Integrated Trade Promotion Management

Built for
ORACLE
NetSuite

Native SuiteApp

User Guide:

Deduction Management

May 2025

Revised May 10, 2025

*i*TPM

Extend NetSuite for
Trade Promotion
Management
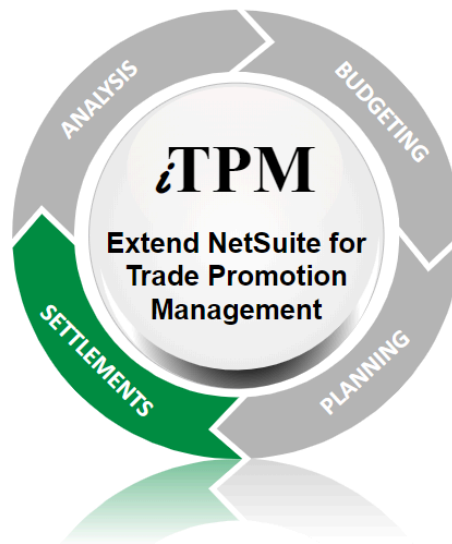
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> **Helpful Hint:** Click on topic links or page numbers to go directly to that section.
>
> **C**lick on *User Guide: Deductions & Resolutions* at the top of the page for the table of contents.
>
> Use the *Deductions*, *Resolutions* links at the bottom of every page to the Quick References.

> ⚠️ **Note:** This user manual is written with the assumption that *i*TPM users are already familiar with NetSuite.   Users unfamiliar with NetSuite   should read the ***NetSuite Basics*** User Guide at www.i-TPM.com/promotion-planning

*i*TPM

Quick Reference: DEDUCTIONS

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

> ⚠️ **FIRST TIME USER OF NETSUITE?** Read the first three chapters of the **NetSuite Basics User Guide** found at www.i-TPM.com/promotion-planning

Deduction STATUS: Based on open deduction balance	Deduction *DISPUTED?* checkbox:
Open: Deduction has an open balance. **Pending**: Associated journal entry is awaiting approval. **Processing**: Deduction SPLIT is being processed. **Resolved**: Deduction has a zero balance.	**Checked** **Disputed** Deduction validity is questioned. If you re-invoice, return to customer A/R also check "*Customer agrees to repay*" (Check boxes used for reporting only) **UnChecked**: Deduction assumed to be **valid**.

CREATE a deduction from a CREDIT MEMO	Helpful hints
RECOMMENDED APPROACH: 1. VIEW A CREDIT MEMO CREATED TO PROCESS DEDUCTIONS 2. CLICK THE DEDUCTION BUTTON 3. NEXT ACTION & DATE (OPTIONAL) 4. ASSIGN DEDUCTION, REASON CODE (OPTIONAL) 5. NOTES, ATTACHMENTS (OPTIONAL) NOTE: **ALL** OF THE **CREDIT MEMO** AMOUNT BECOMES A DEDUCTION 6. **SAVE**	For a list of your deductions, go to *iTPM -> Deductions -> List* Click **VIEW**, or the deduction ID to view the deduction. To see deduction splits that are in the queue awaiting processing, go to *iTPM -> Deductions -> SPLIT Queue* Add helpful *i*TPM saved searches to your NetSuite reminders. Enter "Ded: 123" in global search to view Deduction #123

Ways to MANAGE deductions: (OPTIONAL Workflow)	Three ways to RESOLVE OPEN DEDUCTIONS:
1. VIEW OPEN DEDUCTION LIST 2. NEED TO CHANGE THE DEDUCTION CUSTOMER? 3. NON G/L CHANGES: ASSIGN A DEDUCTION, REASON CODE 4. NOTES, ATTACHMENTS 5. DISPUTE A DEDUCTION & DEDUCTION STATUS 6. QUICK SPLIT AND/OR SPLIT A DEDUCTION AND/OR 7. SPLIT (CSV) UPLOAD CSV FILE AND SPLIT A DEDUCTION, AND OPTION TO ALSO RESOLVE IT 8. **MASS NON G/L CHANGES** (CHANGE MANY DEDUCTIONS) 9. Use Deduction Aging & Open Deduction Report	1. Promotional Deductions: **SETTLEMENT** button, or **EXPENSE** buttons with deal reason code 2. Non-Promotional Deduction: Expense to a GL-account: **QUICK EXPENSE** **EXPENSE** buttons, or **Mass Expense** 3. Re-invoice disputed deduction: **REINVOICE** button. **For more details, See Quick Reference for Resolutions**

TPM terminology and reference section
Split: The result of breaking up deductions to represent the individual claims that were rolled up into one *i*TPM deduction. **Settlement**: In *i*TPM, a settlement is a customer's promotional claim that you associate with a specific *i*TPM promotion. Settlements reduce a promotion's KPI net liability, and increase the 'Actual Spending' KPI. **Short-pay**: Customer short-pays one or more invoices without explanation. You need to research so you can properly resolve it. **Deduction**: Customer is owed promotional money, so they subtract the amount owed from their payment of an unrelated invoice(s). This term also relates to deductions created in *i*TPM. Research each deduction and resolve in one of three ways.

I made a mistake, what do I do?

Here are some common settlement & deduction mistakes, and how to fix them:

If you create an **incorrect SETTLEMENT**:
- If you are NetSuite Admin, EDIT and delete *Applied* settlement if it's in the current open period.
- Use the VOID button on the settlement to create a voiding settlement.
- Amount is returned to the deduction's open balance and available to start over again*.

If you have a **settlement that appears stuck in processing status**:
- Click on the link to view the promotion, and click the *REFRESH KPI* button
- If the settlement is still stuck, simply EDIT and SAVE any allowance.
- For most back-dated promotions, the settlement should be *applied* within an hour or less.

If you accidently **EXPENSE a deduction to the wrong GL-account:**
- EDIT the journal entry that resolved the deduction, change GL-account and SAVE the JE, or
- Delete the journal entry and start over again*. (Some restrictions apply) or,
- Use the UNDO EXPENSE button the the JE, and start over*. (This creates a JE reversal.)

You have an **incorrect *i*TPM journal entry** resolving part or all of your deduction:
- Delete the journal entry*. (Some restrictions apply)
- Click the UNDO EXPENSE button on the JE to create a reversing JE*.
- Both approaches increase the deduction open balance and the deduction status will be open.

If you accidently **create a deduction** when you did not want to:
- If there are no resolutions for that deduction, and the period is not closed, a NetSuite admin user or user with the appropriate permissions use the DELETE button on the deduction*.

If you **accidentally created a deduction, and you can't delete it** because there are transactions associated with it, or the period is closed and can't be reopened:
- REINVOICE the deduction to return it to A/R. If you split the deduction, Reinvoice every split.
- Reinvoice creates a Statement Charge that returns the open balance of the deduction to A/R.

If you **incorrectly REINVOICE a deduction** and need it to go back to being a deduction:
- If the deduction is in an open period, you can delete the statement charge. **Confirm your deduction is returned to open status. The script that updates the deduction balance may not be scheduled in your account.**
- Can't delete the Statement Charge? Create a new credit memo, apply the credit memo to the statement charge, and from the new credit memo create a new deduction and start over.

