon the stored attributes in the customer record. Changes in the customer attributes today does not change any accrued amounts before today.

Part 3: Click the "customer attribute" link. (yellow highlight below)

 **Helpful Hint:** Your attributes are a one-time [configuration](#).

- iTPM Period Based Accruals

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

ID 8	<input type="checkbox"/> CONTRACTED?	INCLUDE CUSTOMER ATTRIBUTE	EXCLUDE CUSTOMER ATTRIBUTE
<input type="checkbox"/> INACTIVE	SHIP START DATE 05/22/2023	INCLUDE CUSTOMER	EXCLUDE CUSTOMERS
SUBSIDIARY CG Squared, Inc. : Honeycomb US-East	SHIP END DATE 12/31/2099	<input checked="" type="checkbox"/> INCLUDE ALL CUSTOMERS	
ACCRUAL NAME Use case #8: All Customers	DEBIT GL 6014 Trade Promotion Fees		
PERCENT 7.0%	CREDIT GL 1361 Accruals : Accruals Current Year		
MEMO No end date....	CUSTOMER ATTRIBUTE customer attribute		

Next, you can multi-select in customer attributes, then click **SUBMIT**.

- iTPM Customer Attributes More

[Submit](#) [Cancel](#)

PERIODBASE ID
8

INCLUDE CUSTOMER ATTRIBUTE NAME
employee

INCLUDE CUSTOMER ATTRIBUTE

EXCLUDE CUSTOMER ATTRIBUTE NAME
partner



EXCLUDE CUSTOMER ATTRIBUTE

Include customers with these attributes:

Exclude customers with these attributes:

After SUBMIT, confirm all your include and exclude attribute selections are visible: (yellow highlight)

- iTPM Period Accrual Setup List Search

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

ID 10	<input type="checkbox"/> CONTRACTED?	INCLUDE CUSTOMER ATTRIBUTE	EXCLUDE CUSTOMER ATTRIBUTE
<input type="checkbox"/> INACTIVE	SHIP START DATE 05/22/2023	INCLUDE CUSTOMER	Jasper Supply EXCLUDE CUSTOMERS
SUBSIDIARY CG Squared, Inc. : Honeycomb US-East	SHIP END DATE 12/31/2023	<input checked="" type="checkbox"/> INCLUDE ALL CUSTOMERS	DEPARTMENT Production : Assembly
ACCRUAL NAME Use case #10: All Customers Except Albertson's	DEBIT GL 6014 Group Expenses - includes Trade : Trade Promotion Fees		
PERCENT 6.0%	CREDIT GL 1361 Accruals : Accruals Current Year		
MEMO No end date....	CUSTOMER ATTRIBUTE customer attribute		

Edit existing accruals:

Period Accruals typically don't change often. By using attributes to include and exclude customers, new customers are automatically included or excluded as long as they have those attribute fields populated in their customer records.

If you do need to make changes to the accrual, use these steps:

- Go to **iTPM -> Setup -> Period Accruals**
- **VIEW** a period accrual.
- To change the accrual and include or exclude customers, click EDIT and make changes.



Note: Warning: iTPM does not remember previous selections. [Future road map enhancement]

- You'll need to re-select what you want.
- If you don't want to make changes, click CANCEL... or use the browser back-arrow so you don't lose your previous changes.
- **Always confirm selections are correct after creating your accrual or making changes.**



Helpful Hint: Changes to your Period-based accruals today will impact records created tonight and into the future. Your changes do not change historical accruals.

How to end period-accruals:

The map-reduce script "*iTPM MR Period Based Transactions*" needs to be scheduled if you use this feature.

To turn off this feature you can unschedule the MR script, and/or change the end date to yesterday so no period-accruals will be created from today forward.

4.16 Step 16: Update your new Item checklist / workflow

SKIP this step if you are ONLY configuring iTPM for deduction management.

New items are not automatically available in iTPM for promotional allowances. To make sure new items are available for iTPM allowances, we recommend you add these tasks to your new item workflow:

New Items:

- Check the "Available in iTPM?" checkbox must be checked under the iTPM subtab for items you want to be available for iTPM allowances.
- Add these items to all applicable NetSuite item groups. Remember that NetSuite item groups are not 'mutually exclusive'. This means you may need to add the new item to more than one NetSuite item group that you use for iTPM allowances.

Discontinued items: (and items you don't want available in iTPM)

- Uncheck "Available in iTPM?" to prevent adding the item in future promotions.
- While this is not required, it is a good practice to remove discontinued items from your NetSuite item groups used by iTPM.
- If you UNCHECK the "Available for iTPM?" check box for a specific item in an NetSuite item group, but you do not remove that item from the NetSuite item group, when you use the PROCESS PLAN button, iTPM will skip this item because it is not available for iTPM discounts.

4.17 Step 17: Update your Month-end close checklist

The iTPM Month-End Reconciliation User Guide has data reconciliation and admin tasks that you should perform monthly. This is available online at www.i-TPM.com/admin-training-resources

iTPM is not able to resolve open deductions in closed or locked periods unless the period has the "Allow non-G/L changes" checkbox checked. This is a required and important configuration setting for using iTPM, so the people and roles that do the month-end need to add this task to their month-end checklist.

To prevent creating 'bad' data, make sure the "Allow non-G/L changes" is checked when

- When locking ANY transactions in an accounting period.
- When closing an accounting period.
- Example: In the screenshot below, iTPM will NOT be able to EDIT deductions, VOID settlements and CREATE deductions in these periods without the "Allow non-G/L changes" checked.

INTERNAL ID	PERIOD NAME	EXPAND ALL COLLAPSE ALL	CHECKLIST	PERIOD CLOSE	A/P TRANSACTIONS	A/R TRANSACTIONS	ALL G/L TRANSACTIONS	ALLOW NON-G/L CHANGES
93	Apr 2018							<input type="checkbox"/>
94	May 2018							<input type="checkbox"/>
95	Jun 2018							<input type="checkbox"/>
96	Q3 2018							<input type="checkbox"/>
97	Jul 2018							<input type="checkbox"/>
98	Aug 2018							<input type="checkbox"/>
99	Sep 2018							<input type="checkbox"/>
100	Q4 2018							<input type="checkbox"/>
101	Oct 2018							<input type="checkbox"/>

We recommend "Allow Non-GL changes is set by Default" is checked:

Setup -> Accounting -> Accounting Preferences.

The checkbox is under the General subtab in the General Ledger section.

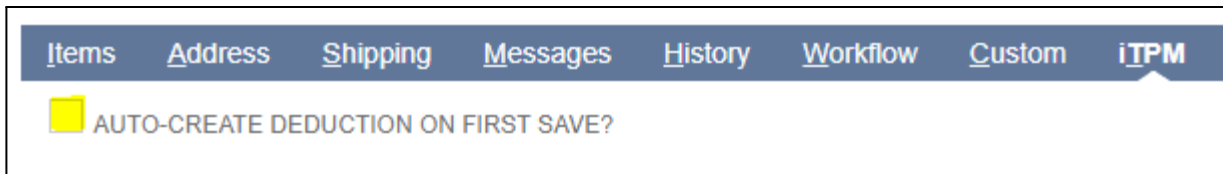
4.18 Step 18: Options for legacy deductions and iTPM cut-over date

When you implement iTPM, you will pick a date when you will require all promotional events to be created in iTPM. This will enable you to resolve deductions to these promotions.

Here are options to process deductions for promotions before this cut-over date, where deductions are for promotions, but there are no approved promotions in iTPM.

Use Credit memos applied to invoices

- If you have been using NetSuite before you implemented iTPM, you already have a process in place to process promotional deductions. Use that same process to resolve deductions for promotions before the cut-over date.
- If you just changed your ERP to NetSuite, you can create a credit memo for legacy promotions and apply it to the partially-paid invoice(s)
- On the credit memo, we have a check box that tells iTPM to automatically create the iTPM deduction when the deduction is first created and saved.



Here's how you could use this feature to save time creating legacy deductions in NetSuite:

1. Create a CSV import file to create all the credit memos. Use one line in each CM, using the item "Deductions". This could be a summary of deductions, or one credit memo per deduction taken.
2. In the saved CSV import mapping, be sure to check the "Auto-create deduction on first save?" checkbox.
3. When importing, make sure to run the server-side scripts so iTPM can auto-create the deduction.
4. When the CSV import is done, each credit memo will be an iTPM deduction.

Option 1 to resolve legacy deductions: Use the Expense button to resolve it with a Journal Entry

- View the legacy promotional deduction, click Expense. iTPM will prepopulate a Journal Entry. Change the GL-account to the appropriate account for legacy promotional expenses.

Option 2 to resolve legacy deductions Create summary, catch-all promotions.

- Focus on your top volume customers for this approach, as it is more work creating one promotion for each customer.
- Use this approach if you need to keep track of legacy spending by customer and you don't want to use reason codes and journal entries to resolve the legacy deductions.
- From an accrual standpoint, use lump-sum for back-dated legacy promotions. Backdated promotions only include accruals for shipments starting with the day the promotion status was approved, not the starting date of the promotion. However, lump-sum is included in the accrual for back-dated promotions.

4.19 Step 19: Test Your iTPM Setup

CG Squared TPM consultants will work with your organization to help configure iTPM for your organization. While the CG2 staff knows iTPM and the CPG industry, they do not know your organization as well as you and your staff. At this point in your setup, consider these insights:

- Don't be afraid to make changes to override configurations that don't work or are too complex. Sometimes what is discussed and sounds good, doesn't work in practice.
- Prioritize quality, not the deadline. Don't rush to put iTPM into live production until it's ready. Get the configuration right the first time. No one will remember a delay going into production, but everyone will remember a bad software implementation.
- Share your suggestions, workarounds, and enhancement ideas with your CG² team.
- Don't just focus on the software. Your configurations may be what's needed, but your organization may resist change. Change management of business processes and expectations within your organization are critical to realizing the benefits of trade promotion management.
- As you work on the checklist below, be sure to involve and get sign-off from all the TPM stakeholders. Changes to workflow and configurations are always easier before go-live.

Example iTPM Setup Testing Checklist	Comments
Create promotions for each promotion type for several customers and items.	Skip if deduction mgt only
Copy promotions, use overlapping deal subtab to review overlaps	Skip if deduction mgt only
Workflow: Test approving, rejecting and voiding promotions	Skip if deduction mgt only
Review and confirm KPIs show expected results	Skip if deduction mgt only
Setup and review dashboard portlets	
Create deductions from credit memos and/or invoices	
Assign some deductions to users for follow-up	
Resolve deductions using the EXPENSE button	
Resolve deductions, create promotional settlements	Skip if deduction mgt only
Split deductions	
Dispute deductions	
Re-Invoice disputed deductions	
Request Settlement for approved, completed promotions	Skip if deduction mgt only
Apply a settlement request to a check	Skip if deduction mgt only
Apply a settlement request to a deduction	Skip if deduction mgt only
Review and confirm journal entries for the above transactions	

4.20 Step 20: Document your transition plan for promotions & deductions

Document your iTPM implementation, configurations and business process decisions:

- Documentation makes it easier to spot changes to your configurations if you have multiple iTPM administrators.
- Supports a scalable and repeatable process for training new iTPM users
- Long after the implementation it documents why you made specific decisions, so you don't make changes unaware of considerations previously discussed.
- CG Squared will document your decisions in a Google Sheets online document, and provide a web link to your team to access and update as needed.

4.21 SuiteTax Configurations (optional)

If you use SuiteTax, you'll need to make these configurations for iTPM:

Configure your non-inventory item from [Step 2c](#) as non-taxable. That way your credit memo and iTPM deduction will not be taxable.

1. Go to Setup -> SuiteTax Engine -> Non Taxability Rules
2. For each Country and Nexus,
 - a. EDIT
 - b. ADD the item you use in credit memos to create iTPM deductions.
 - c. Enter the *valid from* and *valid to* dates.
 - d. SAVE



Helpful Hint: Test the REINVOICE button on deductions to confirm your Statement Charge item for iTPM created in Step 2 doesn't need to be added to the non-taxable SuiteTax configuration.

4.22 Ongoing do's and don'ts (i.e. Don't hide iTPM fields!!)



NOTE: If you customize an iTPM form, email support@cgsquared.com before you HIDE any iTPM field. **Hiding a field, even if you don't use it, could result in the creation of bad iTPM data.** Instead, we recommend just moving the field under the System Information subtab.

4.23 Multiple currencies are natively supported in iTPM 23.1.1

If you use iTPM in multiple subsidiaries with different currencies, iTPM 21.2.1 and older versions needed modifications to these and other Map Reduce scripts :

- - iTPM - Deduction Buttons Support
- - iTPM - MR Deduction Split Process Supp

4.24 Change the deduction default assign-to (optional)

The default is to assign newly created deductions to the user that creates them. You can change this default by checking two checkboxes in these User Event Scripts:

- iTPM - Deduction Buttons and - iTPM - Invoice Deduction Buttons (User Event scripts)

When *"iTPM Deduction Assign to customer sales rep when created"* is checked, deductions will be auto-assigned to the sales rep that's stored in the deduction customer. If there is no sales rep, then the deduction will be assigned to the person creating the deduction.

Script Deployment ← →

[Edit](#) [Back](#) | [Actions](#) ▾

SCRIPT - iTPM - Invoice Deduction Buttons	STATUS Released
APPLIES TO Invoice	EVENT TYPE
ID customdeploy_itpm_invoice_ddnbuttons	LOG LEVEL Error
<input checked="" type="checkbox"/> DEPLOYED	EXECUTE AS ROLE Current Role

[Audience](#) • [Scripts](#) • [Parameters](#) • [Context Filtering](#) • [Execution Log](#) • [System Notes](#)

- iTPM DEDUCTION PERMISSION - iTPM Deductions Permission	<input type="checkbox"/> - iTPM DEDUCTION ASSIGN TO SALES REP
- iTPM DEDUCTION RECORD TYPE ID - iTPM Deduction	

Script Deployment ← →

[Edit](#) [Back](#) | [Actions](#) ▾

SCRIPT - iTPM - Deduction Buttons	STATUS Released
APPLIES TO - iTPM Deduction	EVENT TYPE
ID customdeploy_itpm_ddn_buttons	LOG LEVEL Error
<input checked="" type="checkbox"/> DEPLOYED	EXECUTE AS ROLE Current Role

[Audience](#) • [Scripts](#) • [Parameters](#) • [Context Filtering](#) • [Execution Log](#) • [System Notes](#)

UE_DDN_CLIENT SCRIPT PATH ./iTPM_Attach_Deduction_Buttons.js	- iTPM DEDUCTION APPROVAL BY SALES REC TYPE ID - iTPM Deduction Approval by Sales
- iTPM SETTLEMENT PERMISSION REC TYPE ID - iTPM Settlements Permission	- iTPM DEDUCTIONS DELETE PERMISSION REC TYPE ID - iTPM Deductions Delete Permission
- iTPM DEDUCTION PERMISSION REC TYPE ID - iTPM Deductions Permission	- iTPM DEDUCTIONS CHANGE CUSTOMER PERMISSION REC TYPE ID - iTPM Deductions Change Cust Permission
- iTPM DEDUCTION SPLIT REC TYPE ID - iTPM Deduction Split	<input type="checkbox"/> - iTPM DEDUCTION ASSIGN TO CUSTOMER SALES REP WHEN CREATED
- iTPM EXPENSE QUEUE REC TYPE ID - iTPM Expense Queue	

4.25 Configure Related Promotions for settlements

By default, the Related Promotions button for promotional settlements will show promotions for all customers with the same sales rep.

Here are steps to change this:

1. EDIT the - iTPM SU Related Promotion Suitelet.
2. Go to the Parameters tab.
3. Populate "Customer Attribute"
4. Populate "Customer attribute Field ID on customer record"
5. SAVE.

Email support@cgsquared.com if you need help configuring this script.

The example below is the default values for using the Sales Rep that's stored in the customer record.

The screenshot shows the 'Script Deployment' interface for the script '- iTPM SU Related Promotions'. The interface includes a top navigation bar with 'Edit', 'Back', and 'Actions' buttons. The main content area is divided into two columns. The left column contains the following details: SCRIPT: - iTPM SU Related Promotions; TITLE: - iTPM SU Related Promotions; ID: customdeploy_itpm_su_relatedproms; and a 'DEPLOYED' checkbox which is checked. The right column contains: STATUS: Released; EVENT TYPE; LOG LEVEL: Error; EXECUTE AS ROLE: Current Role; a checkbox for 'AVAILABLE WITHOUT LOGIN' which is unchecked; and URL: /app/site/hosting/scriptlet.nl?script=1387&deploy=1. Below this is a tabbed interface with 'Parameters' selected. The parameters table is as follows:

Parameter Name	Value
CUSTOMER ATTRIBUTE	employee
CUSTOMER ATTRIBUTE FIELDID ON CUSTOMER RECORD	salesrep

5.0 Setup Permissions


5.1 Workflow Tasks

The following table identifies important tasks that you should discuss with all of the TPM stakeholders in your organization before you set up iTPM roles. Discussing who will perform these tasks will help you decide what roles you need to customize, and who will use these roles to access iTPM.

Workflow Tasks	Description for PROMOTION WORKFLOW Tasks
<p>VIEW, REFRESH KPIs Promotions</p>	<p>All TPM stakeholders need the ability to see promotions for their customers and product items, including all sub-tabs and attachments.</p>
<p>CREATE, PROCESS PLAN, EDIT, SUBMIT, CLOSE, and VOID Promotions</p>	<p>Users that need the ability to CREATE promotions for their customers and items, will also have the ability to EDIT, SUBMIT, CLOSE them when permitted by promotion workflow rules.</p> <p>Promotions are not official until they are approved. Promotions CANNOT be approved by the person who creates the promotion. Only NetSuite and iTPM administrators can approve their own promotions.</p> <p>A typical user can create and submit backdated promotions. These are promotions where the starting date is before today's date. Approval of backdating is reserved for NetSuite and iTPM administrator privileges.</p> <p>To create a new promotion or edit an existing promotion, the user must have NetSuite permissions to the customers and products in the promotion.</p> <p>Note: REOPEN is a NetSuite Admin or iTPM Admin permission. (Ability to EDIT the promotion type custom record.)</p>
<p>APPROVE, REJECT Promotions</p>	<p>This is an important permission to manage. Any user that has this permission has the ability to approve discounts that will directly impact your company's bottom line.</p> <p>Best business practice: Keep the promotion submitter and approver roles separated. Even if you don't keep these roles separated, iTPM will keep these tasks separate by not allowing someone to approve their own promotions. Separation of duties is required for SSAE 16 compliance. Requiring another person to approve promotions reduces the risk of fraud and sub-optimum business decisions.</p>

The following table identifies important tasks you should discuss with all of the TPM stakeholders in your organization before you set up iTPM roles:

Workflow Tasks	Description of Settlement and Deduction WORKFLOW tasks
Create a new DEDUCTION	When applying the customer’s payment to your invoice, the amount received is less than the amount due. Processing the short-pay closes the invoice and creates a deduction with an open balance equal to the amount of the short-pay.
EDIT, SPLIT, QUICK SPLIT, and CSV Split Deductions	<p>The workflow of deductions requires editing to update deduction attributes, including follow-up date, assignment of responsibility, notes, and other information.</p> <p>Splitting deductions is sometimes necessary to break down a short-pay into smaller parts that are better aligned with resolutions and the people that need to research the deduction.</p>
CREATE, EDIT, SUBMIT Settlements to resolve open deductions	<p>There are three different workflows for creating settlements:</p> <ul style="list-style-type: none"> • View a promotion, click RESOLVE DEDUCTIONS. • View a deduction, click on SETTLEMENTS. • Create a CSV Bulk Settlement file to process large numbers of deductions using the NetSuite CSV import functionality.
VOID settlements	This is a separate permission which allows the user to correct promotional settlements that are created in error.
ADJUST SPEND	Use the ADJUST SPEND button on a promotion to adjust the KPIs on a promotion. This is typically used to include checks and payments in the KPIs without any G/L impact.
Create a non-promotion EXPENSE, CSV Bulk Expense	Small short pay amounts may not be worth the effort to research. Sometimes small rounding errors create an open balance. While you could create a credit-memo to resolve the amount, the iTPM QUICK EXPENSE button is an easy way to expense deductions to the GL-account associated with the deduction reason code. This task resolves the open deduction balance, and increases the expense by the same amount.
RE-INVOICE Disputed Deductions	<p>Some disputed deductions may be invoiced to recover the short-pay. The process of invoicing resolves the deduction, and creates a receivable in the amount of the disputed deduction.</p> <p>This workflow uses standard native NetSuite functionality.</p>

 **NOTE:** As iTPM administrator, you are responsible for managing iTPM permissions to your NetSuite users.

5.2 Example iTPM Roles

The iTPM SuiteApp bundle has locked roles you can use for testing and as templates.

You will need to add all the appropriate permissions to your NetSuite roles or custom roles. Go to [Section 5.5 Record Permissions by Sublist and Record / Type](#) for specific permissions.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
iTPM Administrator	Sales or Finance	iTPM Admin	Accounting	Has all iTPM permissions, including managing other people's promotions. Can reopen promotions.	Manages all iTPM Configurations. Can create and manage deductions, create, apply, and void settlements.
Sales VP	Sales	iTPM Planner & Approve ALL	Sales	Create promotions, and can approve any promotion, any condition.	View Only
Sales Region Manager	Sales	iTPM Planner & Approver (+backdated)	Sales	Creates, submits, and closes promotions. Can approve other people's back-dated promotions.	View Only
Sales Manager	Sales	iTPM Planner & Standard Approver	Sales	Creates, submits, and closes promotions. Approves future promotions created by other people.	View Only
Sales Planner	Sales	iTPM Promotion Planner	Sales	Creates, submits, and closes promotions.	View Only
Trade Marketing Manager	Sales	iTPM Planning, Settlements & DDN (non-admin)	Sales	Creates, submits, and closes promotions.	Can split and manage deductions, create and void settlements.
Accounts Receivable	Finance	iTPM Manage Settlements, deductions	Accounting	Only views promotions	Can split and manage deductions, create and void settlements.
Accounts Receivable	Finance, no iTPM promotions	iTPM Deductions ONLY	Accounting	No promotions in iTPM, therefore no view of promotions.	Deductions only, NO settlements
Accounts Receivable	Finance	iTPM Settlements, Deductions (minus void)	Accounting	Only views promotions	Can create and manage deductions, create and apply settlements, but no journals . May create Settlement Adjustments linked to payments
Finance Manager	Finance	iTPM Settlements, Deductions (Admin)	Accounting	Only views promotions	Can create, manage and delete deductions, settlements, journal entries and statement charges.
Finance Manager	Finance	iTPM Manage Settlements, deductions	Accounting	Only views promotions	Can create and manage deductions, create, apply and void settlements, & create JEs.
Broker	Sales	iTPM Broker	Advanced Partner	Creates, submits, and closes promotions.	View Only
Operations	Operations	iTPM View Only	Sales	Views incremental volume on promotions to anticipate production needs for demand planning.	View Only
Customer Service	Finance or Operations	iTPM Customer Support	Support	Applies off-invoice to sales orders. Views promotions when needed.	View only
Deduction Approver	Sales team	iTPM Deduction Approver	Sales	Can approve, not-approve deductions, and Non G/L changes, add notes	View only

For instructions on customizing roles, see the NetSuite help topic *Customizing or Creating NetSuite Roles*.

When creating a NetSuite login for a broker, don't create a password. Just invite the broker. This will enable the broker to switch between NetSuite accounts for their principals.

Helpful Hint: Go to **Setup > Users/Roles > Show Role Differences** to open the *Show Permission Differences Between Roles* page.

NOTE: As iTPM administrator, you are responsible for managing iTPM role permissions.

Example iTPM roles you can use to customize:

Manage Roles						List	Search
VIEW Default Customize View New Role						+ FILTERS	
						SHOW INACTIVES	
						TOTAL: 97	
EDIT	INTERNAL ID	NAME	FROM BUNDLE ▲	CUSTOM/STANDARD	CENTER TYPE		
Customize	1092	- iTPM Administrator	312604	Custom	Accounting Center		
Customize	1099	- iTPM Broker (Adv. Partner Center, only Planning)	312604	Custom	Advanced Partner Center		
Customize	1103	- iTPM Customer Service	312604	Custom	Support Center		
Customize	1104	- iTPM Deduction Approver	312604	Custom	Sales Center		
Customize	1097	- iTPM Deductions	312604	Custom	Accounting Center		
Customize	1095	- iTPM Planning, Settlements, DDNs (non-admin)	312604	Custom	Accounting Center		
Customize	1088	- iTPM Promotion Planner	312604	Custom	Sales Center		
Customize	1107	- iTPM Promotion Planner & Approve (+backdated)	312604	Custom	Sales Center		
Customize	1106	- iTPM Promotion Planner & Approve ALL	312604	Custom	Sales Center		
Customize	1090	- iTPM Promotion Planner & Standard Approver	312604	Custom	Sales Center		
Customize	1091	- iTPM Settlements & Deductions	312604	Custom	Accounting Center		
Customize	1109	- iTPM Settlements & Deductions (Admin)	312604	Custom	Accounting Center		
Customize	1089	- iTPM Settlements & Deductions MINUS Apply Void	312604	Custom	Accounting Center		
Customize	1096	- iTPM Support Admin.	312604	Custom	Classic Center		
Customize	1094	- iTPM View Only	312604	Custom	Sales Center		

[Step 10](#) of your initial iTPM setup-up describes how to customize existing iTPM standard roles:

Add iTPM center tab access to any custom NetSuite role:

If iTPM is not visible for any users on the NetSuite center tab, [follow this link](#) for instructions on how to add iTPM to the center tab of any custom role.

Add iTPM reports to any NetSuite custom role:

If iTPM reports are NOT visible for any users or not accessible under NetSuite saved reports, [follow this link](#) for instructions on how to grant access to any custom role access to iTPM reports.

5.3 Form Permissions for iTPM

There are no form permissions in iTPM.

5.4 iTPM Record Permissions

The following is standard NetSuite functionality:

You can set permissions for any role on the Permissions subtab of the Role record in **Setup > Users/Roles > Manage Roles**.

Permissions are divided into four different types on the Transactions, Reports, Lists, Setup, and Custom Record subtabs:

- **To add a permission**, do one of the following:
 - Click a line in the list, select a permission, and then click *Insert*.
 - Click *Add Row* at the bottom of the list, select a permission, and then click *Add*.
- **To remove a permission**, select a permission from the list, and then click *Remove*.
- **To set the level of access for** each permission, click a line in the list, and then select the level of access from the Level column. For information about these access levels, see the help topic *Access Levels for Permissions*.
- **For Custom Record permissions**, you can select a value in the *Restrict* column to limit a role's access to custom records. (Each custom record permission provides access to a custom record type.)
 - Viewing and Editing — Restricts the role to view or edit only the records (of this type) that they or their subordinates created.
 - Editing Only — Restricts the role to edit only the records (of this type) that they or their subordinates created. They can view all records of this type.

For more information on record permissions, go to SuiteAnswers.

5.5 iTPM Record Permissions by Sublist, Record / Type and Role

iTPM Role Permissions:

iTPM Module	Sublist	Record / Type	Minimum Level	Comments	Recommended Level
Promotions	Transactions	Invoice	VIEW	Optional but recommended: Required to be able to use the sales reports on Promotion records	VIEW
Promotions	Transactions	Item Fulfillments	VIEW	Optional but recommended: Required to be able to use the sales reports on Promotion records	VIEW
All	Lists	Documents and Files	VIEW	Required for access to attached client scripts	
All	Lists	Classes	VIEW	If the feature is enabled	
All	Lists	Customer	VIEW	NOTE: Broker users may be restricted so they can not view all customers.	
All	Lists	Departments	VIEW	If the feature is enabled	
Promotions	Lists	Items	VIEW	This is the minimum level of permission required to be able to create iTPM Allowance records, iTPM Estimated Quantity records, iTPM Retail Information records and iTPM KPI records	
All	Lists	Export Lists	Create	OPTIONAL: Add this so users can export iTPM lists to EXCEL. Helpful for the Promotion Comparison and Calendar views.	OPTIONAL
All	Lists	Locations	VIEW	If the feature is enabled	
All	Lists	Perform Search	VIEW	Required for viewing the list of deductions and settlements from the menu. Also required for Promotion Comparison. May be required for executing searches for saved search fields	
All	Lists	Subsidiaries	VIEW	Required for user to be able to select (or default to) a subsidiary on iTPM records. This is required even if the role is restricted to a particular subsidiary, since without this permission the subsidiary field on iTPM records will be blank and disabled and will therefore not populate dependent fields (like customer, transaction, etc.). Any role that will CREATE or EDIT any iTPM records should have this permission. <i>This is only required for NetSuite OneWorld accounts.</i>	
All	Lists	Units	VIEW		
Promotions	Custom Record	- iTPM Calendar	VIEW	Required to view promotion calendar reports. Edit to create new report views. For broker role, be sure to restrict view to only those created by user.	EDIT
Promotions	Custom Record	- iTPM KPI Queue	EDIT	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
Promotions	Custom Record	- iTPM KPI Queue Detail	VIEW	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
All	Custom Record	- iTPM Preferences	VIEW		*
All	Custom Record	- iTPM Promotion Type	VIEW		*
Promotions	Custom Record	- iTPM Promotion Activity	VIEW		*
Promotions	Custom Record	- iTPM Promotion Planning	VIEW	Edit permission is required for any role that is creating and managing promotions.	*
Settlements	Custom Record	- iTPM Resolution Queue	VIEW		*

* Some roles may require a higher permission level. See each example role for details.

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
All	If you have not done so already, add the permissions required for all iTPM users , plus the ones below:				
Promotions	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	VIEW	Required to set up iTPM accruals, and edit the accruals logs.	VIEW
Promotions	Custom Record	- iTPM Allowances	EDIT	Required for creating iTPM Allowance records. However, EDIT is recommended.	EDIT
Promotions	Custom Record	- iTPM Estimated Quantity	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Estimated Quantity records.	EDIT
Promotions	Custom Record	- iTPM Retail Event Information	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Retail Event Information records.	EDIT
Promotions	Custom Record	- iTPM KPI	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM KPI records.	EDIT
Promotions	Custom Record	- iTPM Promotion	EDIT	Required to create a new iTPM Promotion record	EDIT
Promotion	Custom Record	- iTPM Promotion Approver	EDIT	OPTIONAL: For this role to approve promotions of other people, access must be EDIT for this custom record.	EDIT
Promotions	Custom Record	- iTPM Promotion Planning	EDIT	Edit permission is required for any role that is creating and managing promotions.	EDIT
Promotions	Custom Record	- iTPM Promotion Close Permission	FULL	Optional: This permission enables the person to close promotions	FULL

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
Settlements Deductions	Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Settlements	Transactions	- iTPM Settlement	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.	EDIT
Settlements	Transactions	Make Journal Entry	CREATE	Required for expensing deductions, applying settlements to a check or deduction, voiding settlements, match to credit-memo and Re-invoicing iTPM Deductions.	CREATE
Settlements	Transactions	Customer Payment	VIEW	Required to process short pays taken across multiple invoices.	VIEW
Deductions	Transactions	Invoice	VIEW	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	VIEW or higher
Deductions	Transactions	- iTPM Deduction	EDIT	Recommended is EDIT since the iTPM Deduction needs to be resolved when Expensed, Re-Invoiced or Settled. This level should be set along with Make Journal Entry to avoid bad data and errors. To delete deductions, set to FULL	EDIT
Settlements	Transactions	Statement Charge	CREATE	Needed to reinvoice invalid deductions	EDIT
Deductions	Setup	Import CSV file	FULL	Needed to use CSV Split and Bulk CSV Expense & Settlements	FULL
Deductions	Setup	Allow Non G/L changes	FULL	Needed to manage deductions in closed periods	FULL
Finance	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	EDIT	Required to set up iTPM accruals, and edit the accruals logs.	EDIT
Deductions	Custom Record	-iTPM Deductions Permission	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	EDIT
Deductions	Custom Record	-iTPM Deduction Reason Codes	EDIT	Edit is required to create and change reason codes	EDIT
Deductions	Custom Record	-iTPM Deduction Split	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions	Custom Record	-iTPM Discount Log, -iTPM Log lines	EDIT	Edit is required to apply off-invoice and net-bill allowances on sales orders	EDIT
Deductions	Custom Record	-iTPM Deduction Split Line	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Settlements	Custom Record	-iTPM Settlements Permissions	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.	EDIT
Settlements	Custom Record	-iTPM Resolution Queue	EDIT	Ability to see the processing queue for CSV bulk settlements and CSV bulk expenses, and CSV Splits	EDIT

Example Role: iTPM Administrator

The example role below also has iTPM Administrator rights to Promotions, Settlements and Deductions, iTPM preferences, promotions types, and other iTPM configurations.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
iTPM Administrator	Sales or Finance	iTPM Admin	Accounting Center	Has all iTPM permissions, including managing other people’s promotions. Can reopen promotions.	Manages all iTPM Configurations. Can create and manage deductions, create, apply, and void settlements.

Role ← → List Search System Notes

General

<p>NAME - iTPM Administrator</p> <p>ID customrole_itpm_administrator_2</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Accounting Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

Permissions by subtab follow on the next few pages.....

iTPM Administrator role permission for **TRANSACTIONS**:



NOTE: The - iTPM DEDUCTION and - iTPM Settlement record permissions MUST be correct for your role. NetSuite does not enable iTPM to validate these two custom transaction permissions. Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.

PERMISSION	LEVEL
- iTPM Accrual	Edit
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	Full
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Edit
Sales Order	Edit
Statement Charge	Edit

iTPM Administrator role permissions for **REPORTS**:

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Administrator role permission for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Edit
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Gift Certificate	Edit
Items	View
Locations	View
Notes Tab	Edit
Perform Search	Full
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Administrator role permission for **SETUP**:



NOTE: The *Allow Non G/L Changes* permission is needed to manage deductions in closed periods. **The "Allow Non G/L changes" permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

Note: If your iTPM Admin role does not see the all of the iTPM menu, (example, iTPM -> Setup -> Deduction Reason Codes), you need this permission: under *Permission-> Setup: Custom Lists > VIEW*

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Override Period Restrictions	Full
Publish Dashboards	Full
SuiteScript	View

Note: SuiteScript permission = VIEW is required for the "Process EVENT Plan" button.

iTPM Administrator role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	Edit	
- iTPM Accrual Log	Edit	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	
- iTPM Calendar Summary	Edit	
- iTPM Close Promotion Permission	Full	
- iTPM Deduction Mass Expense Queue	Full	
- iTPM Deduction Reason Codes	Edit	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Full	
- iTPM Deductions Delete Permission	Full	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	Edit	
- iTPM Discount Log Lines	Edit	
- iTPM Estimated Quantity	Full	
- iTPM Expense Queue	Edit	
- iTPM Item Period Share	Edit	
- iTPM KPI Queue	Edit	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	Edit	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Period Accrual Setup	Full	
- iTPM Plan	Edit	
- iTPM Planning Permission	Full	
- iTPM Preferences	Edit	
- iTPM Promo Status Update Queue	View	
- iTPM Promotion	Full	
- iTPM Promotion Activity	Edit	
- iTPM Promotion Approver L1	Full	
- iTPM Promotion Approver L2	Full	
- iTPM Promotion Approver L3	Full	
- iTPM Promotion Approver L4	Full	
- iTPM Promotion Approver L5	Full	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Full	
- iTPM Promotion Type	Edit	
- iTPM Resolution Queue	Edit	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

Example Role: Promotion Planner (CREATE and SUBMIT promotions)

Add these NetSuite permissions to the role for users that create *NEW* promotions and *SUBMIT* them for approval, and need READ ONLY access to settlements and deductions:

This example role can create and submit promotions, but has VIEW ONLY rights to Settlements and Deductions.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Sales Planner	Sales	iTPM Promotion Planner	Sales Center	Creates, submits, and closes promotions.	View Only

Role ← → List Search System Notes

General

<p>NAME - iTPM Promotion Planner</p> <p>ID customrole_itpm_promotionplanner</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Sales Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input checked="" type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL

ACTIVE

X USER SUBSIDIARY

SELECTED

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Promotion Planner role permissions for **TRANSACTIONS**:

Permissions	
<ul style="list-style-type: none"> Transactions • Reports • Lists • Setup • Custom Record • 	
PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

iTPM Promotion Planner role permissions for **REPORTS**:

Permissions	
<ul style="list-style-type: none"> Transactions • Reports • Lists • Setup • Custom Record • 	
PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Promotion Planner role permissions for **LISTS**:

Permissions	
<ul style="list-style-type: none"> Transactions • Reports • Lists • Setup • Custom Record • 	
PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Promotion Planner role permissions for **SETUP**:

Permissions		Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions • Reports • Lists • Setup • Custom Record •									
PERMISSION									LEVEL
Custom Lists									View

iTPM Promotion Planner role permissions for **CUSTOM RECORDS**:

Permissions			Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions • Reports • Lists • Setup • Custom Record •										
RECORD	LEVEL	RESTRICT								
- iTPM Accrual Log	View									
- iTPM Allowances	Edit									
- iTPM Calendar	Edit	Editing Only								
- iTPM Calendar Summary	Edit	Editing Only								
- iTPM Deductions Permission	View									
- iTPM Estimated Quantity	Edit									
- iTPM Item Period Share	View									
- iTPM KPI Queue	Create									
- iTPM KPI Queue (Draft Promotions)	Create									
- iTPM KPI Queue Detail	View									
- iTPM KPIs	Edit									
- iTPM Modify Approved Promotion	Edit									
- iTPM Monthly Base forecast	View									
- iTPM Plan	View									
- iTPM Planning Permission	View									
- iTPM Preferences	View									
- iTPM Promotion	Edit									
- iTPM Promotion Activity	View									
- iTPM Promotion Period Share	View									
- iTPM Promotion Planning	Edit									
- iTPM Promotion Type	View									
- iTPM Resolution Queue	View									
- iTPM Retail Event Information	Edit									
- iTPM Settlements Permission	View									

NOTE: If you want this role to be able to CLOSE promotions, add "- iTPM Close Promotion Permission" = FULL.

Example Role: iTPM VIEW ONLY

Add these NetSuite permissions to the role for users that ONLY VIEW iTPM promotions, settlements and deductions:

The example role below has VIEW ONLY rights to Promotions, Deductions, and Settlements.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Operations	Operations	iTPM View Only	Sales Center	Views incremental volume on promotions to anticipate production needs for demand planning.	View Only

Role ← → List Search System Notes

General

NAME - iTPM View Only ID customrole_itpm_view_only CUSTOM/STANDARD Custom CENTER TYPE Sales Center EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> RESTRICT TIME AND EXPENSES <input checked="" type="checkbox"/> SALES ROLE <input type="checkbox"/> SUPPORT ROLE <input type="checkbox"/> PARTNER ROLE <input type="checkbox"/> INACTIVE <input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS
--	--

Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM View Only role permissions for **TRANSACTIONS**:

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

iTPM View Only role permissions for **REPORTS**:

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

iTPM View Only role permissions for **LISTS**:

PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Calendar	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Income Registers	View
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM View Only role permissions for **SETUP**

Permissions	
Transactions • Reports • Lists • Setup • Custom Record	
PERMISSION	LEVEL
Custom Lists	View
Custom Transaction Fields	View

iTPM View Only role permissions for **CUSTOM RECORDS**:

Permissions		
Transactions • Reports • Lists • Setup • Custom Record		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Mass Expense Queue	Create	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	View	
- iTPM Deduction Split Line	View	
- iTPM Deductions Permission	View	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	View	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPIs	View	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	View	
- iTPM Statement Charge Change	View	

Example Role: 3 Example Promotion Planner & Approve roles

Add these NetSuite permissions to the role for users that Plan and approve promotions. You have the ability to configure promotion approval permissions for up to five approval thresholds. For each of those levels, you can also configure if the role can approve back-dated promotions, and if they can approve promotions they create. For more details, see section [1.14 on approval thresholds](#).