If you **split a deduction by mistake**:
- If the split deduction is in an open period, you can use the DELETE button, or EDIT each split deduction, and under ACTIONS, select DELETE*. Always confirm the parent deduction's status and open balance was correctly updated by *i*TPM.
- If the deduction is in a closed or locked period, contact the *i*TPM team to discuss other options.

* We recommend you always review the deduction and confirm the deduction status, open balance and split-off amounts are correct when deleting or reversing transactions.

*If you have a **deduction stuck in processing status***: Email support@cgsquared.com

If you have **deductions in *pending* status** (NetSuite requires ALL journal entries to be approved):
- Approve the journal entry associated with the deduction individually.
- You can also use *Transactions -> Financial -> Approve Journal Entries*

Quick Reference: RESOLUTIONS

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

RESOLUTION WORKFLOW	Settlement Workflow:	TYPES of valid deductions:
Proactive: You pay the vendor by check. Use ADJUST SPEND to update KPIs **Reactive**: Customer already deducted. You need to research it. Three ways to resolve a deduction: • Promotional **Settlements** • **EXPENSE** to GL-account by JE • Dispute and **REINVOICE**	**Voided**: Settlement is voided. **In Process:** Settlement is being allocated to items in the promotion**.** **Applied**: Settlement completed.	**Promotional** Settlements are mapped to specific promotional events. View deduction and use the **SETTLEMENT** button**.** View promotion & use RESOLVE DEDUCTIONS button. No promotion in *i*TPM? You can use the EXPENSE button and expense to the appropriate promotional G/L **Non-Promotional**: Expense these to a NetSuite GL-account you select.

RESOLVE PROMOTIONAL DEDUCTIONS when you have APPROVED, Active/Completed PROMOTIONS.	
***SETTLEMENT* button on DEDUCTIONS**	**R*ESOLVE DEDUCTIONS* button on PROMOTIONS**
1. FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE 2. SETTLEMENT BUTTON 3. FIND THE PROMOTION, AND CLICK ON THE ID UNDER **APPLY TO.** 4. ENTER AMOUNT TO RESOLVE. 5. SELECT CLASSIFICATIONS (OPTIONAL) **6. SAVE** 7. COMMUNICATION SUBTAB: NOTES & ATTACHMENTS (OPTIONAL) 8. CLOSE PROMOTION IF NO MORE SETTLEMENTS	1. FIND AND VIEW THE APPROVED PROMOTION 2. **RESOLVE DEDUCTIONS** BUTTON 3. IF PROMOTION IS VALID FOR INDIRECT CUSTOMERS, **OPTION** TO SELECT THE DIRECT ACCOUNT, I.E. DISTRIBUTOR THAT TOOK THE DEDUCTION 4. SELECT METHOD-OF-PAYMENT. (LUMP SUM, BILL-BACK, MISSED OI) 5. CHECK ONE OR MORE DEDUCTIONS TO RESOLVE NOTE: **ALL** OF THE OPEN BALANCE WILL BE RESOLVED. 6. SAVE

Promotion **KPIs** for Trade Promotion Spending				
Estimated	**LE: Latest Estimate**	**Expected Liability**	**Net Liability**	**Actual**
What you THINK will happen.	What is most likely to happen.	Your expected deal cost as of today, including paid and unpaid amounts.	What you owe but haven't paid.	What has been paid or resolved as of today.

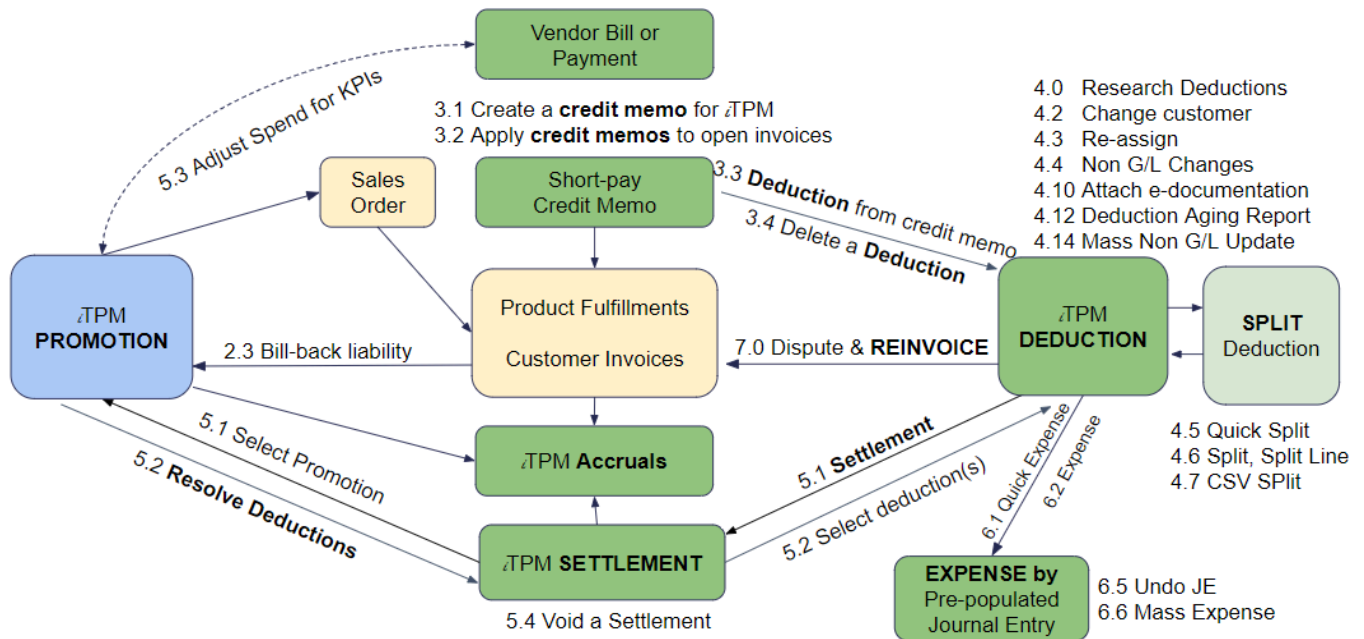| For a list of your settlements, *iTPM -> Resolutions-> ALL Settlements* Click VIEW, or the settlement ID to view the settlements by item associated with the settlement. Click VIEW on any of the item rows to open the settlement form.

iTPM-> Resolutions -> Settlements by Month, or *Reports -> Saved Reports -> All Reports* and VIEW Settlements by Month |
|---|

| **EXPENSE NON-PROMOTIONAL** deductions and short-pays ***QUICK EXPENSE* button on a deduction**	**DISPUTE, and/or RE-INVOICE a Deduction for repay** ***REINVOICE* button on a deduction**
1. FIND AND VIEW THE OPEN DEDUCTION TO EXPENSE NOTE: **ALL** OF THE OPEN BALANCE WILL BE EXPENSED 2. **QUICK** EXPENSE BUTTON 3. NOTE THAT GL-ACCOUNT IS BASED ON YOUR REASON CODE 4. SAVE JOURNAL ENTRY 5. ADD NOTES, ATTACHMENTS (OPTIONAL) NOTE: PROMOTIONAL EXPENSES CAN BE EXPENSED TO PROMOTIONAL GL-ACCOUNTS IF NO PROMOTION HAS BEEN CREATED. (LEGACY RESOLUTIONS) USE THE EXPENSE BUTTON TO PARTIALLY RESOLVE A DEDUCTION WITH A JOURNAL ENTRY.	1. FIND AND VIEW THE OPEN DEDUCTION TO DISPUTE / REINVOICE NOTE: **ALL** OF THE OPEN BALANCE IS RE-INVOICED AND RETURNED TO CUSTOMER'S STATEMENT 2. EDIT, CHECK THE CHECKBOX *DISPUTED?* (OPTIONAL FOR REPORTING) 3. OPTION TO CHECK THE "CUSTOMER AGREES TO REPAY?" CHECKBOX 4. SAVE 5. ADD NOTES, ATTACHMENTS (OPTIONAL) 6. CLICK REINVOICE BUTTON.