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Sales VP	Sales	iTPM Planner & Approve ALL	Sales Center	Create promotions, and can approve any promotion, any condition.	View Only
Sales Region Manager	Sales	iTPM Planner & Approver (+backdated)	Sales Center	Creates, submits, and closes promotions. Can approve other people's back-dated promotions.	View Only
Sales Manager	Sales	iTPM Planner & Standard Approver	Sales Center	Creates, submits, and closes promotions. Approves future promotions created by other people.	View Only

iTPM Promotion Planner & Standard Approver Role permissions

Role
← → List Search System Notes

General

NAME - iTPM Promotion Planner & Standard Approver
 ID customrole_itpm_promotionapprover
 CUSTOM/STANDARD Custom
 CENTER TYPE Sales Center
 EMPLOYEE RESTRICTIONS none - no default ALLOW VIEWING

DO NOT RESTRICT EMPLOYEE FIELDS
 RESTRICT TIME AND EXPENSES
 SALES ROLE
 SUPPORT ROLE
 PARTNER ROLE
 INACTIVE
 CORE ADMINISTRATION PERMISSIONS

Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES ALL
 ACTIVE
 X USER SUBSIDIARY
 SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

SINGLE SIGN-ON ONLY
 WEB SERVICES ONLY ROLE
 RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED Not required
 DURATION OF TRUSTED DEVICE Per session

Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Promotion Planner & Standard Approver Role permissions for **TRANSACTIONS**:

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

iTPM Promotion Planner & Standard Approver Role permissions for **REPORTS**:

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

iTPM Promotion Planner & Standard Approver Role permissions for **LISTS**:

PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Promotion Planner & Standard Approver Role permissions for **SETUP**:

PERMISSION	LEVEL
Custom Lists	View

Add this if you want this role to use saved CSV imports to upload Event Plans and Monthly Base Forecasts from an iTPM Excel planner template, add this permission under the SETUP sublist:

PERMISSION	LEVEL
Import CSV File	Full

If you want this role to also use the "**PROCESS EVENT PLAN**" button on Event Plans, add this permission under the SETUP sublist:

SuiteScript	View
-------------	------

iTPM Promotion Planner & Standard Approver Role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Full	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	View	
- iTPM Promotion Approver L2	View	
- iTPM Promotion Approver L3	View	
- iTPM Promotion Approver L4	View	
- iTPM Promotion Approver L5	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE: The role above can APPROVE any promotion, with any Estimated Spend (Thresholds 1 through 5) as long as the promotion is FUTURE condition and the promotion was created by someone else.

NOTE: The role above does NOT have access to the UPDATE ESTIMATE button on promotions. To give this role the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from EDIT to FULL.

NOTE: If you want this role to be able to CLOSE promotions, add "- iTPM Close Promotion Permission" = FULL.

iTPM Promotion Planner & **Approve +backdated** Role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Full	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	Edit	
- iTPM Promotion Approver L2	Edit	
- iTPM Promotion Approver L3	Edit	
- iTPM Promotion Approver L4	Edit	
- iTPM Promotion Approver L5	Edit	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE: The role above can APPROVE any promotion, with any Estimated Spend (Thresholds 1 through 5) as long as the promotion was created by someone else.

NOTE: The role above HAS access to the UPDATE ESTIMATE button on promotions. To remove the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from FULL to EDIT.

NOTE: If you want this role to be able to CLOSE promotions, add "- iTPM Close Promotion Permission" = FULL.

iTPM Promotion Planner & **Approve ALL** Role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Full	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	Full	
- iTPM Promotion Approver L2	Full	
- iTPM Promotion Approver L3	Full	
- iTPM Promotion Approver L4	Full	
- iTPM Promotion Approver L5	Full	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE:

- The role above can APPROVE any promotion, any condition, with any Estimated Spend (Thresholds 1 through 5), including promotions created by the user.
- The role above HAS access to the UPDATE ESTIMATE button on promotions. To remove the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from FULL to EDIT.
- To give a planning role the ability to edit and manage promotions created by other people, the "- iTPM Promotion Type" custom record permission must be EDIT or higher.
- This example role can close promotions they own because "- iTPM Close Promotion" permission is EDIT.

Example Role: Broker (Adv. Partner Center, only Planning)

Helpful Hint: Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict brokers to only those customers & data you want them to access.

NOTE: Do not add global search (Search = View) permission to your broker users. If you remove the Documents and Files = VIEW or higher permission, you'll need to change iTPM scripts to run as an administrator to allow iTPM to work, i.e., Process Plan and View Calendar.

NOTE: Brokers are not your employees. Be sure to use the NetSuite **Advanced Partner Center** role along with standard NetSuite permissions functionality to restrict the Broker access to only what they need. The NetSuite Advanced Partner Center restricts users from seeing data for customers that are not owned by their broker organizations.

This permission restricts a broker partner from using a calendar report to view a customer not 'owned' by their broker organization:

RECORD	LEVEL	RESTRICT
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Deductions Permission	View	

A saved search called “- iTPM Partner Promotion List” is used to prevent broker partner users from seeing promotions for customers that are not 'owned' by their broker organization. This saved search is used under the Searches subtab, Custom Records sublist on the role.

SEARCH TITLE *
iTPM Partner Promotion List

ID
customsearch_ls_itpm_partnerpromotions

OWNER *
Ring, Alex

PUBLIC

AVAILABLE AS LIST VIEW

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

FILTER *	DESCRIPTION *	FORM
Customer : Broker/Partner	is any of me, my team	

iTPM Broker (Adv. Partner Center, only Planning) Role (continued)

Note: If your NetSuite account was provisioned after 2017.1, you may not have the Partner Role checkbox. Until this feature is again available, be sure to lock down all permissions so brokers have appropriate access.

Role

General

NAME - iTPM Broker (Adv. Partner Center, only Planning)	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD V
ID customrole_advpartner_planningonly	<input checked="" type="checkbox"/> RESTRICT TIME AND EXPENSES
CUSTOM/STANDARD Custom	<input type="checkbox"/> SALES ROLE
CENTER TYPE Advanced Partner Center	<input type="checkbox"/> SUPPORT ROLE
SUBSIDIARIES	<input checked="" type="checkbox"/> PARTNER ROLE ●
	<input type="checkbox"/> INACTIVE

No subsidiary selection causes role to restrict by subsidiary of user.

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
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● **Permissions** Forms Searches Users Preferences Dashboard Translation History

● **Transactions** • Reports Lists • Setup Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	View
Invoice	View
Item Fulfillment	View

Be sure to include the SEARCHES permission for custom records. This prevents brokers from seeing promotions that's not 'owned' by their broker organization:

● **Permissions** Forms ● **Searches** Users Preferences Dashboard Translation History

Standard ● **Custom Record** •

RECORD	SEARCH FORM	SEARCH RESULTS	LIST VIEW	RESTRICTED	DASHBOARD VIEW	RESTRICTED	SUBLIST VIEW	RESTRICTED
- iTPM Promotion	- iTPM Partner Promotion List	- iTPM Partner Promotion List	- iTPM Partner Promotion List	Yes	- iTPM Partner Promotion List	Yes		

iTPM Broker (Adv. Partner Center, only Planning) Role (continued)

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
Customers	View
Items	View
Notes Tab	Create
Subsidiaries	View
Tasks	Create
Units	View

Permissions		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Item Period Share	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Calendar Summary	Edit	Viewing and Editing
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

Be sure to review and remove ALL of the permissions in ALL of the subtabs and sublists for a broker role.

Permissions			
Transaction • Item • Custom Record • Bill of Materials • Time • Entity • CRM •			
ENABLED	RESTRICTED	TYPE	FORM NAME
No	No	Description/Subtotal	Standard Description Form
No	No	Discount/Markup	Standard Discount Form
No	No	Group/Kit/Assembly	Standard Group Item Form

Example Role: Manage Settlements & Deductions

This role has VIEW only for promotions, can manage settlements & deductions, including creating and resolving deductions, and voiding applied settlements. This example role below has VIEW ONLY rights to Promotions, and permissions to create and resolve deductions. This role has permissions to VOID applied settlements.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Accounts Receivable	Finance	iTPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can create and manage deductions, create, apply and void settlements, & create JEs.

Role ← → List Search System Notes

General

<p>NAME - iTPM Settlements & Deductions</p> <p>ID customrole_itpm_settlements_deducti_2</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Accounting Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL

ACTIVE

X USER SUBSIDIARY

SELECTED


ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Manage Settlements & Deductions role permissions for **TRANSACTIONS**:

 **NOTE: The - iTPM DEDUCTION and - iTPM Settlement record permissions MUST be correct for your role.** NetSuite does not enable iTPM to validate these two custom transaction permissions. Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

iTPM Manage Settlements & Deductions role permissions for **REPORTS**:
 (Account Detail permission is required to view the Open Deductions by Month report)

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Manage Settlements & Deductions role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Manage Settlements & Deductions role permissions for **SETUP**:

(The **IMPORT CSV File** permission is required to use CSV Bulk Expense and CSV SPLIT)

(The **Set Up Company = VIEW** permission is required for checking date formats on CSV Splits.)




NOTE: The "Allow Non G/L changes" permission must be FULL to prevent creating bad data when editing deductions in closed periods. We recommend using the "Non G/L Change" button to change attributes of deductions in closed periods.

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View

iTPM Manage Settlements & Deductions role permissions for CUSTOM RECORDS:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Period Accrual Setup	View	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Create	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

 **Helpful Hint:** This deduction role must have EDIT permission to the '- iTPM Promotion' record to enable iTPM scripts to update stored KPIs of PENDING and REQUESTED amounts in real time.

Example Role: Manage Settlements & Deductions ADMIN (UNDO option)

This role has VIEW only for promotions, full management of settlements & deductions, including creating and resolving deductions, and voiding applied settlements. This role can delete deductions, settlements and journal entries. This role can also change the customer in a deduction, and Mass Expense deductions through the UI.

This example role below has VIEW ONLY rights to Promotions, and permissions to create and resolve deductions. This role has permissions to VOID applied settlements.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Finance Manager	Finance	iTPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can create and manage deductions, create, apply and void settlements. Extra JE approval permission needed to use the UNDO button on JEs.

Role ← → List Search System Notes

General

NAME - iTPM Settlements & Deductions (Admin) ID customrole_itpm_setl_and_ddn_admin CUSTOM/STANDARD Custom CENTER TYPE Accounting Center EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> RESTRICT TIME AND EXPENSES <input type="checkbox"/> SALES ROLE <input type="checkbox"/> SUPPORT ROLE <input type="checkbox"/> PARTNER ROLE <input type="checkbox"/> INACTIVE <input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Manage Settlements & Deductions ADMIN role permissions for **TRANSACTIONS**:

NOTE: The - iTPM Deduction and - iTPM Settlement record permissions **MUST** be correct for your role. NetSuite does not enable iTPM to validate these two custom transaction permissions. Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.

PERMISSION	LEVEL
- iTPM Accrual	Full
- iTPM Deduction	Full
- iTPM Settlement	Full
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Edit
Posting Period on Transactions	Edit
Statement Charge	Full

Helpful Hint: To use the UNDO EXPENSE button on a journal entry created by iTPM, the role will need the "Journal Approval" permission of EDIT or higher:

Your admin team may also need to change the "- iTPM SU Undo Expense" Suitelet to execute as role "Administrator".

Journal Approval	Edit
Make Journal Entry	Edit

If your organization created customized workflows for journal entry approval, changes are needed for journal entries created by iTPM. Email support@cgsquared.com for more information.

iTPM Manage Settlements & Deductions ADMIN role permissions for **REPORTS**:
(Account Detail permission is required to view the Open Deductions by Month report)

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Manage Settlements & Deductions ADMIN role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Manage Settlements & Deductions ADMIN role permissions for **SETUP**:

(The **IMPORT CSV File** permission is required to use CSV Bulk Expense and CSV SPLIT)

(The **Set Up Company = VIEW** permission is required for checking date formats on CSV Splits.)




NOTE: The “Allow Non G/L changes” permission must be FULL to prevent creating bad data when editing deductions in closed periods. We recommend using the “Non G/L Change” button to change attributes of deductions in closed periods.

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View

iTPM Manage Settlements & Deductions ADMIN role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	Edit	
- iTPM Accrual Log	Full	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Mass Expense Queue	Full	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Edit	
- iTPM Deductions Delete Permission	Full	
- iTPM Deductions Permission	Full	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Full	
- iTPM Period Accrual Setup	View	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Create	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Full	
- iTPM Statement Charge Change	Edit	

 **Helpful Hint:** Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict brokers to only those customers & data you want them to access.

Example Role: Manage Settlements & Deductions (MINUS VOID)

This EXAMPLE role below has VIEW ONLY rights to Promotions, EDIT and SPLIT deductions and create and resolve deductions. This role CANNOT create, expense, or resolve deductions, and can NOT VOID settlements.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Accounts Receivable	Finance	iTPM Settlements, Deductions (minus void)	Accounting Center	Only views promotions	Can create and manage deductions, create and apply settlements, but no journals. May create Settlement Adjustments linked to payments

Role ← → List Search System Notes

General

<p>NAME - iTPM Settlements & Deductions MINUS Apply Void</p> <p>ID customrole_itpm_settdn_noapplyvoid</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Accounting Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

Note: This role is called "MINUS Void" because promotional settlements can be created, but not voided. This is because the permission for "- iTPM Settlement" is only CREATE, not EDIT. This role CANNOT resolve non-promotional deductions, because this role does not have permission to create Journal Entries.

iTPM Settlements & Deductions MINUS Void role permissions for **TRANSACTIONS**:

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Create
Bills	View
Check	View
Credit Memo	View
Customer Payment	View
Find Transaction	View
Invoice	View
Item Shipment	View
Statement Charge	Create



NOTE: The - iTPM DEDUCTION record permissions MUST be correct for your role. NetSuite does not enable iTPM to validate this custom transaction permission. **Failure to correctly set these permissions can result in the creation of bad data in NetSuite.**

iTPM Settlements & Deductions MINUS Void role permissions for **REPORTS**:
(Account Detail permission needed to view Open Deductions by Month Report)

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Settlements & Deductions MINUS Apply Void role permissions for LISTS:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Settlements & Deductions MINUS Void role permissions for **SETUP**:

(The *IMPORT CSV File* permission is required to use CSV Bulk Expense and CSV SPLIT)

(The *Set Up Company VIEW* permission is required for checking date formats on CSV Splits.)



NOTE: The “Allow Non G/L changes” permission must be FULL to prevent creating bad data when editing deductions in closed periods.

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Transaction Fields	View
Import CSV File	Full

iTPM Settlements & Deductions MINUS Void role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

Helpful Hint: Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict brokers to only those customers & data you want them to access.

Example Role: Manage Promotions, Settlements & Deductions (Not Admin)

This EXAMPLE role below can create and submit promotions, create, manage and resolve deductions, void applied settlements, and use CSV Bulk Imports including Split, Expense and Settlements.

This example role does NOT have permissions to approve promotions. This is easy to add: Add VIEW or higher permission to the custom record - *iTPM Promotion Approval*.

This example role is NOT an iTPM admin role. It does NOT have permission to create and edit any of the iTPM configurations. This role does NOT have the ability to edit other people’s promotions.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Trade Marketing Manager	Sales	iTPM Planning, Settlements & DDN (non-admin)	Sales Center	Creates, submits, and closes promotions.	Can split and manage deductions, create and void settlements.

Role ← → List Search System Notes

General

<p>NAME - iTPM Planning, Settlements, DDNs (non-admin) (2)</p> <p>ID customrole_itpm_planning_settlement_2</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Accounting Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions


ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
--	--

Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsi- dary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Planning, Settlements, DDNs (non-admin) role permissions for **TRANSACTIONS**:

 **NOTE: The - iTPM Deduction and - iTPM Settlement record permissions MUST be correct for your role.** NetSuite does not enable iTPM to validate these two custom transaction permissions. Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

iTPM Planning, Settlements, DDNs (non-admin) role permissions for **REPORTS**:

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Planning, Settlements, DDNs (non-admin) role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Planning, Settlements, DDNs (non-admin) role permissions for **SETUP**:

(The *IMPORT CSV File* permission is required to use CSV Bulk Expense and CSV SPLIT)

(The *Set Up Company VIEW* permission is required for checking date formats on CSV Splits.)



NOTE: The “*Allow Non G/L changes*” permission must be FULL to prevent creating bad data when editing deductions in closed periods.

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View

iTPM Planning, Settlements, DDNs (non-admin) role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	Edit	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Edit	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Period Accrual Setup	Full	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Create	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

NOTE: If you want to customize this role and add promotion approvals, details are in section [1.14, promotion approval permissions and thresholds](#). Additional examples of promotion planning permissions are in the [promotion planning & approve roles](#):

Example Role: Manage Deductions (Includes APPLY, VOID)

This role can create, manage and resolve deductions. (Does NOT include resolution with settlements, and does NOT include promotion viewing.)

This example role has ONLY permissions to create deductions, resolve them, but does NOT include settlements.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Accounts Receivable	Finance, no iTPM promotions	iTPM Deductions ONLY	Accounting Center	No promotions in iTPM, therefore no view of promotions.	Deductions only, NO settlements

Role ← → List Search System Notes

General

NAME - iTPM Deductions ID customrole_itpm_deductiononly CUSTOM/STANDARD Custom CENTER TYPE Accounting Center EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> RESTRICT TIME AND EXPENSES <input type="checkbox"/> SALES ROLE <input type="checkbox"/> SUPPORT ROLE <input type="checkbox"/> PARTNER ROLE <input type="checkbox"/> INACTIVE <input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
 ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Manage Deductions role permissions for **TRANSACTIONS**:

NOTE: The - *iTPM DEDUCTION* and - *iTPM Settlement* record permissions **MUST** be correct for your role. NetSuite does not enable iTPM to validate these two custom transaction permissions. Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

Helpful Hint: To use the UNDO EXPENSE button on a journal entry created by iTPM, the role will need the "Journal Approval" permission and the "Make Journal Entry" permissions = EDIT or higher.

Journal Approval	Edit
Make Journal Entry	Edit

iTPM Manage Deductions role permissions for **REPORTS**:


PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM Manage Deductions role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Manage Deductions role permissions for **SETUP**:

'Import CSV File' permission is required to use **CSV** Bulk Expense and CSV Split features:
 (The *Set Up Company* VIEW permission is required for checking date formats on CSV Splits.)

 **NOTE: The "Allow Non G/L changes" permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View

iTPM Manage Deductions role permissions for **CUSTOM RECORDS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Expense Queue	Create	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Preferences	View	
- iTPM Resolution Queue	Create	
- iTPM Statement Charge Change	Edit	

Example Role: Customer Support (apply OI to sales orders)

This example role has permissions to only view iTPM promotions, settlements and deductions.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Customer Service	Finance or Operations	iTPM Customer Support	Support Center	Applies off-invoice to sales orders. Views promotions when needed.	View only

Role ← → List Search System Notes

General

<p>NAME - iTPM Customer Service</p> <p>ID customrole_itpm_customer_service</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Support Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input type="checkbox"/> SALES ROLE</p> <p><input checked="" type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE

X USER SUBSIDIARY
SELECTED

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Customer Support role permissions for **TRANSACTIONS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History	
<ul style="list-style-type: none"> • Transactions • Reports • Lists • Setup • Custom Record • 	
PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Credit Memo	Create
Customer Payment	View
Find Transaction	Full
Invoice	View
Receive Order	Full
Receive Returns	Create
Refund Returns	Full
Return Auth. Approval	Full
Return Authorization	Full
Sales Order	Full
Track Time	Full
Work Order	View

iTPM Customer Support role permissions for **REPORTS**:

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History	
<ul style="list-style-type: none"> Transactions • • Reports • Lists • Setup • Custom Record • 	
PERMISSION	LEVEL
Lead Snapshot/Reminders	View
Report Customization	Full
Report Scheduling	Full
Sales	View
Sales By Partner	View
Sales Force Automation	View
Sales Order Reports	View
Sales Order Transaction Report	View
SuiteAnalytics Workbook	Edit
Support	View
Support Case Snapshot/Reminders	View
Transaction Detail	View

iTPM Customer Support role permissions for **LISTS**:

Permissions	
PERMISSION	LEVEL
Bill Of Materials Inquiry	View
CRM Groups	Full
Calendar	Full
Cases	Full
Classes	View
Companies	Edit
Competitors	Edit
Contact Roles	View
Contacts	Full
Customers	Edit
Departments	View
Documents and Files	Full
Duplicate Entity Management	View
Email Template	Edit
Employee Record	View
Events	Full
Export Lists	Create
Fax Messages	Edit
Fax Template	Edit
Items	View
Knowledge Base	Create
Letter Messages	Edit
Letter Template	Edit
Mail Merge	Edit
Mass Updates	Edit
Notes Tab	Create
PDF Messages	Edit
PDF Template	Edit
Perform Search	Full
Phone Calls	Full
Project Tasks	Full
Project Templates	View
Projects	Edit
Publish RSS Feeds	View
Resource	Create
Subsidiaries	View
Tasks	Full
Track Messages	Edit
Units	View
Website (External) publisher	View
Work Calendar	View

iTPM Customer Support role permissions for **SETUP**:

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
CRM Lists	View
Case Alerts	Full
Deleted Records	Full
Escalation Assignment	Full
Escalation Assignment Rule	Full
Mobile Device Access	Full
Online Case Form	Full
Publish Knowledge Base	View
SOAP Web Services	Full
Support Case Issue	Full
Support Case Origin	Full
Support Case Priority	Full
Support Case Status	Full
Support Case Territory	Full
Support Case Territory Rule	Full
Support Case Type	Full
Support Setup	Full

NOTE: If you want this role to also use the "PROCESS EVENT PLAN" button on Event Plans, add this permission under the SETUP sublist: SuiteScript = VIEW

iTPM Customer Support role permissions for **CUSTOM RECORDS**:

Permissions		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Allowances	View	
- iTPM Calendar	View	Editing Only
- iTPM Calendar Summary	View	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deductions Permission	View	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	View	

Example Role: Deduction Approver

This example role has permissions to only view iTPM promotions, settlements and Non G/L changes to deductions, which includes changing the Deduction Research Status to Approved or Rejected.