ONLY use the *i*TPM DEDUCTION MODULE?	Other features
IF YOU ONLY USE THE DEDUCTION MODULE: • SELECT A PROMOTIONAL REASON CODE • USE THE EXPENSE BUTTONS ON THE DEDUCTION. • SETTLEMENTS ARE ONLY POSSIBLE IF YOU CREATE PROMOTIONS IN iTPM	**ADJUST SPEND** button on promotions to update KPIs for vendor payments **CSV Bulk-Settlements** and *iTPM -> Resolutions -> Settlement Queue* **CSV Bulk Expense** and *iTPM -> Resolutions -> Expense Queue* **EXPENSE** button allows you to partially resolve deductions.

*i*TPM

1.0 Overview: Deductions & Resolutions

Below is an overview of Trade Promotion Management (TPM) using all *i*TPM modules:

4.0   Research Deductions
4.2   Change customer
4.3   Re-assign
4.4   Non G/L Changes
4.10 Attach e-documentation
4.12 Deduction Aging Report
4.14 Mass Non G/L Update

4.5 Quick Split
4.6 Split, Split Line
4.7 CSV SPlit

6.5 Undo JE
6.6 Mass Expense

Below is an overview of deduction management without creating *i*TPM promotions and settlements:

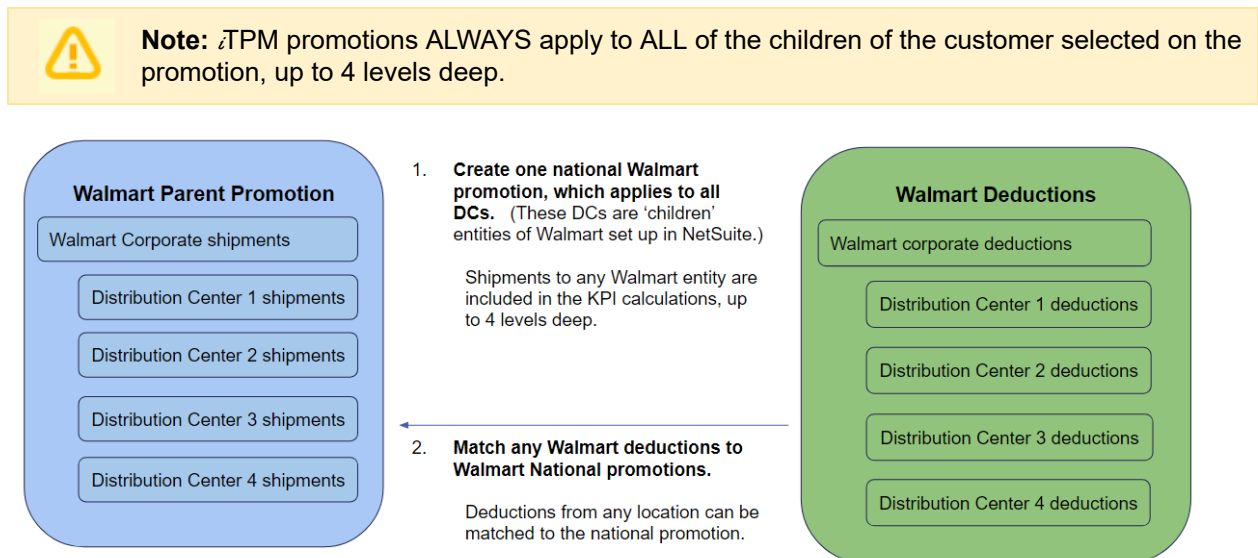6.6 Mass Expense
6.5 Undo JE
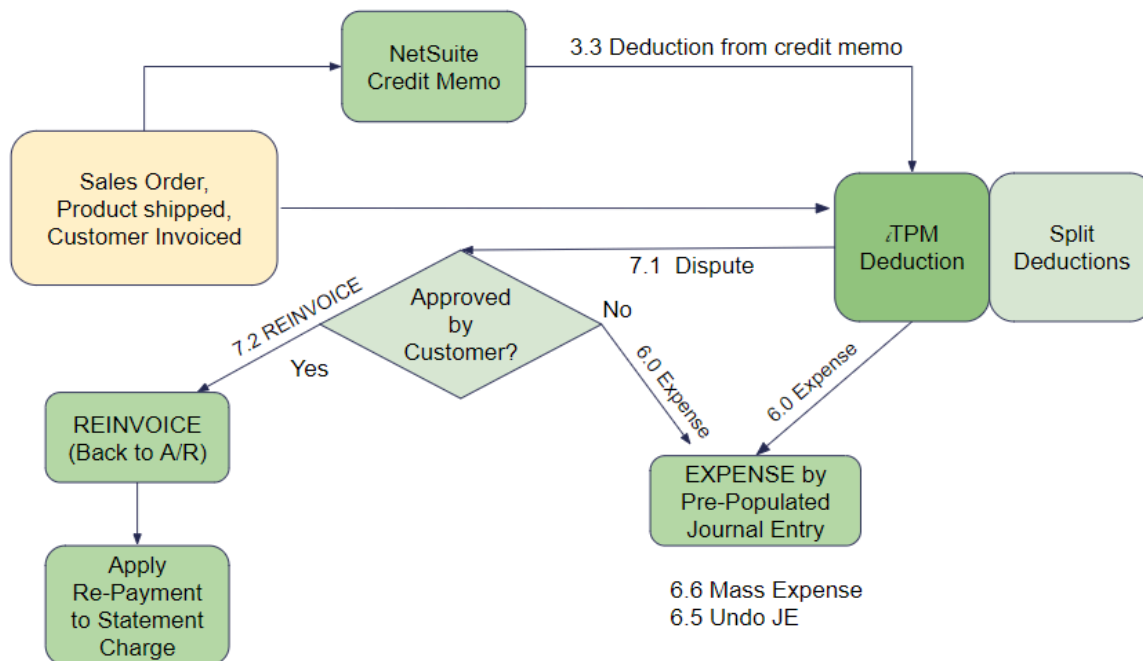
*i*TPM

1.1 Overview of Deduction & Resolution Tasks

This user Guide will show you how to use *i*TPM to perform these tasks for your organization.
- **Process the deductions and/or short-pays** by creating *i*TPM deductions
- **Research *i*TPM deductions** to determine resolution(s)
- **Resolve deductions** in one of three ways:
  - **Settlement:** Match the deduction to one or more promotions
  - **Expense** the deduction using the *i*TPM pre-populated Journal Entry.
  - **Dispute** the deduction. If the customer will repay, RE-INVOICE to move the amount to A/R. If customer will NOT repay, then EXPENSE to 'bad-debt' or other GL-account
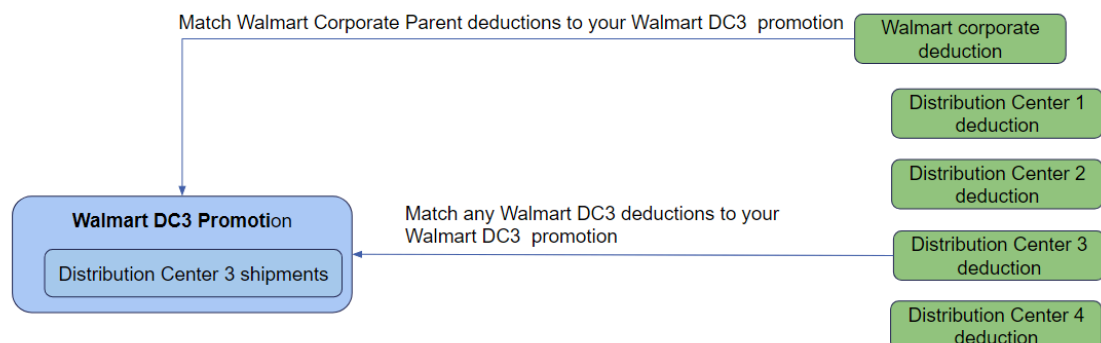
1.2 Settlement Overview, Corporate Level Promotions

*i*TPM 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:** *i*TPM promotions ALWAYS apply to ALL of the children of the customer selected on the promotion, up to 4 levels deep.

Walmart Parent Promotion
- Walmart Corporate shipments
  - Distribution Center 1 shipments
  - Distribution Center 2 shipments
  - Distribution Center 3 shipments
  - Distribution Center 4 shipments

1. **Create one national Walmart promotion, which applies to all DCs.** (These DCs are 'children' entities of Walmart set up in NetSuite.)

   Shipments to any Walmart entity are included in the KPI calculations, up to 4 levels deep.

2. **Match any Walmart deductions to Walmart National promotions.**

   Deductions from any location can be matched to the national promotion.

Walmart Deductions
- Walmart corporate deductions
  - Distribution Center 1 deductions
  - Distribution Center 2 deductions
  - Distribution Center 3 deductions
  - Distribution Center 4 deductions

1.3 Settlement Overview, DC or 'child' Level Promotions

Create a promotion for a specific Walmart Distribution Center, i.e. DC3.
(This DC is a 'child' entity of Walmart Corporate in NetSuite.)

Match Walmart Corporate Parent deductions to your Walmart DC3 promotion

Walmart DC3 Promotion
- Distribution Center 3 shipments

Match any Walmart DC3 deductions to your Walmart DC3 promotion

- Walmart corporate deduction
- Distribution Center 1 deduction
- Distribution Center 2 deduction
- Distribution Center 3 deduction
- Distribution Center 4 deduction

Note: Deductions in other DCs can't be matched to the Walmart DC3 promotion.

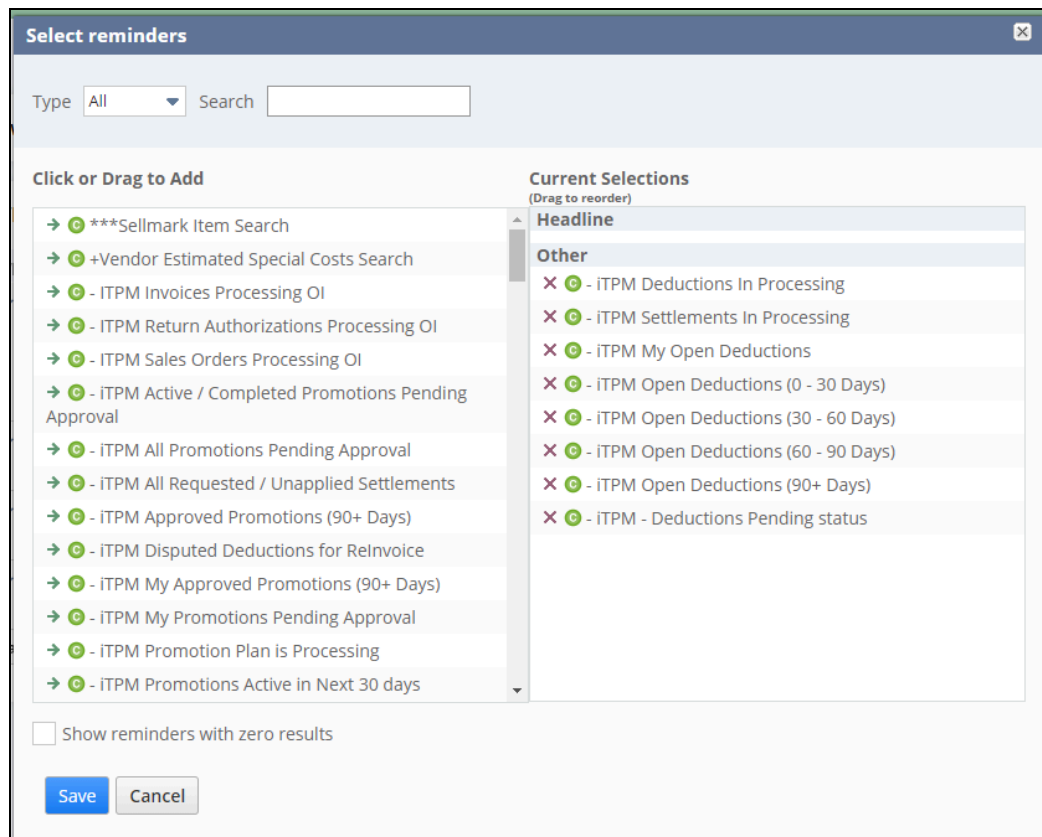## 2.0   Dashboard & Reminders

2.1 *i*TPM Desktop Reminders

Here is a one-time setup to use NetSuite reminders for real-time visibility of your deductions.
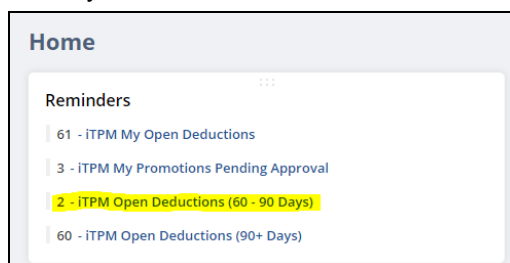
- Click the three dots on the upper right corner of the reminders portlet, and select "Setup"
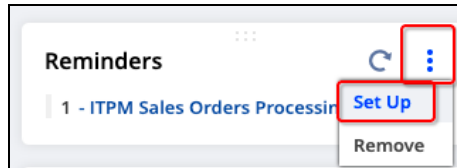
- Move any of these reminders for deductions to the right box and click SAVE.