Example TPM Stakeholder	Team	iTPM Example Promotion Role	NetSuite Role Center Type	Example iTPM Promotion Tasks	Example iTPM Settlements & Deductions Tasks
Deduction Approver	Sales team	iTPM Deduction Approver	Sales Center	Can approve, not-approve deductions, and Non G/L changes, add notes	View only

Role ← → List Search System Notes

General

<p>NAME - iTPM Deduction Approver</p> <p>ID customrole_itpm_ded_approvalrole</p> <p>CUSTOM/STANDARD Custom</p> <p>CENTER TYPE Sales Center</p> <p>EMPLOYEE RESTRICTIONS none - no default <input type="checkbox"/> ALLOW VIEWING</p>	<p><input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS</p> <p><input type="checkbox"/> RESTRICT TIME AND EXPENSES</p> <p><input checked="" type="checkbox"/> SALES ROLE</p> <p><input type="checkbox"/> SUPPORT ROLE</p> <p><input type="checkbox"/> PARTNER ROLE</p> <p><input type="checkbox"/> INACTIVE</p> <p><input type="checkbox"/> CORE ADMINISTRATION PERMISSIONS</p>
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Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL

ACTIVE

X USER SUBSIDIARY

SELECTED

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Authentication

<p><input type="checkbox"/> SINGLE SIGN-ON ONLY</p> <p><input type="checkbox"/> WEB SERVICES ONLY ROLE</p> <p><input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID</p>	<p>TWO-FACTOR AUTHENTICATION REQUIRED Not required</p> <p>DURATION OF TRUSTED DEVICE Per session</p>
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Helpful Hint: If you have multiple subsidiaries, you may need to check the “Allow cross-subsubsidiary record viewing” checkbox on the role to view deductions, settlements, etc.

iTPM Deduction Approver role permissions for **TRANSACTIONS**:

Permissions	
PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

iTPM Deduction Approver role permissions for **REPORTS**:

Permissions	
PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

iTPM Deduction Approver role permissions for **LISTS**:

Permissions	
Restrictions Forms Searches Users Preferences Dashboard Translation History	
Transactions • Reports • Lists • Setup • Custom Record	
PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Income Registers	View
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM Deduction Approver role permissions for **SETUP**:

Permissions	
Restrictions Forms Searches Users Preferences Dashboard Translation History	
Transactions • Reports • Lists • Setup • Custom Record	
PERMISSION	LEVEL
Allow Non G/L Changes	Full
Custom Transaction Fields	View

iTPM Deduction Approver role permissions for **CUSTOM RECORDS**:

Permissions		
Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record		
RECORD	LEVEL	RESTRICT
- iTPM Deduction Approval by Sales	Create	
- iTPM Deductions Permission	Create	

5.6 Suggested Dashboard Portlets & Reminders

NetSuite has many standard ways to customize your dashboard. Here are a few suggestions using the native NetSuite functionality, and pre-built iTPM saved searches. An iTPM KPI template scorecard is also available for your dashboard.

The *iTPM Analysis User Guide* shows how to create and put NetSuite workbooks on your dashboard.

As an administrator, portlets can help you look for and correct 'bad data'. The following are suggested portlets and saved searches to identify issues that need additional attention:

Suggested Portlets and saved searches for your iTPM Administrative Dashboard

Draft and Pending Deals that are 'Active' or 'Completed'. The owners or approvers of these promotions have failed to move these promotions through the iTPM workflow.

- Deals with an Active or Completed condition have a start date that's before today's date.
- **Draft** deals that are 'active' or 'completed' were created but never submitted for approval before they started. Most likely these deals should be voided. They are not valid.
- **Pending** deals that are 'active' or 'completed' were submitted, but not approved before they started. These deals should be voided. They are not valid.

Approved Deals with an end-date older than 90 days ago. Use this list to proactively ask the owner if these promotions need to be open. If no further settlements are anticipated, then these promotions should be closed to prevent users from resolving open deductions to these events.

- (Change '90 days' to a value appropriate to your settlement times)

Suggested Portlets and saved searches for your iTPM Administrative Dashboard

Settlements:

Optional: List of Settlements with a zero settlement amount:

- These are settlements that someone started but never finished.
- A settlement record is created when a user clicks on *NEW*. If the user clicks on the *CANCEL* button, iTPM deletes that settlement record. However, under certain unusual circumstances, the zero value settlement may not be deleted.
- There is no harm in leaving these records.
- Make these inactive, or contact the person that created the settlement.

Optional: Settlements that are Processing:

- Settlements should only be in this status for 15 minutes or less. Something isn't working correctly if they are in this status for over 30 minutes.

Deductions:

List of *OPEN* Deductions ending Approval status that were are more than "x" days old

- Deductions should be *Resolved* and should not stay in this status indefinitely.
- Establish a 'maximum' aging for deductions, after which a resolution will be made whether or not the research has been successful.

Promotions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these iTPM dashboards in each of the example iTPM published roles.

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	New measure: Number of promotions waiting approval	# promotions waiting for approval (All users)	iTPM Promotion approver, iTPM Admin	- iTPM All Promotions Pending Approval	customsearch_itpm_promo_pendingapproval
Reminders	# of promotions waiting for approval where I am the owner	# promotions waiting for approval (Mine)	iTPM Planner	- iTPM My Promotions Pending Approval	customsearch_itpm_promo_pendinapprov_own
List	List of promotions active today where I am the owner	Active Promotions (All status)	iTPM Planner	- iTPM My Active Promotions	customsearch_itpm_promo_activeowner
List	List of promotions active today (all users)	Active Promotions (All status)	iTPM Admin	- iTPM Promotions Active Today	customsearch_itpm_promo_active
List	List of backdated promotions (all users)		iTPM Admin	- iTPM Backdated Promotions	customsearch_itpm_promotions_backdate
Reminders	List of promotions that will start in the next 30 days (not active today, but between tomorrow and the next 30 days)	Upcoming Promotions	iTPM Planner, iTPM Promotion approver	- iTPM Promotions Active in Next 30 days	customsearch_itpm_promo_active_in_30
Reminders	Number of promotions submitted BUT active or completed (only admin role can approve or reject)	Promotions active/completed but pending approval	NS Admin and iTPM admin	- iTPM Active / Completed Promotions Pending Approval	customsearch_itpm_promo_pending_acticomp
List	Number of promotions being copied		NS Admin and iTPM admin	- iTPM Promotions being Copied	customsearch_itpm_promo_copyinprogress
Reminders	# of APPROVED promotions 90 days or older (mine), where end ship date compared to today's date is 90 days or greater	# of APPROVED promotions 90 days or older (mine)	Promotion Planner	- iTPM MY Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysown
Reminders	# of APPROVED promotions 90 days or older	# of APPROVED promotions 90 days or older (All users)	iTPM Admin	- iTPM Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysold
Reminders	Shows the promotions that have estimated quantity being updated		Promotion Planner	- iTPM Promotion Update Estimate in progress	customsearch_itpm_promotion_update_est
Reminders	Show approved promotions that have changes pending approval		All planning roles	- iTPM Promotion Changes Pending	

The *iTPM Analysis User Guide* shows how to create and put NetSuite workbooks on your dashboard.

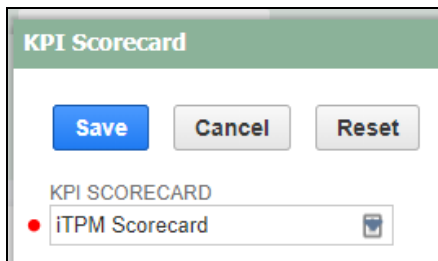
Settlements & Deductions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these iTPM dashboards in each of the example iTPM published roles.

Note: There are additional saved searches for month-end data close listed in the *iTPM Month-End Reconciliation User Guide*, available online at www.i-TPM.com/admin-training-resrouces

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	# of OPEN deductions assigned to ME	# of OPEN deductions assigned to ME	Settlements & Deductions, both roles	- iTPM My Open Deductions	customsearch_itpm_ddn_open_assigtome
Reminders	# of OPEN deductions 91+ days	iTPM Open Deductions (91+ Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (90+ Days)	customsearch_itpm_ddn_open_over90daysold
Reminders	# of OPEN deductions 61 to 90 days	iTPM Open Deductions (61 - 90 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (60 - 90 Days)	customsearch_itpm_ddn_open_btween60to90
Reminders	# of OPEN deduction 31 to 60 days	iTPM Open Deductions (31 - 60 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (30 - 60 Days)	customsearch_itpm_ddn_open_btween30to60
Reminders	# of OPEN deduction 0 to 30 days	iTPM Open Deductions (0 - 30 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (0 - 30 Days)	customsearch_itpm_ddn_open_lessthan30
List	Number of settlements in processing status		NS Admin and iTPM admin	- iTPM Settlements in Processing	customsearch_itpm_set_inprocessing
List	Number of deductions in processing status		NS Admin and iTPM admin	- iTPM Deductions in Processing	customsearch_itpm_ddn_inprocessing

iTPM Template KPI Scorecard:



6.0 Reference Section

6.1 Help!

Here are several ways for iTPM users to get help.

End user documentation is accessible online.

- Includes User Manual PDFs and Training Videos
- Users can directly create iTPM support tickets by emailing support@cgsquared.com.

Administrators

- Documentation is separate from end-users
- Includes setup instructions and ongoing administrative tasks.

Support Response Levels: When an iTPM support ticket is created, CG Squared will assess the severity of the issue ticket to determine the appropriate response. The table below represents the minimum response time and resolution approach:

	Severity of iTPM Support Issue	iTPM Support Response
1	<p>Level 1: Critical: - One or more critical iTPM features are not usable due to the iTPM software.</p> <p>Customer requests a quick solution to continue using iTPM for trade promotion management.</p>	<p>Call back and/or email response: Within eight (8) hours on business days between 9am and 5pm Eastern Time. (EST / EDT)</p> <p>Technical resources assigned: Within one (1) business day or sooner.</p> <p>Status Updates by telephone and/or e-mail: Daily until resolved.</p> <p>Resolution and/or work-around: Provided as soon as possible, with the SLA goal of three (3) business days or less.*</p>
2	<p>Level 2: Urgent: One or more critical iTPM features are not usable due to the iTPM software, but there is a work-around.</p> <p>Customer requests better solution to support business operations.</p>	<p>Call back and/or email response: Within two (2) business days.</p> <p>Technical resources assigned: Within three (3) business days or sooner.</p> <p>Status Updates by telephone and/or email: Daily or as needed.</p> <p>Resolution and/or work-around: Provided as soon as possible, with the SLA goal of five (5) business days or less.*</p>
3	<p>Level 3: Non-Critical: There is a software issue with iTPM, but the issue is assessed as not critical.</p> <p>Issue is not impacting Customer iTPM operations adversely and users are able to continue utilizing iTPM.</p>	<p>Call back and/or email response: Within five (5) business days.</p> <p>Status Updates by telephone and/or email: Monthly, as part of the prioritization of iTPM enhancement requests and product roadmap features.</p> <p>Resolution and/or work-around: Customer helps prioritize the software modification, to be included in one of the scheduled iTPM software releases.</p>

* NetSuite systems issues, defects, and other 3rd party system issues and defects are not covered by this SLA. CG2 cannot guarantee a fix within the SLA if an issue in iTPM is caused by a 3rd party app, 3rd party bundle, or a NetSuite platform issue or change, or a custom script loaded / developed / implemented by the customer.

Get Help using iTPM Online Documentation:

Online iTPM documentation for administrators is not in the standard iTPM help portlet. Paste and bookmark <http://i-tpm.com/admin-training-resources/> into your browser.

Non-administrative iTPM users:

- Click **iTPM -> Help -> Administrator User Guides** to open our web page with links to our User Guides and training videos.
- Paste this link into the browser: www.i-tpm.com/training-resources to access a PDF of this User Guide, along with training videos and other documentation.

Get Help By Email:

All users can email support questions or issues to support@cgsquared.com.

- Send an email to create a support ticket so we can answer your question or fix your issue.
- Each email gets a reply with an iTPM support ticket number in the subject line.
- iTPM support staff will follow-up with you by email, and by phone if necessary.
- Every support ticket will receive periodic email status updates until the ticket is closed.

Encourage your users to include the following in the emails to iTPM support:

- Tell us who they are and their role.
- 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 time zone.
- A reply to a support email does NOT create a new support ticket, it just adds to the email thread.

6.2 Promotional Workflow

Promotion condition is determined by comparing today's date to the promotion's start and end ship dates:

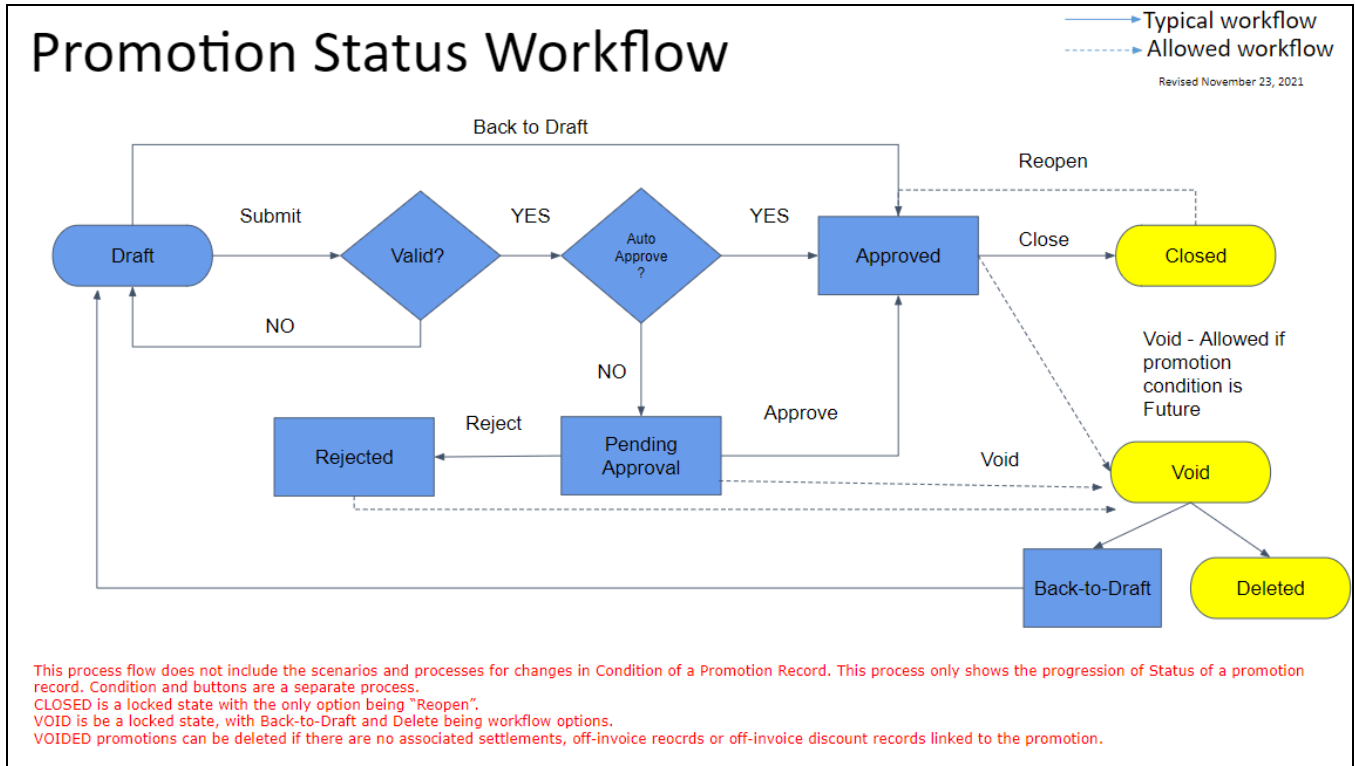
Condition	Description of Promotion Condition
Future	These are promotions that haven't started yet. By definition, these are promotions where the start date is after today's date.
Active	These promotions are in progress. The start ship date of the promotion is today or before today, and the end date is today's date or later.
Completed	This is a promotion that's over. Both the start and end ship dates are in the past.

iTPM has the following workflow status:

Status	Description of Promotion Status	Administrator tasks
Draft	When you create new promotions, they start in draft status. Promotions stay in draft status until the user is ready to either submit them for approval or void them.	Look for users that have many draft promotions that haven't been submitted. If there are draft promotions in active or completed condition, the user may have forgotten to submit them for approval.
Pending	Promotions in pending status have been submitted for approval, but have not yet been approved or rejected. Promotions should only be in the pending status for a short time.	If you see promotions lingering in this pending status, it could be that the promotion creator's supervisor is not defined in NetSuite, or other visibility issues by approvers.
Approved	Promotions that are approved are available to incur promotional liability. iTPM keeps track of every invoice (or purchase) that may qualify for the allowances and discounts.	Look for approved promotions that ended a long time ago. These may be promotions that should be moved to closed status. Any net liability will remain open and unpaid until the promotion is closed.
Rejected	Rejected promotions are prevented from being approved. Rejected promotions do not incur any promotion liability, and are not available for settlements.	You may want to move rejected promotions to a voided status. Either way, rejected promotions do not impact your promotional spending KPIs. (The promotion owner can edit the promotion and return it to <i>Draft</i> status.)
Voided	Like the rejected status, voided promotions do not incur any liability, and are not available for settlements.	No admin tasks are required for voided promotions. (Use the back-to-draft button to return the promotion to draft status.)
Closed	Closing a promotion tells iTPM that all financial settlements are complete, and that any unpaid amounts will not be paid. Closing a promotion sets its net liability to zero, resulting in additional trade monies becoming available.	Sometimes an unexpected payment or settlement must be made for a promotion that's been closed. You may need to change the status back to Approved if the person requesting settlement doesn't have the rights to reopen the promotion for settlements.

Promotion Status Flowchart

Workflow is managed by CG Squared and not currently configurable.



Helpful Hint: See also [1.14 Promotion Approval Permissions, Thresholds and Auto-approve](#)

Helpful Hint: To see the promotion audit trail, go to the Notes subtab, and System Notes sublist. The box below highlights the change from *pending approval* to *approved status*.

DATE	SET BY	CONTEXT	TYPE	FIELD	OLD VALUE	NEW VALUE
9/6/2017 5:58 pm	Alex Wolfe	UI	Change	Status	Closed	Approved
9/6/2017 5:58 pm	Alex Wolfe	UI	Change	Status	Approved	Closed
8/10/2017 3:04 am	-System-	Scheduled Workflow	Change	Condition	Active	Completed
8/1/2017 10:35 am	Alex Wolfe	UI	Change	Status	Pending Approval	Approved
8/1/2017 10:35 am	Alex Wolfe	UI	Change	Status	Draft	Pending Approval

Workflow Buttons by Promotion Condition, Status and Role

iTPM manages workflow by promotion condition, promotion status and user role. As an iTPM administrator, you are granted access to promotional workflow allowed for any role.

The table below shows the allowed workflow for users that can create promotions, those users that plan promotions with 'standard' approval permissions, and iTPM or NetSuite administrators.

Workflow Buttons by Promotion Condition, Status and Role									
Condition	Future			Active			Completed		
Promotion Status:	Role: Create	Role: Approve*	Role: Admin**	Role: Create	Role: Approve**	Role: Admin**	Role: Create	Role: Approve*	Role: Admin**
Draft	Submit, Void-or-Change	...	Submit, Void or Change	Submit, Void-or-Change	...	Submit, Void-or-Change	Submit, Void-or-Change	...	Submit, Void-or-Change
Pending	Void-or-Change	Approve, Reject	Approve, Reject, Void-or-Change	Void-or-Change	Approve, Reject ONLY if role can approve back-dated promotions.	Approve, Reject, Void-or-Change	Void or Change	Approve, Reject ONLY if role can approve back-dated promotions.	Approve, Reject, Void-or-Change
Approved	Void-or-Change	...	Void-or-Change	Void-or-Change if no settlements, End Promotion	...	Void-or-Change if no settlements, End Promotion	Close	...	Void-or-Change if no settlements, Close
Rejected	Void-or-Change	...	Void-or-Change	Void-or-Change	...	Void-or-Change	Void-or-Change	...	Void-or-Change
Voided	Back-to-Draft, Delete	...	Back-to-Draft, Delete	Back-to-Draft, Delete	...	Back-to-Draft, Delete	Back-to-Draft, Delete	...	Back-to-Draft, Delete
Closed	N/A	N/A	N/A	N/A	N/A	N/A	Re-Open

* Approve role: For this chart, approver has permission to approve other people's promotions. There are five approval thresholds available based on the promotion's Estimated Spend There are three options based on condition: Standard, + Approve Back-Dated, and approval own deals.

** Admin role: Any valid buttons for any role for that condition and status are visible for iTPM Admin and NS Admin roles.

How to 'Backdate' a promotion

Users that have permissions to create promotions are also allowed to submit backdated promotions.

- Backdating promotions is not a best-practice, but there are situations where backdating is necessary.
- Once submitted, your role requires approval permission for back-dated promotions. See [section 1.14](#) for more details.



NOTE: Once submitted, a non-admin role will NOT be able to EDIT a backdated approved promotion.

If there are no settlements associated with the promotion, the owner of the promotion can use the VOID-or-CHANGE, then BACK-to-DRAFT buttons. This will return the promotion to draft status so the user can make changes and re-submit them for approval.

If the user's role has the MODIFY permission, the user can submit changes to the approved promotion. If approved, the changes will be applied to the promotion.

NetSuite Admin can change the promotion owner

Only the NetSuite admin can edit and change the OWNER of a promotion to a different user. This is useful for some circumstances. E.g. Use this when the person that created the promotion is no longer available to manage the promotion. To do this, go to the SYSTEM INFORMATION subtab on the promotion.

Mark Allowance records as *INACTIVE* to remove them

You will not need to use your NetSuite admin rights to delete any incorrect allowances. When users can edit their allowances, they can mark the allowance records as *INACTIVE*. This is a standard NetSuite approach. Each night, iTPM has a script that runs and deletes all inactive iTPM records.

iTPM maintains data integrity with estimated quantity and retail info custom records when allowance records are marked inactive:

- If an allowance record is marked as inactive, iTPM checks to see if this is the only allowance for an item. If there are other allowances, only the allowance record is marked as inactive.
- If however, the newly inactive allowance is the only allowance for an item, iTPM will also mark the estimated quantity and the retail info custom records for that item as inactive.

Editing, Adding, Removing Allowances to promotions

Only NetSuite and iTPM admin roles have permissions to edit, add, and/or remove allowances to APPROVED promotions.

- While it is not a best-practice to change allowances on promotions that are active or completed, errors and mistakes happen.
- NetSuite records changes, so there is an audit trail of these changes.
- Changes may not be reflected in the KPIs for completed promotions until the KPI script runs overnight. (Active promotions KPIs will be updated every hour or so.)



NOTE: Changing off-invoice and net-bill allowances on an active or completed promotion may result in missed off-invoice deductions.

6.3 Promotion KPI Measure Calculations (Key Performance Indicators)

Estimated Spend

Estimated Spend forecasts what a promotion will cost. Total Estimated Spend is the sum of both the Lump Sum and the allowances. Sometimes the “Total” is implied. However, when a report or subtab has “w/o LS” or “w/o Lump Sum” after *Estimated Spending*, the value excludes the Lump Sum.

Other names for Estimated Spend: This measure is referred to by other names in other TPM solutions. Some solutions call this *Planned Spending*, because it’s based on the user’s planned spending. It can also be called *Forecasted Spending*, because an estimate is also a forecast. Because the Estimated Spend is the first calculated value of spending for a promotion, and because this value does NOT ever change, it can also be called *Original Estimate* or *Forecast*. iTPM calls this measure Estimated Spend for simplicity.

The calculations use estimated quantity. Quantity is referred to as *volume* in other TPM solutions. In iTPM, we use the term quantity because it matches the NetSuite term on orders and invoices.

Calculation: Estimated Spend is calculated the same regardless of promotion status and promotion condition. However, the calculation is different by method-of-payment. The chart below shows the difference between lump-sum and the other three method-of-payments, off-invoice, bill-back and net-bill. This chart shows all three attributes for easy comparison of calculations between Estimated Spend, Actual Spend, Expected Liability and Net Liability.

Estimated Spend by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=Closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	<i>Estimated: Lump Sum</i> KPI is Lump Sum in the promotion.				
Bill-back allowances	Allowance per UOM: $Estimated\ Spend\ BB\ KPI = Estimated\ Promoted\ Quantity \times Allowance\ per\ UOM$ (both in the same UOM) Note: All of the above must be in the same UOM to be correct $Note: Estimated\ Promoted\ Quantity = Estimated\ Total\ Quantity \times ((\% \text{ redemption}) / 100)$ Note: Do this calculation for each allowance within the promotion				
OI or Net-bill	% Discount: $Estimated\ Spend\ OI\ KPI = Estimated\ Promoted\ Sales\ Amount \times ((\% \text{ discount}) / 100)$ Note: $Estimated\ Sales\ Amount = Estimated\ Quantity \times Item\ Price$ $Note: Estimated\ Promoted\ Sales\ Amount = Estimated\ Sales\ Amount \times ((\% \text{ redemption}) / 100)$ Note: Which item price to use is based on the Price Type selected by user. i.e., Customer, base, or a price level $Estimated\ Spend\ NB\ KPI$ is the same as above, but uses the net-bill allowance in the calculation.				

Latest Estimate

Latest Estimate uses the most recent information about the promotion to forecast what the entire promotion will cost when it is completed.

Other names for Latest Estimate: This measure is referred to by other names in other TPM solutions. Many TPM solutions refer to this as just “LE” for short. Other names include ‘Projected’ or ‘Forecasted’ Spending.

Calculation: The challenge of estimating a promotion’s total cost changes over the life-cycle of the promotion.

- Promotions in *Voided* or *Rejected* status in any Condition: These are not official promotions, so the LE is zero.
- *Draft* Promotions in any Condition: All we know is the user’s estimate, so that’s what we use.
- Promotion in *approved* status are more complicated
 - If a promotion hasn’t started, then all we know is the user’s estimate.
 - If a promotion has started but hasn’t completed, then all we can do is compare the quantity that was estimated to the users’ estimate. To be financially conservative, we use the quantity that’s bigger; the original user’s estimate or the quantity that’s actually been shipped.
 - When a promotion is completed, we now know the quantity that qualifies for the allowances. We use that to estimate the total final cost of the promotion.
- When a promotion is changed to *CLOSED* status, by definition the Latest Estimate will Equal Actual Spending. Closing tells iTPM that we don’t anticipate any more settlements against this promotion, and reduce the net liability accordingly.

The chart below shows the calculations by status, condition and method-of-payment:

Latest Estimate (LE) by promotion condition and status						
Status ->	Voided, Rejected	Draft, Pending	Status = Approved			Status= Closed
Condition ->	Any Condition	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0 by definition	<i>LE Spend Lump Sum KPI = Lump Sum</i> in the promotion	Use the larger amount: <i>Estimated Spend Lump Sum KPI</i> or <i>Actual Spend Lump Sum KPI Paid-to-date</i>			<i>LE Spend Lump Sum = Actual Paid</i>
Bill-back allowances*		<i>LE Spend BB KPI= Estimated Spend BB</i>	Use the larger amount; <i>Estimated Spend</i> or <i>Expected Liability</i>		Use the larger amount: <i>Expected Liability</i> or <i>Actual Spend</i>	<i>LE Spend BB Sum = Actual Paid</i>
OI or Net-bill**		<i>LE Spend OI KPI= Estimated Spend OI</i>	If preference “Do not update liability using actuals” is checked, then Always use <i>Estimated Spend</i> .		<i>LE Spend OI / NB Sum = Actual Paid = (Actual Qty * Allowances)</i>	
<small>* Calculations are for direct customers. Indirect customers have no actual volume, so for indirect customers, use estimated quantity as actual. ** Note: OI and Net-bill are NOT valid for indirect account for financial type=expense. (vendors)</small>						

Actual Spend

Actual Paid shows all settlements that have been matched and expensed to a promotion.

Other names for Actual Spend: This measure is referred to by other names in other TPM solutions. Some TPM solutions call this *Actual Paid*, *Actual Spending*, *Actual Trade Spend*, *Actual Results*, and sometimes just *Actuals*. When comparing actual paid across promotions, this is also called the historical trade spend.

Calculation: The calculation of Actual Paid is not complicated. iTPM summarizes all payment requests regardless of the method, including checks, ACH, etc. Also included are deduction resolutions that are matched to the promotion. Because most settlements are approved, the Actual Paid measure includes all settlements, regardless of the settlement status. If a settlement is not approved or voided, the Actual Paid amount is updated, and the audit trail shows the offsetting transactions.



NOTE: Actual Paid includes ONLY what's been officially recorded by NetSuite as of today. The true cost of your promotion could be much higher. Use Latest Estimate to see the most likely total cost of your promotion after all claims are processed.

Actual Paid does not include short-pay deductions that have not yet been resolved.

Open deduction balances remain just open balances until they are resolved in one of three ways:

- Matched to a promotion and expensed as promotional
- Matched and expensed to a non-promotional GL-account
- Disputed and re-invoiced

The chart below shows the calculations by status, condition and method-of-payment:

Actual Spend by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0 by definition No costs can be incurred because we will not allow any promotions to be pre-paid.	Sum of all checks and deduction settlements matched to the deal* This applies only to Actual Spend at the summary level.			
Bill-back allowances					
OI or Net-bill		Sum of all off-invoice and net-bill spending applied to invoices**			

* Note: Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formula works for all these conditions, so no need to change the formula by condition.

**Assumption for OI and Net-bill: iTPM will apply these allowances to the invoice during order entry and perform the associated G/L entries.

Expected Liability

Expected Liability estimates the official promotion costs you've incurred **only through today**. Use this measure to understand the liability and cost of your promotion **as of today**.

Other names for Expected Liability: This measure is called other names in other TPM solutions. Names include *Promotion Expense*, *Incurred Expense*, *Promotion Exposure*, and *Projected Liability*.

Calculation: Expected Liability must be calculated by item, by event and by method-of-payment.

- Lump Sum amounts are considered 'incurred' the day the approved promotion starts. All other allowances use actual quantities shipped to calculate Incurred Liability.
- For allowances, we know the rate, the % discount, the estimated percent redemption, and the actual quantity shipped. We use these to estimate your expected liability.

Regardless of how you pay for it, or even if you don't intend to pay it, **Expected Liability estimates what the promotion costs as of today**.

- Only approved promotions can incur liability.
- You could void a future promotion before it starts, so future promotions don't incur any liability.
- Approved or closed promotions that have started or completed use the same calculations:
 - The total lump-sum is considered incurred and payable.
 - If the promotion type is configured to update liability with actual shipments, allowances are applied to **actual quantities** invoiced and shipped **as of today, and adjusted by the percent redemption factor** estimated for the allowance.
- iTPM uses this measure to help prevent overpaying promotions, and to identify promotional claims in excess of what you owe.

The chart below shows the calculations by status, condition and method-of-payment:

Expected Liability by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0	\$0	= Estimated Spend Lump Sum (Also known as Estimated <i>Fixed Fee</i>)		
Bill-back allowances	\$0	\$0	<i>Expected Liability BB, and Expected Liability OI, and Expected Liability NB:</i> Allowance per UOM: If preference "Do not update liability using actuals" is checked, then $\frac{\text{Estimated Quantity} \times \text{allowance per UOM} \times ((\% \text{ redemption factor}) / 100)}$ If preference is unchecked, then $\frac{\text{Actual Quantity} \times \text{allowance per UOM} \times ((\% \text{ redemption factor}) / 100)}$ Note: Actual, Estimated Quantity and allowance per UOM must be in the same UOM		
OI or Net-bill	\$0	\$0			
% Discount: If preference "Do not update liability using actuals" is checked, then $\frac{\text{Estimated Sales Amount} \times ((\% \text{ discount}) / 100) \times ((\% \text{ redemption factor}) / 100)}$ If preference is unchecked, then $\frac{\text{Actual Sales Amount} \times ((\% \text{ discount}) / 100) \times ((\% \text{ redemption factor}) / 100)}$					
Notes: Expected Liability uses % Redemption. Maximum Liability does not. Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill. Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors). Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors). Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount. * For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.					

Maximum Liability

Maximum Liability shows the most you should have to pay for your promotion based on what you've sold **through today**. Use this measure to understand the maximum incurred liability cost of your promotion **as of today**.

Calculation: Maximum Liability does NOT adjust for estimated liability, Expected Liability does. Other than this difference, all the calculations are the same.

For example, consider a scan-down promotion of \$.50 per unit with an estimated redemption of 50% with a \$500 lump-sum. The person creating this scan down estimates that only 50% of all shipments to this customer will apply or qualify for the scan-down allowance. You are now one week into the two week event, and have shipped 3,000 eaches. Here is how iTPM calculates the incurred liability for your promotion:

Maximum Liability = \$.50 times 3,000 eaches plus \$500 lump sum = \$1,500
Expected Liability = \$.50 times 3,000 eaches times 50% redemption plus \$500 lump sum = \$750

Maximum Liability uses a financially conservative approach and assumes the percent redemption is always 100%. Expected Liability assumes the user creating the promotion has a good idea of the redemption factor. Your actual promotion liability may be somewhere in between Maximum and Expected Liability. For scan promotions, your actual promotion liability when claimed could be more or less than either of these KPI measures. Percent redemption is an estimated value.

Important: The percent redemption is an estimate. You can only know your final, actual liability after the promotion is closed and all settlements are processed.

The chart below shows the calculations by status, condition and method-of-payment:

Maximum Liability by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0	\$0	= Estimated Spend Lump Sum		
Bill-back allowances	\$0	\$0	<i>Maximum Liability BB, and Maximum Liability OI, and Maximum Liability NB:</i> Allowance per UOM: If preference "Do not update liability using actuals" is checked, then Estimated Quantity times allowance per UOM If preference is unchecked, then, Actual Quantity times allowance per UOM Note: Actual Quantity and allowance per UOM must be in the same UOM % Discount: If preference "Do not update liability using actuals" is checked, then Estimated Sales Amount times ((% discount) / 100) If preference is unchecked, then, Actual Sales Amount times ((% discount) / 100)		
OI or Net-bill	\$0	\$0			

Notes: This calculation does NOT use the percent redemption to calculate maximum liability. Expected Liability does.
 Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill.
 Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors).
 Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors)
 Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount.

* For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.

Net Liability

Net Liability shows you what you owe that's not paid **as of today**.

Other names for Net Liability: This measure is referred to by other names in other TPM solutions.

Calculation: Net Liability is equal to Expected Liability MINUS all Settlements PLUS amounts overpaid.

When you overpay a promotion, you are actually paying more than you technically owe. Sometimes this is knowingly done because the promotion claim is from a valued customer, and the amount may not be material or worth the effort to dispute. When overpayments happen, the amount of the overpayment does not reduce any promotion liability for this or any other promotion event. To accurately represent what you owe, net liability must be adjusted for overpayments.

By definition, only active or completed approved promotions have a net liability greater than zero.

Unless there is an error and off-invoice or net-bill amounts are missed when invoicing, net liability for off-invoice and Net-Bill by definition will always be zero.

Net Liability also is zero for all closed promotions by definition. Net Liability represents what's not paid. When you close a promotion, you signal to iTPM that you do not anticipate any additional settlements, and that the promotion is paid-up in full.

The chart below shows the calculations by status, condition and method-of-payment:

Net Liability by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status= closed
Condition ->	Any Condition	Future	Active***	Completed	Completed
Lump Sum	\$0 by definition		Estimated Spend Lump Sum minus Settlements plus any amount overpaid*		\$0 by definition
Bill-back allowances			Estimated Liability BB minus Settlements plus amounts overpaid**		
OI or Net-bill			Net Liability OI, and Net Liability NB, are always \$0 by definition because off-invoice and net-bill are applied directly to the invoice.		

Note: These calculations can ONLY be done by event. Lump Sum must be calculated separate from bill-backs.
 * Any payment in excess of the calculated liability does NOT reduce liability.
 ** Overpayments do not reduce liability. Overpayments must be calculated at the promotion level, not by item. Settlements may be allocated to items and are just estimates of what each item should get. Therefore underpayments on one or more items offsets overpayments on one or more other items in the deal.
 Note: *** Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formulas work for all these conditions, so no need to change the formula for this Promotion Type configuration setting.

OPTION: DO NOT Update Liability based on Actuals

When you create promotion types, you can select how you want iTPM to calculate the Maximum and Expected liability for that promotion type. All the calculations for the KPI measures described in this section 5.3 honor this configuration setting.

If your promotion type has the “Do NOT Update Liability Based on Actuals” checked, then the KPI measures will be equal to estimated spend regardless of how much you sell during the promotion start and end ship dates.

Planning	Allowances	Estimated Quantity	Retail Info	KPI's	Settlements	Reports	Files	Communication	Workflow	System
KPI Summary		KPI Summary : Lump Sum		KPI Summary : Bill Back		KPI Summary : Off Invoice				
ESTIMATED SPEND : PROMOTION 9,177.38		ESTIMATED SPEND : LUMP SUM 3,000.00		ESTIMATED SPEND : BILL BACK 6,177.38		ESTIMATED SPEND : OFF INVOICE 0.00				
LE SPEND : PROMOTION 10,163.42		LE SPEND : LUMP SUM 3,000.00		LE SPEND : BILL BACK 7,163.42		LE SPEND : OFF INVOICE 0.00				
MAXIMUM LIABILITY : PROMOTION 5,482.95		MAXIMUM LIABILITY : LUMP SUM 3,000.00		MAXIMUM LIABILITY : BILL-BACK 2,482.95		MAXIMUM LIABILITY : OI 0.00				
EXPECTED LIABILITY : PROMOTION 5,482.95		EXPECTED LIABILITY : LUMP SUM 3,000.00		EXPECTED LIABILITY : BILL-BACK 2,482.95		EXPECTED LIABILITY : OI 0.00				
ACTUAL SPEND : PROMOTION 0.00		ACTUAL SPEND : LUMP SUM 0.00		ACTUAL SPEND : BILL-BACK 0.00		ACTUAL SPEND : OI 0.00				
NET LIABILITY : PROMOTION 5,483.00		NET LIABILITY : LUMP SUM 3,000.00		NET LIABILITY : BILL-BACK 2,483.00		NET LIABILITY : OI 0.00				
OVERPAY : PROMOTION 0.00		OVERPAY : LUMP SUM 0.00		OVERPAY : BILL-BACK 0.00		OVERPAY : OI 0.00				
REQUESTED SPEND : PROMOTION 0.00		REQUESTED SPEND : LS		REQUESTED SPEND : BB		REQUESTED SPEND : OI				
PENDING SPEND : PROMOTION 0.00		PENDING SPEND : LS		PENDING SPEND : BB		PENDING SPEND : OI				
KPI Records										
KPIs LAST UPDATED 12/15/2018 9:03 pm										

The KPI screenshot above has the “Do not update liability based on actuals” UNCHECKED.