Example reminders on your dashboard:

To view the sales orders, click on the link in the reminder:

Someone from your finance team should put the reconciliation workbook on their dashboard. This should be viewed every week to reconcile the workbook. For more details, see the on-line *i*TPM Reconciliation Worksheet User Guide at www.i-TPM.com/admin-training-resources

In the example below, the ending balance of GL 1500 (first screenshot) matches the expected ending balance of $29,680 (second screenshot of a NetSuite Workbook.)

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

*i*TPM

2.2 Tracking deductions, settlements, *i*TPM JEs in NetSuite Workbooks

In addition to saved searches, use NetSuite workbooks to track and monitor *i*TPM deductions, settlements, journal entries and statement charges in real-time. The *i*TPM Analytics User Guide has details on how to create these workbooks for your dashboard, online at www.i-TPM.com/analytics

*i*TPM Data	Description of NetSuite Datasets and Workbooks for *i*TPM data
Deductions	**OPEN** Deductions: Use this workbook to analyze open deductions by customer, period, days-open, assigned-to user, if it was disputed, and other attributes.
	ALL Deductions: Include resolved deductions in your analysis. Analyze ALL deductions by customer, period, assigned-to, if it was disputed, and other attributes.
Resolutions	Settlements: Analyze promotional settlements by promotion, customer and item. Journal Entries: Journal entries created by *i*TPM that resolve open deductions. Statement Charges: Analyze invalid deductions that were reinvoiced and recovered.
Accrual Log	Accrual Log: Use the event-based log to assess & true-up your period-based accruals.
Accrual	Automatically created by *i*TPM. For more details, go to www.i-TPM.com/accruals.

The *i*TPM Analytics User Guide has details on how to create these workbooks for your dashboard, online at www.i-TPM.com/analytics

Example 1 pivot table:

2.3 Using Promotion KPIs: Missed Off-invoice versus Bill-back

When viewing a promotion, the KPI subtab will display results for off-invoice and net-bill allowances.

Promotion KPIs are described in more detail in the *User Guide for Promotions*, section 4.2, found at www.i-TPM.com/promotion-planning.

> **Helpful hint:** If off-invoice allowances are missed and not entered on an invoice, the customer will deduct for 'missed off-invoice'
> - If the missed OI deduction is valid (customer, items and dates are correct in the *i*TPM promotion), then use the EXPENSE button on the deduction to expense it to the appropriate GL-account. The *i*TPM KPIs assume off-invoice allowances are applied to qualifying orders. The promotion KPIs for off-invoice already reflect this missed amount that was deducted.
> - If the missed OI deduction is outside *i*TPM validations (customer, items, and / or dates), then you have several options to resolve:
>   - Dispute if it is invalid. REINVOICE if/when repaid.
>   - Use the SETTLEMENT button to match it back to the promotion. This will show an off-invoice OVERPAYMENT for the promotion.

> **Note:** Missed Net-bill amounts that are deducted should be entered as missed-off-invoice.
> If net-bill is the ONLY valid method-of-payment for the promotion, the off-invoice field will NOT be open for settlement amounts:
> - Enter the missed net-bill as a lump-sum.
> - If your net-bill promotion does not have a lump-sum amount, you will need to add a lump sum amount before you will be able to match your missed net-bill deduction to your net-bill promotion. As a NetSuite administrator, edit the promotion and enter a non-zero lump sum. Example, $1. This will make the lump-sum field open for settlements for your promotion.

> **Note:** The fixed price method-of-payment is not included in promotion KPI calculations.

2.4 Metrics for Deduction Management

_i_TPM has many measures available to track and evaluate the efficiency of your team.
- Open Deductions
    - Days open, and 30/60/90 day Aging brackets.
    - Open amount
    - Person deduction is Assign-to
    - By customer, and all attributes of the customer, like channel, sales rep, etc.
    - Links to the original credit memo and invoices associated with the deduction
    - Reason code
- All Deductions
    - Includes both open and resolved status
    - Total amount and open balance
    - Reason code for non-promotional deductions
    - The person that resolved the deduction
    - Roll-ups by customer and all attributes of the customer, like channel, sales rep, etc.
- Resolutions
    - By type of resolution:
        - Promotional: Resolved through an _i_TPM Settlement
        - Non-Promotional: Expensed by an _i_TPM generated Journal Entry
        - Disputed: Returned to A/R through an _i_TPM generated Statement Charge
- Full visibility in the iTPM subtab:
    - Related Deductions: See all splits related to the original parent deduction.
    - Splits of this Deduction: See splits related to the deduction you are viewing.
    - Applied Transactions: These are resolutions related to the deduction you are viewing.
    - Splits: This has the details of the split
    - Related Applied Transactions:
- System Information: NetSuite audit trail of all changes to the deduction.

Lines	**iTPM**	Communication	System Information	Custom	GL Impact
Related Deductions •	Splits of this Deduction	**Applied Transactions •**	Splits	Related Applied Transactions •	

Helpful hint: When viewing a deduction, go to the CUSTOM subtab to view these metrics for the deduction:
- Date last resolved: This shows you the last time the deduction was resolved.
- Date previously resolved: This is populated if the deduction was reopened.
- Date reopened: This is the last date the deduction was reopened
- Was this deduction created through a Quick Split? Yes / No

Lines	iTPM	Communication	System Information	**Custom**	GL Impact
DATE LAST RESOLVED 06/27/2024				DATE REOPENED	
DATE PREVIOUS RESOLVED 06/27/2024				☐ CREATED BY QUICKSPLIT	

3.0 Create *i*TPM Deductions (Process partial payments)

This chapter describes how to process your customer's short-pays by creating deductions. After you create *i*TPM deductions, your team will need to research these deductions and resolve them to a zero balance.   You will resolve these open deduction one of four ways:

- Chapter 4: Research and prepare to resolve your deductions
- Chapter 5: Resolve promotional deductions (Settlements)
- Chapter 6: Resolve non-promotional deductions by Expensing with a Journal Entry
- Chapter 7: Resolve invalid deductions by Disputing and re-invoicing

Creating deductions from credit memos is part of the NetSuite cash application workflow.

Step 1: Remittance

Customer agrees to pay one or more open invoices with a partial payment and deductions.
Example below: 5 open invoices totaling $900, payment of $20, and 7 deductions totaling $880.

Step 2: Cash Application in NetSuite

Create credit memo(s) and payments in NetSuite.
Apply credit memo(s) and payment(s) to the open invoice(s)
Example below: 1 credit memo for $880 and 1 payment of $20 is applied to 5 open invoices.
        (Note: 1 deduction can be created for each deduction taken.)
Credit memo and payment are APPLIED status, invoices are Paid in Full status.