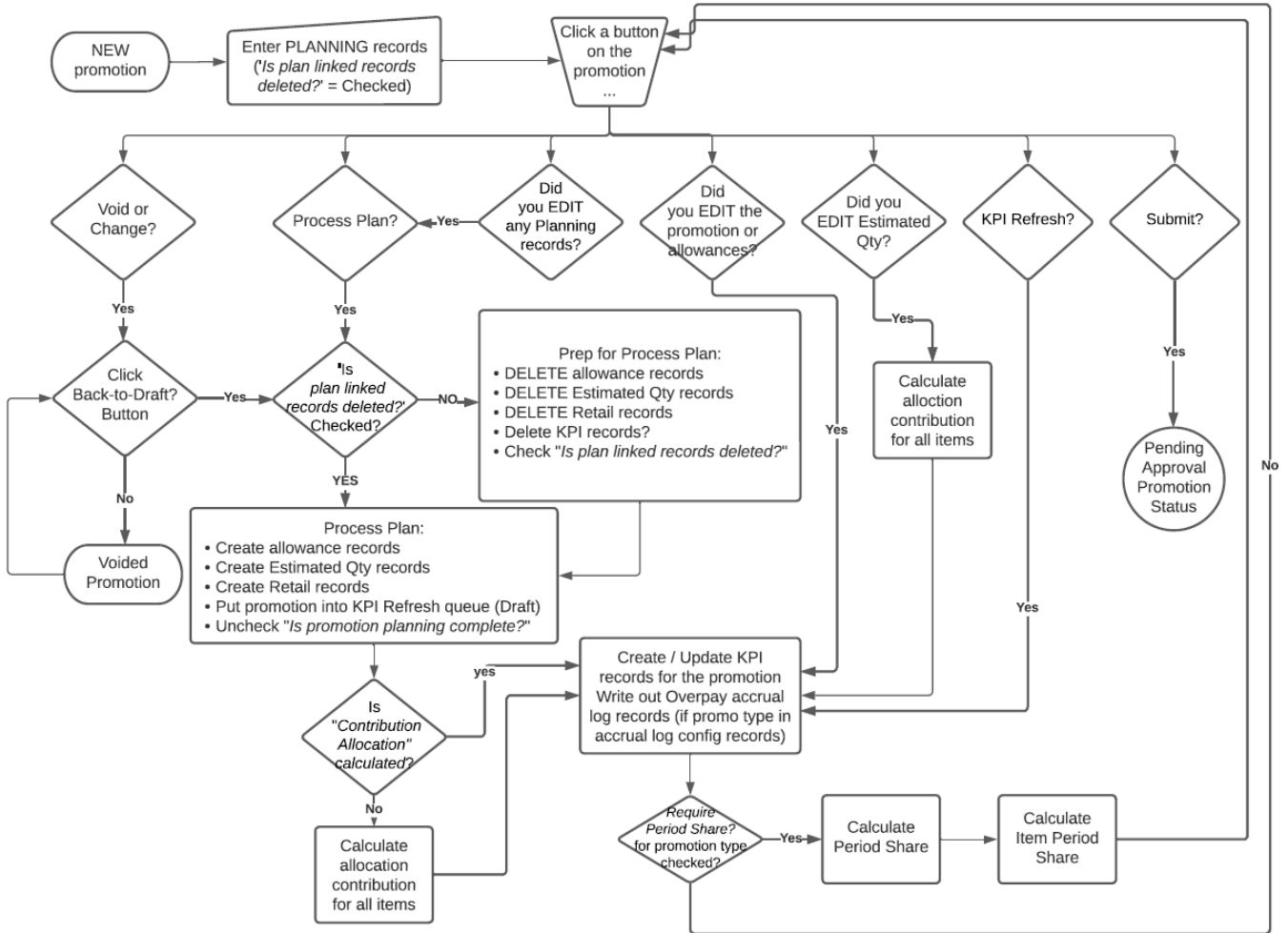
- DO NOT UPDATE LIABILITY BASED ON ACTUALS Liability updated based on ACTUAL shipments.
- DO NOT UPDATE LIABILITY BASED ON ACTUALS Liability will always equal ESTIMATED.

NOTE: This promotion type configuration does NOT affect Lump Sum Liability.

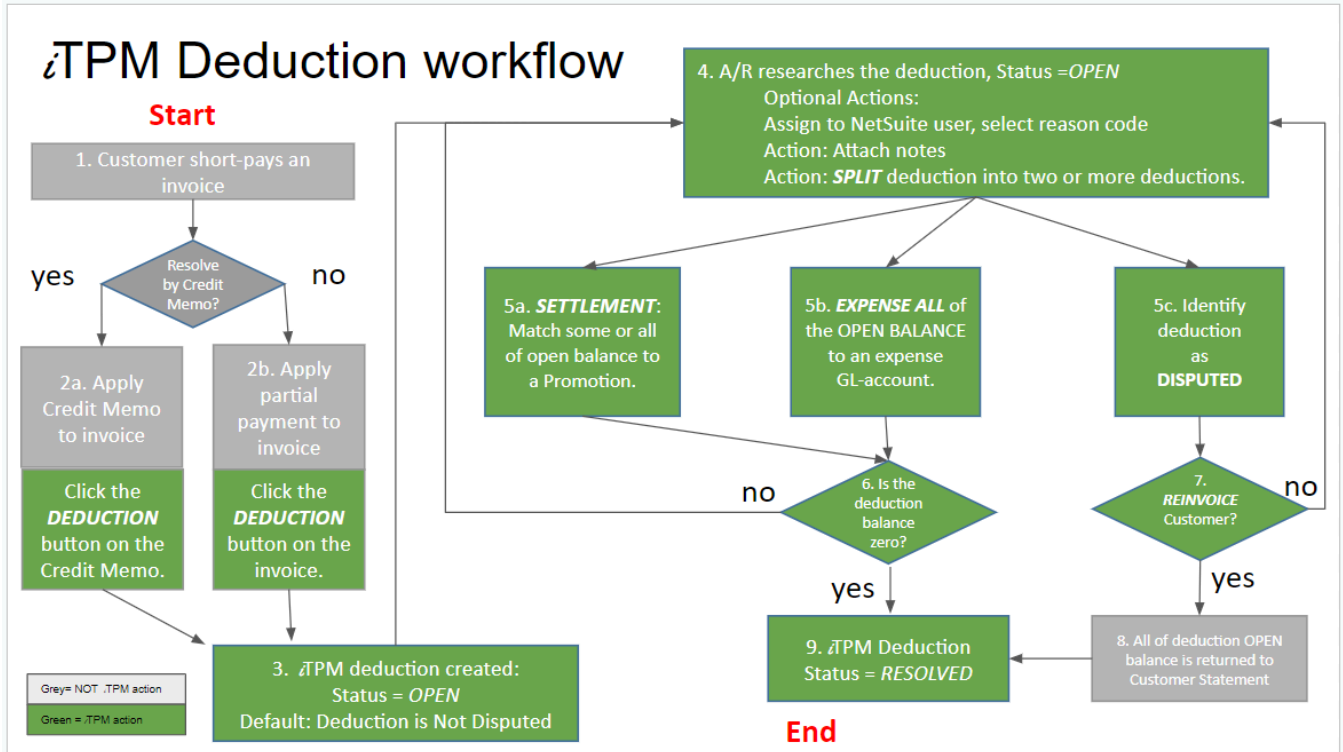
KPIs refresh: Draft Promotion workflow

The flowchart below shows when promotion KPIs are updated for Draft Promotions:

Workflow for DRAFT promotions: June 18, 2021



6.4 Deduction Workflow & Reason Codes

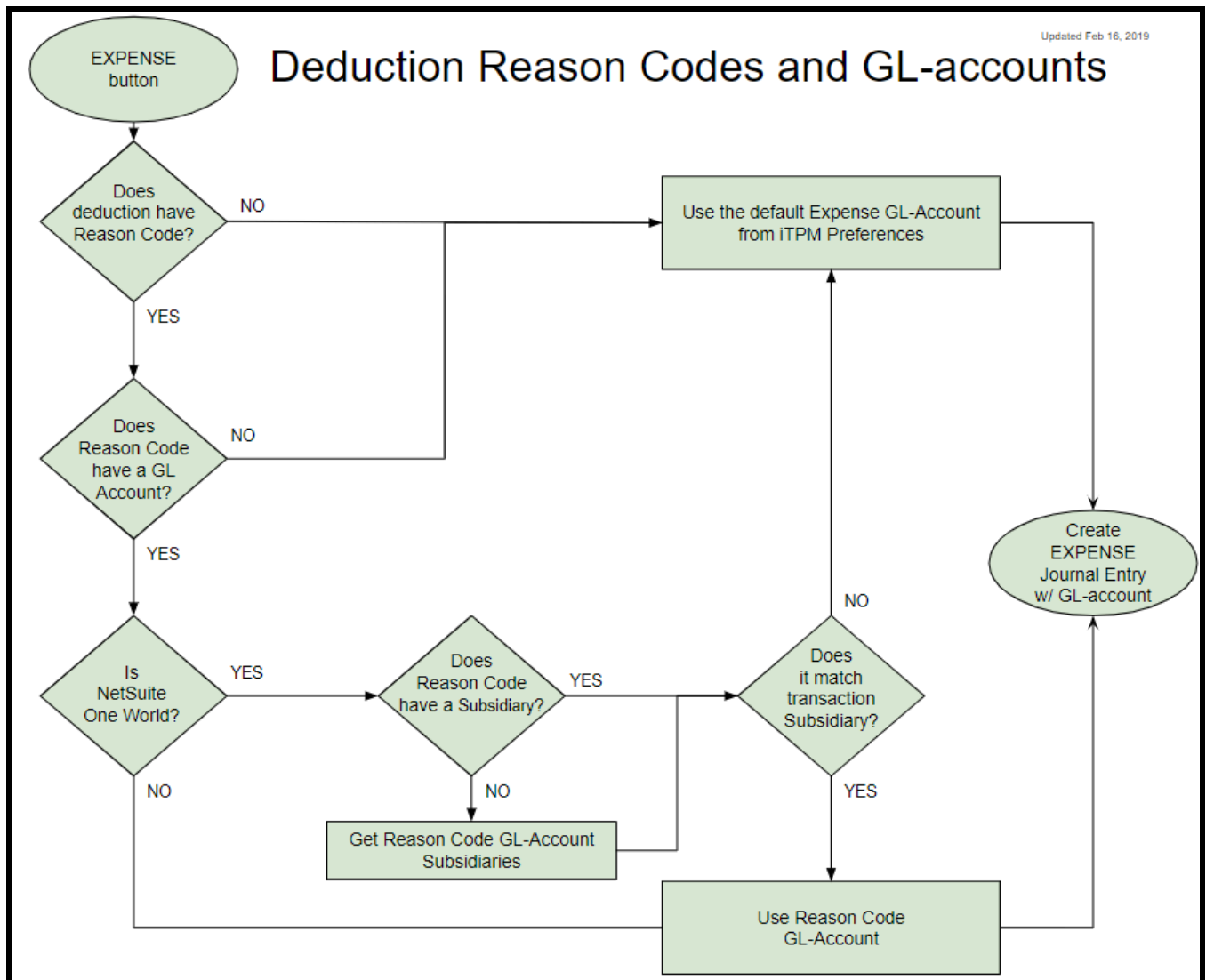


NOTE: Workflow assumes closed or locked NetSuite accounting periods have “Allow non-G/L changes” checked.

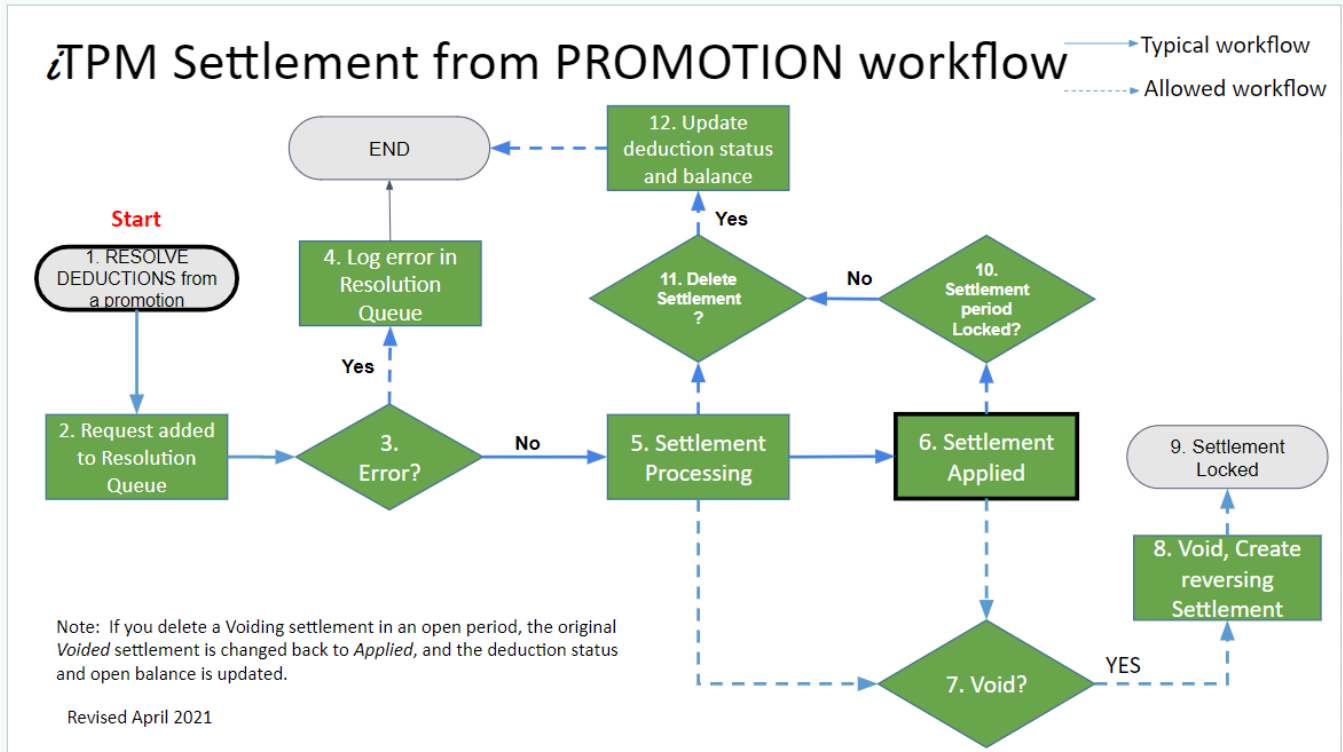
Step	Description	Comment
1	Customer Short-pays an invoice	Decide how to process the short pay: 2a or 2b
2a	Apply partial payment and credit memo to invoice(s)	iTPM deduction button is visible on the credit memo (Recommended approach)
2b	Create deduction from the invoice (NOT RECOMMENDED)	iTPM deduction button is visible on the invoice: Use only for legacy ERP deductions if CM is not an option. See 2a
3	DEDUCTION: Deduction created	iTPM Deduction is created with an open balance. Status = OPEN
4	Deduction research	Workflow includes assigned user, follow-up date, reason code, user notes, attachments and splitting of deductions.
5a	SETTLEMENT: Match deduction to one or more promotions	Deduction open balance goes down, promotion’s actual expense goes up
5b	EXPENSE by journal entry	Deduction balance goes down, GL-account goes up
5c	DISPUTE a deduction	No change to the deduction; just flagged as not-valid.
6	Deduction is in OPEN status	Settlements can partially resolve a deduction
7	REINVOICE disputed short-pay	Deduction is resolved, and A/R goes up by the amount of the short-pay
8	Customer pays back short-pay	Short-pay is on customer’s statement for repayment
9	Deduction resolved	Deduction status moves from OPEN to RESOLVED if the deduction balance is zero.

The following workflow describes how iTPM uses reason codes to populate the debit GL-account in the journal entry that expenses the deduction.

The reason code is used only to default the GL-account in the pre-populated journal entry created when using the EXPENSE button. Users can still change the GL-account before saving the journal entry.