Step 3: Research & Resolve the deductions

Research and validate deductions   (This can be done before or after you split the deduction.)
Split the *i*TPM deduction to match how the customer took the deductions
Example below: 7 deductions are created from the one credit memo
Resolve each deduction as appropriate:
        Match to promotion, settlement created *i*TPM.
        Use reason code, journal entry created *i*TPM.
        Dispute and return to A/R, statement charge created by *i*TPM.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1		Step 1: Remittance					Step 2: Cash App					Step 3: Research & resolutions		
2														
3		Open invoices	1	$ 100			Invoices paid in full	1	$ 100					
4			2	$ 200				2	$ 200					
5			3	$ 300				3	$ 300					
6			4	$ 100				4	$ 100					
7			5	$ 200				5	$ 200					
8				$ 900	Owed				$ 900	Owed				
9														
10		Deductions	1	$ (20)			CM for deductions	1	$ (880)		---->	iTPM Deductions &	Resolutions	
11			2	$ (30)								1	$ (20)	-> damages
12			3	$ (50)			Applied in full					2	$ (30)	-> short on another invoice document it
13			4	$ (100)								3	$ (50)	-> promotion scan event in January
14			5	$ (30)								4	$ (100)	-> promotion EDLP
15			6	$ (600)								5	$ (30)	-> missed off-invoice
16			7	$ (50)								6	$ (600)	-> promotion scan event in January
17				$ (880)	deductions				$ (880)	deductions		7	$ (50)	-> Damages (auto-populated JE)
18													$ (880)	
19		Payment		$ 20			Payment		$20					
20														

3.1 Create a Credit Memo for *i*TPM Deductions

You have several options when you create a credit memo for *i*TPM deductions, and you can use any or all of these options as appropriate by customer and remittance:

- **Option 1: One credit memo for each deduction taken.**
  Use this with automated processes that create your credit memos. No need to split the deduction.
- **Option 2: Create a credit memo with multiple lines**, one line for each deduction taken.
  This approach can be used when a remittance has no more than 30 deductions with a remittance.
  After you create the deduction, you can use the SPLIT LINES button.
- **Option 3: Create a credit memo with one line that is the total of all the deductions taken**.
  Use this approach with complex remittances that have many deductions.

> ℹ️ **Helpful hint:** Newly created deductions by default are assigned to the user creating the deduction.
> There is a script parameter to make the assign-to the sales rep of the deduction customer.

Option 1: Create one credit memo for each deduction taken

Go to *Customers -> Credits and Returns -> Issue Credit Memo*
1. Enter the customer
2. Optional: Enter the check, ACH # or remittance # in the memo field (recommended)
            Enter the customers deduction reference # in the PO #
            Department, Class and Location, if populated, automatically flow into the deduction
3. Under the *ITEMS* subtab,
   - Select an item: (Item mapped to the open deduction GL is recommended)
   - Enter the amount deducted **(1 deduction, 1 credit memo)**
   - Optional: If known, populate the *i*TPM reason code.
4. Optional: If CM is created by automated script, script will check "***Create deduction on first save?***"
5. Click *SAVE*.

*i*TPM deduction is automatically or manually created. No need to split the deduction. Example Credit memo:

Items	Promotions	Shipping	Billing	Accounting	Communication	Custom	Quote Approvals	SO Approval	iTPM

DISCOUNT   APPLIED 0.00

RATE   ☐ ENABLE ITEM LINE SHIPPING

UNAPPLIED 0.00   ☐ AUTO APPLY

Items 0.00   Apply 0.00 ▾

Add Multiple   **Clear All Lines**

ITEM*	QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION	PRICE LEVEL	RATE	TAX CODE*	AMOUNT	TAX RATE	OPTIONS	ITPM REASON CODE FOR DEDUCTIONS
Deduction for iTPM (GL account 6023)	1	Ea		P-4569778	Custom		-Not Taxable-	1,500.00	0.0%		Promotional

✔ Add   ✘ Cancel   Copy Previous   + Insert   🗑 Remove

> ℹ️ **Helpful hint:** If an automated process creates your credit memos and applies it to the open invoices, check "*Create deduction on first save?*" under the *i*TPM subtab to automatically create the deduction.

Option 2: Create one CM with multiple lines

This approach can be used when a remittance has fewer than 30 deductions with a remittance.

> **Helpful hint:** The SPLIT LINES feature works with credit memos with up to 30 lines. If your goal is to save time using the SPLIT LINES feature and you have more than 30 deductions, consider using Option 3 when creating your credit memo, or creating more than one credit memo so that each credit memo has less than 30 lines.

Go to *Customers -> Credits and Returns -> Issue Credit Memo*
1. Enter the customer
2. Optional: Enter the check, ACH # or remittance # in the memo field (recommended)
   Department, Class and Location, if populated, automatically flow into the deduction
3. Under the *ITEMS* subtab, **for EACH deduction taken ….**
   ○ Select an item: (Item mapped to the open deduction GL is recommended)
   ○ Enter amount deducted **(ONE line in the credit memo for EVERY deduction taken)**
   ○ Optional: Enter the customers deduction reference # in the Description
   ○ Optional: If known, populate the *i*TPM reason code.
4. Click *SAVE*.

After you create the deduction, you can use the SPLIT LINES button.

Example credit memo:

ITEM*	QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION	PRICE LEVEL	RATE	TAX CODE*	AMOUNT	TAX RATE	OPTIONS	ITPM REASON CODE FOR DEDUCTIONS
Deduction for iTPM (GL account 6023)	1	Ea		P-1234567	Custom		-Not Taxable-	1,000.00	0.0%		Promotional
Deduction for iTPM (GL account 6023)	1	Ea		123445566	Custom		-Not Taxable-	250.00	0.0%		Damages
Deduction for iTPM (GL account 6023)	1	Ea		533456576	Custom		-Not Taxable-	150.00	0.0%		Missed OI

Option 3: Create one CM with one line that is the total of the deductions
Use this approach with complex remittances that have many deductions.

Go to *Customers -> Credits and Returns -> Issue Credit Memo*

1. Enter the customer
2. Optional: Enter the check, ACH # or remittance # in the memo field (recommended)
   Enter the customers deduction reference # in the PO #
   Department, Class and Location, if populated, automatically flow into the deduction
3. Under the *ITEMS* subtab,
   ○ Select an item: (Item mapped to the open deduction GL is recommended)
   ○ Enter the **TOTAL amount of all the deductions taken**
   ○ Optional: If known, populate the *i*TPM reason code.
4. Optional: If CM is created by automated script, script will check "*Create deduction on first save?*"
5. Click *SAVE*.

After you create the deduction, you will use the SPLIT or CSV SPLIT buttons.

Example credit memo:

*i*TPM

3.2 Apply Credit memo(s) to Open Invoice(s)

There are many ways to apply one or more NetSuite credit memos to open invoices. The following is one way to manually apply one or more credit memos to one or more invoices.

Go to *Customers -> Accounts Receivable -> Accept Payments*

1. Enter the **customer**
2. Under the APPLY subtab, Invoices sublist, **check off all invoices that are being paid**
3. Under the CREDITS subtab, **check off all credit memos** that are being applied to these invoices
4. Enter or confirm partial payment:
    ○ If the partial payment was deposited, go to DEPOSITS sublist and **check off deposits** being applied to these invoices.
    ○ If the amount was not yet deposited, you can enter the payment amount.
5. Click SAVE.

NetSuite has online documentation at *Support -> Go to SuiteAnswers*

You can also view the *i*TPM training videos at *iTPM -> Help -> Deduction Management User Guides*

3.3 Create a Deduction from a CREDIT MEMO

Here are the steps to manually create a deduction from a credit memo:
1. Find and **view the credit memo**.
    - If you use the *i*TPM deduction item in your credit memo, creating the deduction has no net GL impact. (recommended)
    - If you select the reason code in each line of the credit memo, it will flow through to the deduction. This may save you time. See also SPLIT LINE.
2. **Click on the *DEDUCTION*** button.
3. **Click *SAVE*.**   You have created a deduction from a credit memo.
    DO NOT EDIT OR CHANGE YOUR CREDIT MEMO AFTER YOU CREATE A DEDUCTION.
    Doing so can cause your open deduction suspense GL-account to be unbalanced.
    Click here if you need to change a credit memo after you create the deduction.