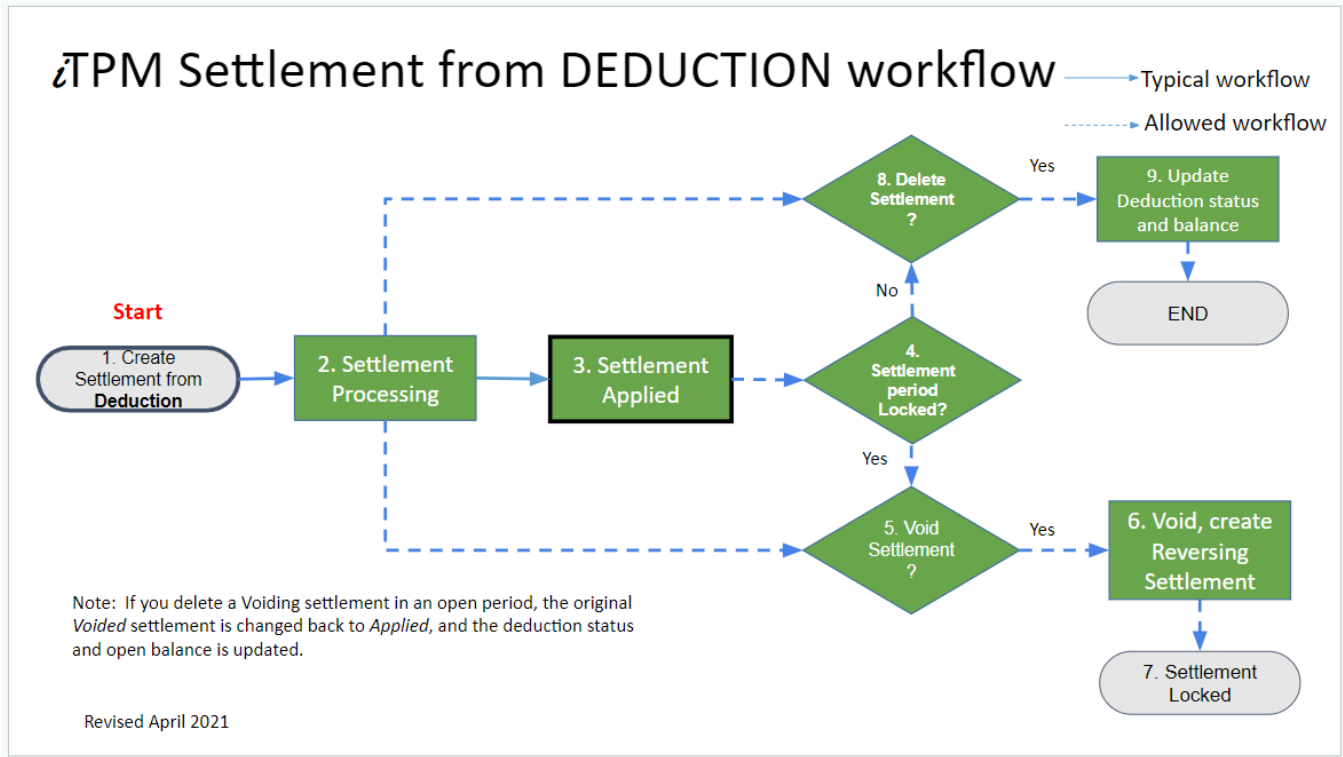


6.5 Settlement from Promotion Workflow (RESOLVE DEDUCTIONS)



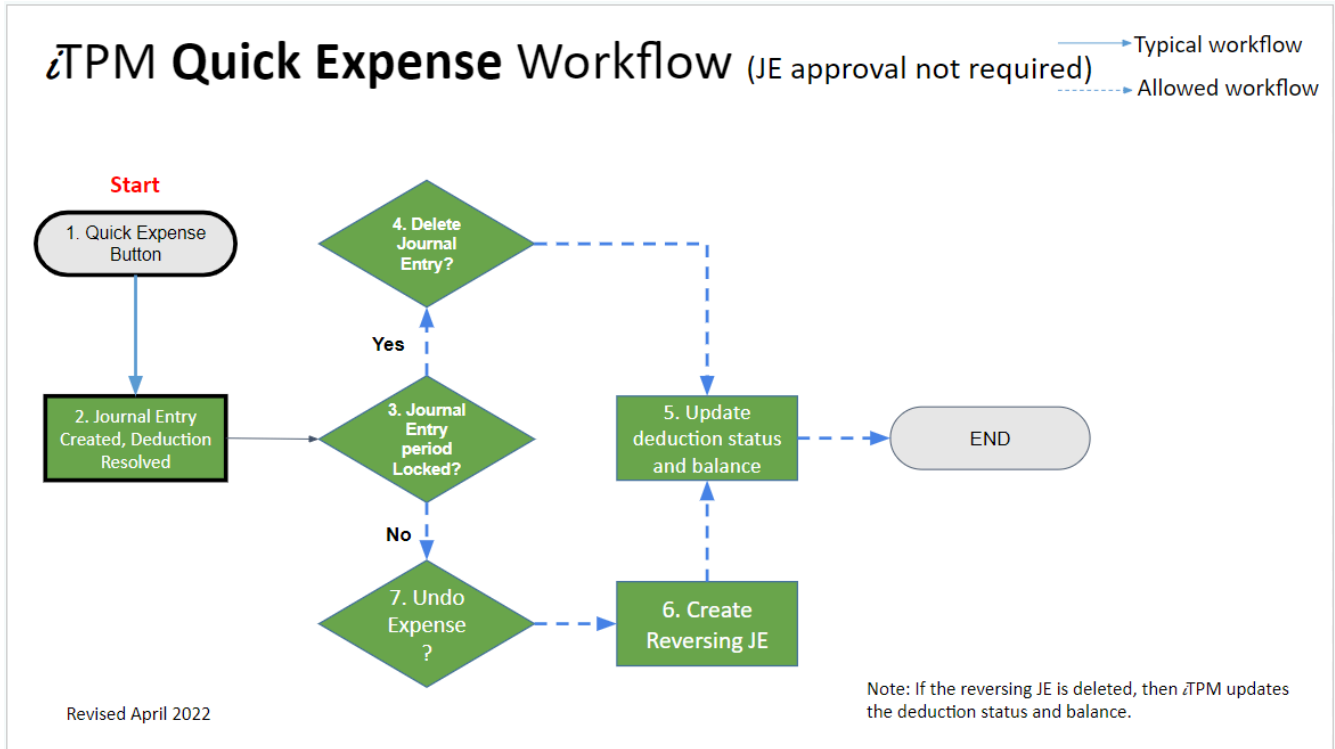
Step	Description	Comment
1	Use RESOLVE DEDUCTIONS button on a promotion	The RESOLVE DEDUCTIONS button is available on approved, active and completed promotions. Select one or more deductions to resolve.
2	Requested	The settlement requests are queued up for processing. View the queue at <i>iTPM-> Resolutions -> Resolutions Queue</i>
3	Error?	If your settlement request has errors, a settlement will not be created.
4	Error message written to log	To see the error message, go to <i>iTPM-> Resolutions -> Resolutions Queue</i> and click on the error message log for details.
5	Processing	The settlement is queued up for the allocation script, but the script has not yet run, or is working on this settlement.
6	Applied Status	Completed settlements are in Applied status, and the settlement amounts are allocated to the items in the promotion based on historical sales.
7	Void settlement?	The user must have appropriate role permissions to void settlements. (See section 5.2 for example roles)
8	Void, Reversing Settlement created	When a settlement is voided, a reversing settlement is created, and the settlement status changes to <i>Voided</i>
9	Settlement Locked	No changes are allowed to the settlement, other than voiding it.
10	Period Locked?	If the period is not locked, you have the option to delete the settlement.
11	Delete the settlement	If the settlement is in an open period, deleting the settlement will update the deduction status and open balance.
12	Update deduction status & balance	If resolved, deduction goes to open status, and open balance is updated.

6.6 Settlement from Deduction Workflow: SETTLEMENT

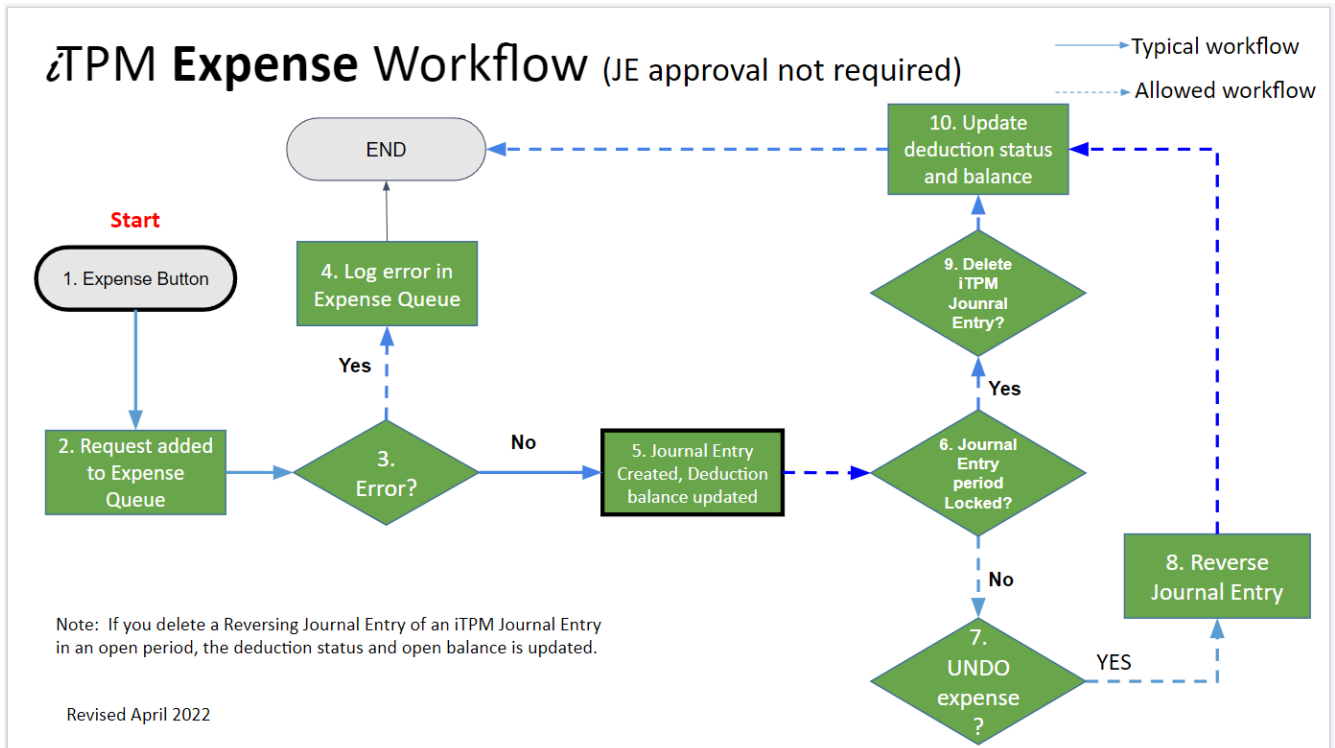


Step	Description	Comment
1	Create Settlement request while viewing a deduction	This is the settlement button on a deduction. Some or all of the deduction open balance can be matched to a promotion using a settlement.
2	Processing	A script will run and allocate the amount to the items in the promotion based on either actual sales, estimated sales, or evenly.
3	Applied	The settlement is applied, and the settlement is completed.
4	Period locked?	If the period is open, you can delete the settlement
5	VOID the settlement	If user has permissions, the VOID button is available on the settlement. (See chapter 5 for permissions by example roles.)
6	Voided Settlements	Reversing settlement is created, and the settlement status is <i>voided</i> .
7	Settlement locked	iTPM locked the voided settlement. No changes are allowed to the settlement, other than voiding it.
8	Delete the settlement	You can delete the settlement in processing and applied status if the NetSuite period is open and no transaction locked for the period.
9	Deduction status updated	Deduction open amount and status updated

iTPM Quick Expense Workflow



iTPM Expense Workflow



6.7 iTPM Custom Records

The following is a list of custom records used by iTPM. Many of these custom records are locked to protect the data integrity of iTPM. iTPM records start with '- iTPM'

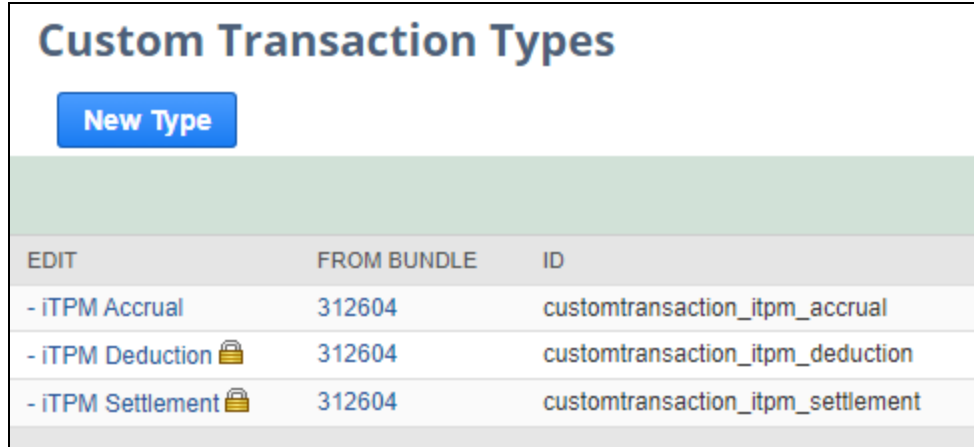
To view the iTPM custom records in your NetSuite account, click on **Customization -> Lists, Records and Fields -> Lists** and look for records that have "iTPM" in the description.



EDIT ▲	FROM BUNDLE	ID
- iTPM Accrual Log	312604	customrecord_itpm_accruallog
- iTPM Accrual Setup	312604	customrecord_itpm_accrual_setup
- iTPM Allowances	312604	customrecord_itpm_promoallowance
- iTPM Calendar	312604	customrecord_itpm_calendar
- iTPM Calendar Summary	312604	customrecord_itpm_calender_summary
- iTPM Deduction Approval by Sales	312604	customrecord_itpm_deductionapprovalsales
- iTPM Deduction Mass Expense Queue	312604	customrecord_itpm_ddn_write_off
- iTPM Deduction Reason Codes	312604	customrecord_itpm_deductionreasoncodes
- iTPM Deduction Split	312604	customrecord_itpm_deductionsplitt
- iTPM Deduction Split Line	312604	customrecord_itpm_deductionsplittline
- iTPM Deductions Change Cust Permission	312604	customrecord_itpm_ddnchangeustpermisson
- iTPM Deductions Delete Permission	312604	customrecord_itpm_ddndeletepermission
- iTPM Deductions Permission	312604	customrecord_itpm_deductionspermission
- iTPM Discount Log	312604	customrecord_itpm_discountlog
- iTPM Discount Log Lines	312604	customrecord_itpm_discountlogline
- iTPM Estimated Quantity	312604	customrecord_itpm_estquantity
- iTPM Expense Queue	312604	customrecord_itpm_expensequeue
- iTPM Item Period Share	312604	customrecord_itpm_item_period_share
- iTPM KPI Queue	312604	customrecord_itpm_kpiqueue
- iTPM KPI Queue (Draft Promotions)	312604	customrecord_itpm_kpiqueue_draft_prom
- iTPM KPI Queue Detail	312604	customrecord_itpm_kpiqueueedetail
- iTPM KPIs	312604	customrecord_itpm_kpi
- iTPM Monthly Base forecast	312604	customrecord_itpm_monthly_forecast
- iTPM NonGL MassUpdate Queue	312604	customrecord_itpm_nongl_massupdate_queue
- iTPM Plan	312604	customrecord_itpm_plan
- iTPM Preferences	312604	customrecord_itpm_preferences
- iTPM Promo Status Update Queue	312604	customrecord_itpm_promo_statusupdate_que
- iTPM Promotion	312604	customrecord_itpm_promotiondeal
- iTPM Promotion Activity	312604	customrecord_itpm_promotionactivity
- iTPM Promotion Approver L1	312604	customrecord_itpm_promotionapprover
- iTPM Promotion Approver L2	312604	customrecord_itpm_promotionapprover_l2
- iTPM Promotion Approver L3	312604	customrecord_itpm_promotionapprover_l3
- iTPM Promotion Approver L4	312604	customrecord_itpm_promotionapprover_l4
- iTPM Promotion Approver L5	312604	customrecord_itpm_promotionapprover_l5
- iTPM Promotion Period Share	312604	customrecord_itpm_promo_period_share
- iTPM Promotion Planning	312604	customrecord_itpm_promotion_planning
- iTPM Promotion Type	312604	customrecord_itpm_promotiontype
- iTPM Resolution Queue	312604	customrecord_itpm_resolutionqueue
- iTPM Retail Event Information	312604	customrecord_itpm_promoretailivent
- iTPM Settlements Permission	312604	customrecord_itpm_settlementspermission
- iTPM Statement Charge Change	312604	customrecord_itpm_statement_charge_chang

6.8 iTPM Custom Transactions

iTPM uses custom transaction records to manage settlements and deductions. The iTPM deduction and settlement custom records are locked to protect the data integrity of iTPM.

To view the iTPM custom records in your NetSuite account, click on **Customization -> Transaction Types**



EDIT	FROM BUNDLE	ID
- iTPM Accrual	312604	customtransaction_itpm_accrual
- iTPM Deduction 	312604	customtransaction_itpm_deduction
- iTPM Settlement 	312604	customtransaction_itpm_settlement

6.9 iTPM Scheduled Scripts and release preview testing

- As a NetSuite administrator, you have the ability to change the iTPM default priority and schedule.
- **Release preview accounts to not run scheduled scripts by default.** If you do testing, you'll need to run Map Reduce scripts manually. Contact iTPM support for more details.
- To view these scripts, go to **Customization -> Scripting -> Script Deployments**, set the *TYPE* filter to *Map/Reduce*, and Status to *Scheduled*.
- If you only use the deduction module, only schedule the 6 yellow-highlight scripts below:

ID	SCRIPT ▲
customdeploy_itpm_promodeal_cpy	- iTPM - Copy Promotion
customdeploy_itpm_ddn_splitsvtaskimport	- iTPM - Deduction Split CSV Import Task
customdeploy_itpm_mr_allconbrbtndraft	- iTPM - MR All ContributionForDraft(SC)
customdeploy_itpm_mr_allocationconbrbtn	- iTPM - MR Allocation Contribution(SC)
customdeploy_itpm_mr_apply_detachec_inv	- iTPM - MR Apply Detached Invoice
customdeploy_itpm_mr_ddn_splitprocess	- iTPM - MR Deduction Split Process
customdeploy_itpm_mr_ddn_writeoff	- iTPM - MR Deduction Write-Off(Sc)
customdeploy_itpm_mr_delete_period_share	- iTPM - MR Delete Period Share Records
customdeploy_itpm_mr_delete_processplan	- iTPM - MR Inactive Related Records(Sc)
customdeploy_itpm_mr_inactive_relatedrec	- iTPM - MR Inactive Related Records(Sc)
customdeploy_itpm_mr_kpi_sum_field_calc3	- iTPM - MR KPI Summary Field Calcs
customdeploy_itpm_mr_nboi_rem_discounts	- iTPM - MR NBOI Processing
customdeploy_itpm_mr_nongl_mass_update	- iTPM - MR Non GL Mass Update
customdeploy_itpm_mr_promo_period_share	- iTPM - MR Promotion Period Share
customdeploy_itpm_mr_schedule_kpi_queue	- iTPM - MR Schedule KPI Queue
customdeploy_itpm_mr_settlementlines	- iTPM - MR Settlement Lines
customdeploy_itpm_mr_transaction_accrual	- iTPM - MR Transaction Accruals (Sc)
customdeploy_itpm_delete_promotion_recor	- iTPM Delete Promotion Record
customdeploy_itpm_mr_allow_new_item_grp	- iTPM MR Allowance for New Item(Sc)
customdeploy_itpm_mr_bulk_settlement_pro	- iTPM MR Bulk Settlement Process
customdeploy_itpm_mr_kpi_deletequeuevec	- iTPM MR Delete KPI Queue Records
customdeploy_itpm_mr_overnight_proplan	- iTPM MR Overnight Process Plan
customdeploy_itpm_mr_sc_rel_ddn_update	- iTPM MR SC Related Deduction Updation
customdeploy_itpm_update_pr_period_share	- iTPM MR Update Promotion Period Share
customdeploy_itpm_promolinked_approved	- iTPM PromoLinked Records for approved

Optional: If you need KPIs by promotion, period **AND** item also schedule these scripts:

- iTPM - MR By Item Period Share,
- iTPM - MR Inactive ByItem Period Share,
- iTPM - MR Update By Item Period Share



Important Note: **DO NOT CHANGE iTPM SCRIPT CONCURRENCY** without consulting CG Squared. Most iTPM scripts are set to a concurrency limit equal to 1. Some iTPM scripts can create bad data if the concurrency is greater than one.

Release Preview Testing: Manually run Map / Reduce scheduled scripts

Scheduled Map / Reduce scripts do not automatically run in release preview accounts.
 Manually run iTPM scheduled scripts in your release preview account when testing iTPM:

iTPM form and button: Promotions	iTPM Map/Reduce Script
Promotion: Process Plan button	<ul style="list-style-type: none"> - iTPM MR Inactive Related Records (Sc) <li style="padding-left: 20px;">Above script chain runs the next script: - iTPM - Create Promo Linked Records
<p>Overnight process for iTPM Allowances & KPIs</p> <p>Any items added to a NetSuite item group the day before will be automatically added to any active or future promotion that has the NetSuite item group.</p> <p>If "All items sold to this customer get this discount" is checked in the promotion, this script looks for items that were sold to the customer but are not in the promotion. (This is based on sales orders and invoices in the last 3 days.) Any item that has "Available for iTPM" checked will be added to the promotion if it's not already in the promotion.</p>	<ul style="list-style-type: none"> - iTPM MR Allowance for New Item (Sc) <li style="padding-left: 20px;">Above scheduled MR script chain runs next scripts: - iTPM MR Overnight Allowances sold - iTPM MR Schedule KPI Queue <p style="padding-left: 40px;">Any promotion where liability is linked to what you ship to the customer is added to the KPI Queue to adjust KPIs based on new shipments/sales yesterday.</p> <ul style="list-style-type: none"> - iTPM MR Overnight Process Plan <li style="padding-left: 20px;">This script runs Process Plan for all draft promotions that need Process Plan.
Promotion: Update Estimated Quantity button	<ul style="list-style-type: none"> - iTPM - MR Estimated Quantity Update
<p>Refresh KPIs</p> <p>When a promotion is first approved or an allowance is edited, run the appropriate MR script based on the promotion status.</p> <p><i>(Resolve Deductions and Adjust Spend buttons will not be visible on the promotion until these scripts run.)</i></p> <p>Note: The MR script "- iTPM MR Schedule KPI Queue" that updates KPIs based on yesterday's actual sales is chain-run by the overnight process. (see above)</p>	<p>If any promotion in the KPI Queue has "Pending Allocation Contribution?" = YES, then run these scripts:</p> <p>For DRAFT Promotions:</p> <ul style="list-style-type: none"> - iTPM - MR All Contribution for Draft(Sc) <li style="padding-left: 20px;">... Scheduled MR script that chain runs.... - iTPM - MR KPI Draft Promo Calculations - iTPM - MR KPI Summary Field Calcs (DRAFT Promotions deployment) <p>For APPROVED Promotions:</p> <ul style="list-style-type: none"> - iTPM - MR Allocation Contribution (SC) <li style="padding-left: 20px;">... Scheduled MR script that chain runs.... - iTPM - MR KPI New Calculations - iTPM - MR KPI Summary Field Calcs (APPROVED Promotions deployment) <p>All other statuses: (scheduled)</p> <ul style="list-style-type: none"> - iTPM - MR KPI Summary Field Calcs (Other Promotions)
Optional: Allocate KPIs to NetSuite Periods Schedule the 2 'period share' scripts for KPis by promotion and period. Schedule the 'Item period share' for KPIs by promotions, period and item.	<ul style="list-style-type: none"> - iTPM - MR Promotion Period Share - iTPM - MR Update promotion Period Share - iTPM - MR Update item Period Share - iTPM - MR By Item Period Share
When a new item is added to a NetSuite item group, add this item to future and active promotions that have this item.	<ul style="list-style-type: none"> - iTPM MR Update Promotion Period Share