> **Helpful Hint:** Rushed for time? Just create a summary, one line credit memo. You can split the deduction later when you have time to research it.

> **Helpful Hint:** Consider using a non-inventory item in your credit memo that places the deducted amount into your open deduction clearing account. Your deduction will have a credit for each row in your credit memo, and one debit for the entire amount. Your deduction resolutions move the amounts to the appropriate GL-accounts.

> **Helpful hint:** You do not have to use *i*TPM to process the entire amount of the short-pay. If you have information to process damages, fees, and other expenses, you can create your normal credit memos deductions you don't want to become iTPM deductions. Create a separate credit memo for amounts that you want to expense by matching it to promotions.

When you create a deduction from a credit memo,
- The CM PO # automatically flows into the deduction field "*iTPM Other Reference Code*".
- The CM header *'memo'* field automatically flows into the deduction field *'memo'* in the deduction header.
- NetSuite classifications (department, location) in the CM automatically flow into the deduction.
- *i*TPM reason code on each credit memo line flows into the deduction.
- Deduction date defaults to the date of the deduction.

To create a deduction from your credit memo, enter the following, and click SAVE when done.

A: Enter a description or **other reference code** (optional):   *Example,*   ***Default is the PO# from the CM***

B: Review the **Date: (Used for the *i*TPM aging report)**:   *Example, Default is the CM date*

C: Review the **Posting Period**: (See helpful hint below)   *Example, November 2018*

   Note: Your role may not have permission to see or change this

D: Review the **Reference Date/ Follow-up**:   *Example,   leave blank if none*

E: Select **Research Status:** (optional)   *Example, Contact Customer*

F: Select **Next Steps:** (optional)   *Example, Request Back-up*

G: Select **Group:** (optional)   *Example, Retail Division*

H: Check **Disputed** if this deduction is invalid: *Example, Unchecked (not-disputed)*

I: Check **Customer Approves Repay if appropriate:**   *Example, Unchecked*

J: Select **Class, Location and Department** that apply: (optional)   *Example,*   ***Defaults to values from the CM***

   Note: These may be in your deduction lines, or not used

K: **Assign** this deduction to someone to resolve   *Example,   Alex Ring (Defaults to you)*

   Assign-on date is also the posting date   *Example,   April 29, 2022*

L: Review the **Due Date/ Follow-up**:   *Example, May 15, 2022*

M: Select Reason Code (optional):   *Example, Promotional*

N: Use **Memo** to enter a description (optional):   *Example,* ***Defaults to memo from the CM***

O: Enter a URL link to documentation (optional):   *Example, www.doc1239234.company.ca*

P: Enter approval notes (optional):   *Example, Approved by AER*

> **(i)** **Helpful hint:** The deduction date defaults to the credit memo date. Change the deduction date of the deduction to change the posting period. If the period is open, NetSuite will change the posting date. **The assign-on date is the NetSuite posting date**, and can only be edited in three roles: *NetSuite Admin*, *iTPM Admin*, and the "*- iTPM Settlement & Deduction (Admin)*" roles. The assign-on date defaults to the date the deduction is created. If you want a newly created deduction to post in the previous month, use these roles to change the assign-on date.

How will I know my credit memo was created into a deduction? When viewing your sales order, if you don't see the DEDUCTION button on the sales order, a deduction was created.

To see what deduction was created, look at the *i***TPM subtab**. When you first create the deduction, the status will be *OPEN*. After you resolve or split this deduction to a zero balance, the status will be resolved and you will see one or more records under these subtabs:

- **Deductions subtab:** This is a list of all the deductions related to credit memo, including splits.
- **Settlements subtab:** This is a list of settlements that resolved some or all of this deduction.
- **Applied Transactions subtab:** This is a list of journal entries that were used to resolve some or all of this deduction. The credit memo will also appear under this subtab.

Items	Promotions	Shipping	Billing	Accounting	Communication	Related Records	System Information	Custom	GL Impact	EFT	Quote Approvals	SO Approval	iTPM

☐ AUTO-CREATE DEDUCTION ON FIRST SAVE?

Deductions • Settlements Applied Transactions Invoice Related Deductions

1 to 25 of 33 ▼

DATE ▲	STATUS	DOCUMENT NUMBER	REFERENCE CODE	MEMO	ORIGINAL DEDUCTION	ITPM AMOUNT	OPEN BALANCE	DUE DATE
04/27/2022	Resolved	355	Example	Deduction applied on CreditMemo MEM00000086	- iTPM Deduction #355	24,917.23	0.00	05/11/2022
04/27/2022	Open	356	10778278C	BOIF08986196	- iTPM Deduction #355	429.35	429.35	05/11/2022
04/27/2022	Open	357	10778221C	CHIF08933233	- iTPM Deduction #355	64.69	64.69	05/11/2022

> **(i)** **Helpful hint:** The dot after the subtab tells you there are records in that subtab. Subtabs that don't have dots after the subtab name do not have transaction records.

> **⚠** **Note:** If you create a deduction from an invoice, even if you have "*Allow non-G/L changes*" checked in the period, you will not be able to edit or split the deduction in the browser if the period is closed. You can resolve it with Expense, Reinvoice and Settlement.
>
> If you need to edit and/or split the deduction, you can CSV Split the full amount. The split deductions will not have any of these restrictions.
>
> tstdrv2089616.app.netsuite.com says
>
> This deduction was created from an invoice and is in a closed period. Editing this deduction will unapply it from the invoice. You can CSV Split the full amount of this deduction and edit the split deduction. See User Guide for more details
>
> OK

> **(i)** **Helpful Hint:** If a user creates a deduction by mistake, a NetSuite Administrator (and users with permission = FULL for the iTPM deduction transaction) have the permission to see and use the *DELETE* button on original deductions. Don't wait to delete the deduction you created by mistake. If the period associated with the *i*TPM deduction is closed or locked, then NetSuite will not allow the *i*TPM deduction to be deleted.

*i*TPM

User Guide: Deduction Management

Version **25.1.2**

What type of transactions are my *i*TPM deductions?   *i*TPM deductions are NetSuite custom transactions that use an expense GL-account selected by your *i*TPM administrator.

Once you use the DEDUCTION button and create a deduction from a credit memo, you should NOT change the amount of your credit memo. If you EDIT a credit memo after creating a deduction, you will see this warning banner on your credit memo:

> ⚠️ **Please do not change Credit Memo Amount**
> iTPM recommends you do NOT change the amount of this credit memo because a deduction has already been created. Doing so will create bad data. Email support@cgsquared.com to discuss other options.

If you need to change a credit memo after you create the deduction, here are the steps:
- You can only delete an original deduction if.
  - The deduction is in an open period
  - The deduction has no splits
  - The deduction has no resolutions
  - Your role has the proper permissions
- To delete a split deduction, the split deduction can't have any resolutions, including journal entries, settlements, and/or statement charges.
- You can delete related journal entries, settlements and statement charges if they are in an open NetSuite period, and your role has the necessary permissions..
- After you delete all the resolutions, split deductions, the DELETE button will appear on the original parent deduction.
- After you delete the original parent deduction, the DEDUCTION button will reappear on the credit memo. This tells you that it is ok to edit or delete the credit memo.