iTPM form and button: Promotions (continued)	iTPM Map/Reduce Script
Promotion: Resolve Deductions button	- iTPM - MR Bulk Settlement Process
Promotion: Copy Promotion button	- iTPM - Copy Promotion
Promotion: Delete Promotion button	- iTPM Delete Promotion Record
Settlements in 'Processing' status.	- iTPM - MR Settlement Lines
Clean-up scripts: These scripts mark unused records as inactive and/or delete records.	- iTPM - MR Inactive ByItem Period Share - iTPM - MR Inactive Related Records - iTPM - MR Inactive Related Records(delete) - iTPM - MR Delete KPI Queue Records - iTPM MR Delete Period Share Records

iTPM form and button: Sales Orders	iTPM Map/Reduce Script
<p>Sales order: "Apply iTPM discounts" sales order checkbox. 'Remove' is scheduled, chained to run the 2nd script when it is done.</p> <p>Apply or Reapply Discounts button checks the "Apply iTPM discounts" checkbox on the sales order.</p> <p>Script on the sales order is not scheduled, and may not be deployed. This can be used to always apply OI when a SO is saved in Pending Approval and Pending Fulfillment statuses (Script is customized as needed.)</p>	<p>- iTPM - MR NBOI Processing (remove) Above script chain runs this script: - iTPM - MR NBOI Processing</p> <p>- iTPM UE Salesorder Apply Discount (User Event, not a map-reduce script)</p>
<p>This script checks in real-time if there are overlapping discounts that could be applied to the sales order</p>	<p>- iTPM NBOI Process (User Event) Not scheduled, but can be UNDEPLOYED</p>

iTPM form and button: Event Plans	iTPM Map/Reduce Script
<p>Plan to Promotion script validate and create iTPM Promotions from your Event plan data. Only schedule if you use this feature.</p>	<p>- iTPM - MR - Plan to Promotion (Sc) Above script chain runs this script: - iTPM - MR - Plan item Delete</p>

iTPM Accruals	iTPM Map/Reduce Script
<p>Calculate event-based accrual log</p> <p>All of the accrual log scripts are chained together, so running the first (Sc) script runs the next accrual script. When the script is done, it runs the next... until all the accrual log scripts run. These typically run overnight.</p>	<ul style="list-style-type: none"> - iTPM MR Transaction Accruals (Sc) <li style="padding-left: 20px;">Above script chain runs the next script: - iTPM MR Estimated Accruals...which runs: - iTPM MR LumpSum Accruals...which runs: - iTPM - MR Overpay Accruals...which runs: - iTPM - MR Accrual CorrectAdjustment
<p>This creates financial accruals from period-based accrual records. Only schedule if you use this feature.</p>	<ul style="list-style-type: none"> - iTPM MR Period Based Transactions


iTPM form and button: Deductions	iTPM Map / Reduce Script
<p>Deduction: SPLIT, CSV SPLIT buttons</p>	<ul style="list-style-type: none"> - iTPM - MR Deduction Split Process
<p>Deduction: SETTLEMENT button</p>	<ul style="list-style-type: none"> - iTPM - MR Settlement Lines (Same script as "Adjust Spending" button on the promotion)
<p>Mass Non G/L Update form</p>	<ul style="list-style-type: none"> - iTPM - MR Non GL Mass Update
<p>Mass Expense form</p> <p>Deduction: EXPENSE, and CSV Bulk Expense</p>	<ul style="list-style-type: none"> - iTPM - MR Deduction Write-Off (Sc) <li style="padding-left: 20px;">Above script chain runs this script: - iTPM - Deduction Bulk Expense which runs - iTPM MR Deduction Last Resolved
<p>CSV Bulk Settlement (Also the Resolve Deduction Button on the promotion)</p>	<ul style="list-style-type: none"> - iTPM - MR Bulk Settlement Process
<p>CSV Split button (This is not a Map Reduce script)</p>	<ul style="list-style-type: none"> - iTPM - Deduction Split CSV Import Task
<p>Re-apply deduction to the invoice (Optional: This is only needed if the deduction is created from an invoice <i>AND</i> the deduction is in a closed period <i>AND</i> the deduction is changed.)</p>	<ul style="list-style-type: none"> - iTPM - MR Apply Detached Invoice
<p>Update Deduction status and open balance when the iTPM Statement Charge is deleted. (May not be scheduled, but run on demand)</p>	<ul style="list-style-type: none"> - iTPM MR SC Related Deduction Updation

Map Reduce Script Parameters: No changes required, these are default values.

Script	Parameter (No changes required)
- iTPM - MR Estimated Accruals	<input checked="" type="checkbox"/> IS ESTIMATED QTY MODIFIED?
- iPTM - Copy Promotion	COPIED PROMOTION/DEAL ID
- iTPM - MR Apply Detached Invoice	ITPM MR DEDUCTION INVOICE SEARCH - iTPM Deductions Detached from Invoices
- iTPM - MR Estimated Accruals 2 (Changed from older iTPM versions)	<input type="checkbox"/> IS ESTIMATED QTY MODIFIED?
- iTPM - MR KPI New Calculations	- ITPM KPI PROCESS Edited
- iTPM - MR KPI New Calculations 1	- ITPM KPI PROCESS Scheduled
- iTPM - MR KPI New Calculations 2	- ITPM KPI PROCESS Scheduled
- iTPM - MR Transaction Accruals	ITPM MR TRANSACTION ACCRUAL SEARCH - iTPM Event Accrual Source
- iTPM MR Settlement Lines	- ITPM SETTLEMENT RECORD TYPE ID - iTPM Settlement
- iTPM MR - Promotion Period Share	PERIOD SHARE QUEUE SEARCH - iTPM Promotion Period Share Queue
- iTPM - MR NBOI Processing (Remove Discounts)	<input type="checkbox"/> RATE IN 4 DECIMALS
- iTPM - MR NBOI Processing	<input type="checkbox"/> RATE IN 4 DECIMALS

6.10 Caution if customizing iTPM forms

If you need to customize an iTPM form, please email support@cgsquared.com to discuss your changes.

 **Important Note:** Hiding a field on an iTPM form can cause some scripts and features to not work as expected.

Example: One client hid the product class field on the deduction form. This caused the product class fields in the deduction lines to not populate. Unhiding the field on the custom form fixed the issue, but a one-time script needed to be created and run to populate product class in the historical data created by the customized form. Instead of hiding a field, we suggest you move it under a subtab (Like system info) to un-clutter the form.

Example forms to confirm changes are ok:

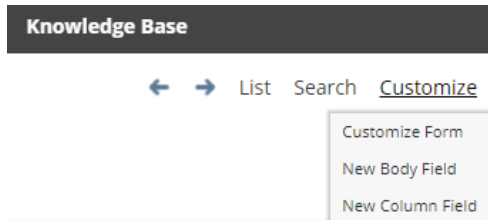
- Settlement Form
- Deduction Form
- Promotion Form
- Journal Entry Form (iTPM Expense and Quick Expense buttons use this form)

6.11 What if the iTPM subtab and/or fields are hidden?

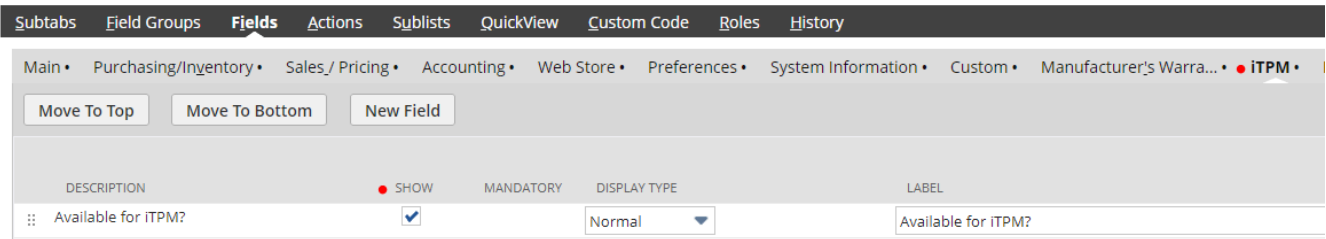
If you don't see the iTPM subtab and/or fields as documented in iTPM User Guides, it is likely that the iTPM features are hidden on your custom forms.

Use these steps to add the missing subtabs and/or fields:

1. View the form with the missing iTPM subtabs and/or fields.
2. In the upper right corner of the form, hover over CUSTOMIZE, and click Customize Form.



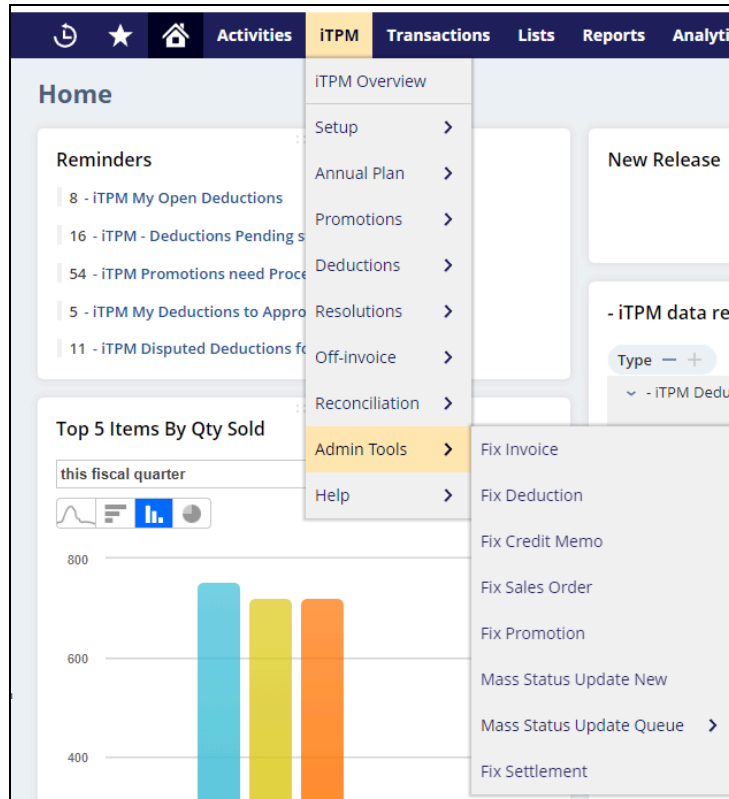
3. Click on the iTPM subtab, and check the appropriate fields you want to show. Example below, item form:



4. SAVE.

6.12 iTPM Admin tool to fix data

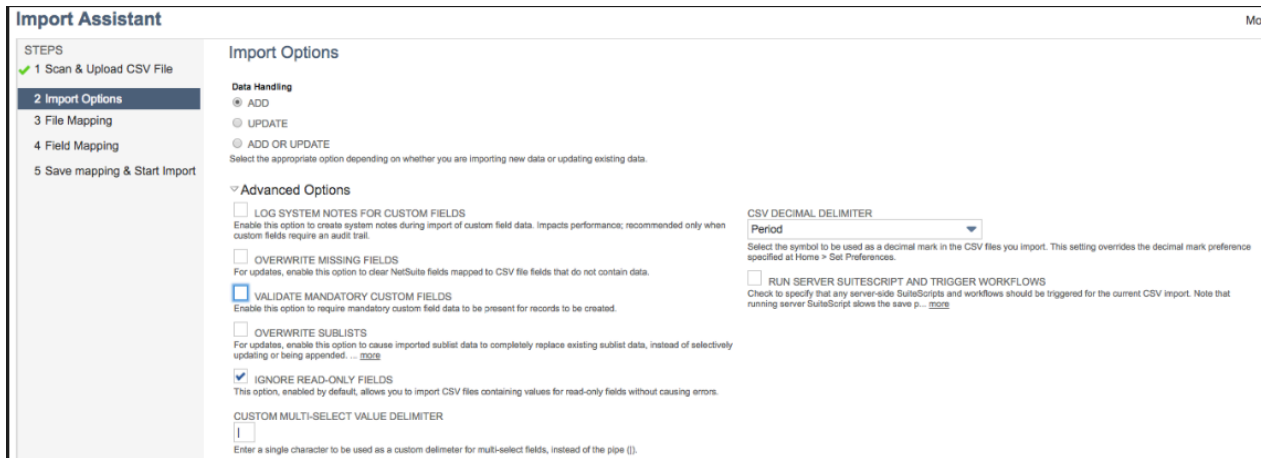
If you have 'bad' iTPM data, the iTPM support team uses an iTPM admin tool to fix the data. If you are a NetSuite administrator, you'll see *Admin Tools* in the iTPM drop-down menu:



We do not recommend our clients use these admin tools because if used incorrectly, these tools could create more 'bad' data instead of fixing data. These tools are documented in our internal Help Desk Reference User Guide, which is for iTPM internal staff use.

- **Fix Invoice:** This admin tool is used by iTPM staff to re-apply invoices to iTPM deductions. Under some circumstances, deductions created from invoices can be un-applied.
- **Fix Deduction:** This admin tool is used by iTPM staff to fix deductions. Sometimes the deduction's open balance and other data is not correct. iTPM staff can use this tool to fix the open balance, split-off amount, deduction status, iTPM amount and other data.
- **Fix Credit Memo:** Sometimes the iTPM Applied-to field is blank because the promotion was locked or closed and the "Allow Non G/L Changes" was not checked. This admin tool gives you an easy way to populate this field. This doesn't impact any NetSuite financial reports, but it does help correct the reconciliation workbook that you'll use daily to monitor your iTPM data.
- **Fix Sales Order:** Sometimes the sales order can get stuck processing off-invoice. This tool allows you to easily uncheck the disabled field on the sales order "iTPM Discounts Applied". If you use this tool, be sure to also manually delete all discount items that were previously applied.
- **Fix Promotion:** Use this to populate fields in the promotion header that can't be changed in the browser.
- **Fix Settlement:** Use this to populate fields in the settlement header that can't be changed in the browser.

6.13 Creating your own CSV imports

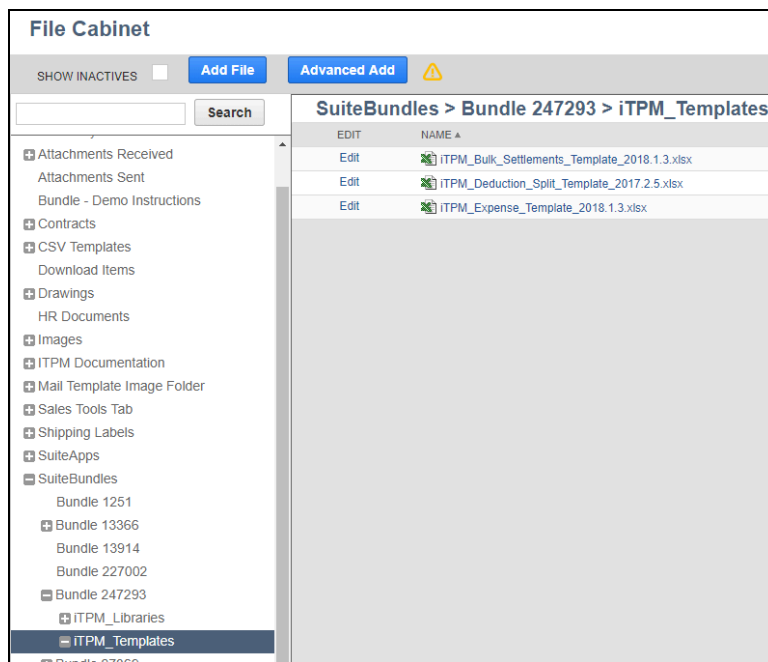


If you don't use a pre-defined iTPM saved CSV import file, you can email support@cgsquared.com to know if "Run Server Suitescript and trigger Workflows" should be checked or unchecked.

Consider using internal IDs for your imports. Every field that is mapped will be updated by the import, and it's best practice to only update the specific fields you need to update.

Important Note: Be careful what fields you update. You could create 'bad' data by updating a field. (Example, changing the open balance of a deduction using a CSV import. Email support@csguarded.com if you have questions on your CSV import.

Helpful Hint: You can access iTPM CSV import templates at **Documents -> Files -> File Cabinet**. Look for the SuiteBundles folder for the iTPM bundle number 312604 in the *iTPM_templates* sub folder.



6.14 Update Promotion KPIs using a CSV import

If you change the promotion type configuration setting “*Do not update liability based on actuals*”, you should refresh all the promotion KPIs. It isn’t practical to manually click the “*KPI Refresh*” button on every promotion, so use a CSV import to update the KPIs in bulk.

Create a CSV file that contains the promotion Title / Reference Code of every promotion you want to put into the KPI Refresh queue.

Example CSV file has two promotions.

	A	B
1	Promotion	
2	Testing S-02487 use case #3	
3	Example promotion #2	
4		

- NOTE: Look at your CSV import mapping. You have the option of using promotion name or promotion #.
- Go to **Setup->Import/Export->Saved Saved CSV Imports**
- Click on - **iTPM KPI Queue (CSV Import)** and follow the standard NetSuite steps for a CSV import.
- After your CSV file is imported, you can monitor the progress at **iTPM-> Promotions-> KPI Refresh Queue**



Helpful Hint: This CSV import only triggers the second phase of the KPI Refresh process. Some types of changes to promotions may require an iTPM Administrator to edit and re-save the promotion to trigger the first step of the KPI calculations, as shown in the “Contribution Allocation” column in the KPI queue.

6.15 Data clean-up if using production as sandbox

If you don't have a sandbox and are using production for training, here is an overview of how to delete the iTPM related financial transactions prior to go-live with NetSuite:

1. To delete these transactions, the NetSuite period of the transaction must be open.
2. First delete the deduction resolutions
 1. Statement charges
 2. Journal Entry reversals
 3. Journal Entries
 4. Settlement Reversals (delete before the voided settlement)
 5. Settlements
 6. When deleting these, we must trigger the workflows. If the workflows aren't triggered, the deduction status will not be updated from resolved to open. If we do this through the browser, we know the workflows trigger.
3. Delete all the deduction splits.
 1. These are deductions where the deduction # is not the same as the "Original Deduction".
 2. We need the workflows to trigger so that the original deduction status and open balance get updated.
 3. If the workflows aren't triggered, the original deduction status will not be updated from resolved to open.
4. Delete all the original deductions.
 1. Same as deleting the deduction splits.
 2. If the deduction status and open balance did not get updated correctly in any of the previous steps, we can use a CSV import or the iTPM Admin tool to force the data into what we need to delete the deductions.
5. Delete the credit memos that were used to create iTPM deductions.
 1. There's a workflow on the CM that prevents the credit memo from being deleted if a deduction is created from it.
 2. When the deduction is deleted, the DEDUCTION button is visible again on the CM.
6. IF PDFs were uploaded using NetSuite Drag-and-drop, these should also be deleted from the NetSuite folder.

For help with this, contact the iTPM team at support@cgsquared.com.

CG Squared, Inc. and this User Guide

CG Squared designs, develops and supports the iTPM SuiteApp. CG Squared, or CG², stands for **C**onsumer **G**oods **C**onsulting **G**roup. Our passion and 100% focus is trade promotion for the CG industry. We have more than 30 years experience delivering closed-loop, trade promotion management solutions. CG² is committed to providing you world-class software and services:



- **Implementation services** to get iTPM configured, installed and ready for live production.
- **Training**, so your staff can efficiently use iTPM for trade promotion management.
- **Help Desk** support to answer your questions and help solve any issues.
- **Ongoing software enhancements**, with two new releases scheduled every year.
- Optional **TPM best-practices consulting**.

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

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iTPM Setup, Configuration & Administration

iTPM is a native SuiteApp built for NetSuite. iTPM is published and installed into your NetSuite account as a managed bundle. CG² works to make new releases of iTPM backward compatible so you can enjoy new features at least twice every year.

This User Guide is written for iTPM administrators to help with the initial setup and ongoing maintenance of iTPM.

This manual is available online at www.i-TPM.com/admin-training resources. If you require hard-copy, this manual has been designed for two-sided printing to save paper!

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

Because we publish updates to iTPM twice each year, features and screenshots in this User Guide may not match what you see in iTPM. This document is not intended to be a reference for NetSuite features, functionality and version releases.

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