> ℹ️ **Helpful Hint:** To see a list of the credit memos you used to create *i*TPM deductions, go to *iTPM -> Deductions -> Credit Memos*.

If you change the amount of your credit memo after you create the deduction, you will see these banners:

Warning message on your deduction:

> ⚠️ **Warning**
> This iTPM deduction amount does NOT match the credit memo amount,which may create an error in your open deduction suspense balance. Email support@cgsquared.com if you need help correcting this before you close the NetSuite period.Contact your iTPM support team to research this transaction.
>
> 📄 - iTPM Deduction 🔒 🔍   ← → List Search Customize

Warning message on your credit memo:

> ⚠️ **WARNING**
> This credit memo amount does NOT match the iTPM deduction amount,which may create an error in your open deduction suspense balance.Email support@cgsquared.com if you need help correcting this before you close the NetSuite period.Contact your iTPM support team to research this transaction.
>
> 🧮 Credit Memo 🔒 🔍   ← → List Search Customize

> ℹ️ **Helpful Hint:** *i*TPM manages all the lines in your deduction, so you do not have to do anything to the deduction lines. If your deduction is in an open period, you have the option to edit the lines and change the class and the memo.

3.4 Oops! Delete a Deduction

If you make a mistake on your credit memo, or if you make a mistake splitting your deduction, you may have the option to delete the deduction and start over again.

You can only delete a deduction if ALL of these are true:
- Your role must have the specific **permission** to delete deductions
- The deduction **posting period must be OPEN**
- The deduction must be **OPEN with NO resolutions.**
  - If you VOID a settlement or UNDO an expense, your deduction has transactions related to it. *i*TPM should prevent you from deleting deductions that have any resolutions.
  - If your resolutions are in an open, unlocked period, you may be able to delete the settlement or *i*TPM journal entry. If you can delete ALL of the resolutions associated with your deduction, you may be able to delete it.
  - If you delete any resolutions, ALWAYS confirm that your deduction balance and status were correctly updated.
  - NetSuite will prevent you from deleting settlements and journal entries if ANY of the transactions (deduction and resolution) are in a locked or closed period.

Step 1: VIEW the Deduction

Step 2: CONFIRM the posting period, and that there are NO resolutions.

Step 3: Click the DELETE button. (You will only see the button if your role has the right permissions.)

Step 4: CONFIRM the delete was successful

If the deleted deduction was a SPLIT, confirm the PARENT deduction's status and open balance are correct.

If the deleted deduction was the original deduction created from a credit memo, view the credit memo.
- The DEDUCTION button should be visible again on the credit memo.
- There should be no deductions under the *i*TPM subtab on the credit memo.

> ℹ️ **Helpful Hint:** If you need help or questions on deleting a deduction, email support@cgsquared.com.

3.5 Deductions that include tax, like GST

In some countries like Canada, some types of promotional activity are taxable. Some customer deductions include tax, and other deductions do not.

In other countries like Australia and New Zealand, all promotional deductions include tax, like GST. For these countries, defaulting the checkbox "Deduction includes tax" to checked" saves mouse clicks.

*i*TPM 25.1.1 will help your organization manage promotional GST with fewer mouse clicks.

Subsidiary tax defaults for iTPM Preferences:

- If all your deductions include GST, then a checkbox in the iTPM Preferences will default your deductions in that subsidiary to "includes tax".
- If only some of your deductions include tax, then users have the option to individually identify deductions that are taxable using the "Deduction includes tax" checkbox in the deduction.
- If any of your deductions have tax, you'll also want to identify the appropriate NetSuite tax code that applies to all or most of your deductions.

Here is an overview of the workflow when your deductions include tax:

1. Create a credit memo for deductions that include tax paid by the customer. Use the "*Deduction for iTPM*" item, and configure that item as NON-TAXABLE so NetSuite does not identify tax in the transaction.
2. Create the deduction from the credit memo the same way you do when deductions do not include tax.
3. Manage the deduction in *i*TPM:
   a. Splits as based on the total including tax.
   b. *i*TPM does NOT create any tax impact for deductions expensed using journal entries. If you use the Quick Expense and Expense for non-trade, the journal entry will have no tax impact.
   c. *i*TPM does NOT create any tax impact for deductions returned to A/R using the reinvoice button. *i*TPM Statement charges have no tax impact.
4. Promotional settlements when deduction includes tax:
   a. *i*TPM will limit your promotional settlement to the deduction's amount net of tax.
   b. *i*TPM will automatically create a journal entry for the tax amount of the deduction.
   c. The tax journal entry will be linked to the settlement and deduction for reporting.
   d. Promotional KPIs are net of tax.
5. Adjust Settlements when the bill includes tax
   a. When matching a vendor bill or payment to a promotion, the amount net of tax is used.
   b. There are no validations for Adjust Settlements. The user must enter the net-of-tax amount.
   c. Assumption: The vendor bill or payment has the NetSuite GL impact, not the Adjust Spend Settlement.

4.0   Research & Prepare to Resolve Deductions

Now that you've created a deduction, your team's next task is to **research this deduction** to determine how it should be resolved. You will have three ways to resolve a deduction in *i*TPM:

- ○ Research: Use iDrop help identify how to resolve your deduction: (Optional)
  - ■ Use the deduction backup PDFs from the customer portal, remittance, or other source.
  - ■ Just drop your customer deduction invoice PDFs into NetSuite.
  - ■ No need to take time to attach the PDF to specific deductions.
  - ■ iDrop uses AI to create searchable data in NetSuite from your PDFs.
  - ■ Find PDFs that match your deduction's 'other reference code'.
  - ■ More information at www.cgsquared.com/idrop-user-guide
- ○ **Settlement:** Match the deduction to a promotion (Chapter 5)
- ○ **Expense** the deduction using a pre-populated Journal Entry, select GL-account:. (Chapter 6)
- ○ **Dispute** the deduction. If the customer will repay, re-invoice. (Chapter 7)

For a picture of the workflow, go to 1.0 Overview: Deductions & Resolutions.

The following describes the four deduction statuses in *i*TPM:

Status	Deduction Status Description	Required Action
Open	This is a deduction with an open **balance greater than zero**.	Research deduction to determine how it should be resolved.
Processing	Deduction is being **SPLIT** into multiple parts.	None. Wait for processing to be done in about an hour.
Pending	This is a deduction with one or more resolving **journal entries that are pending approval**. A deduction may briefly be in pending status while NetSuite saves its resolutions.	The journal entries associated with this deduction need to be approved. If a deduction is pending because someone is saving a resolution, simply wait a few seconds for the status to change to open or resolved.
Resolved	This is a deduction with a **zero open balance**, AND all settlements related to this deduction are in APPROVED status. Splitting off the full amount of the open balance will also resolve the deduction.	No further action is required. Use UNDO expense on the JE, or VOID on the settlement to return the amount to the open balance and change the status back to OPEN.

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* condition.

Why can't I change the customer on my deduction? When you create a deduction, the deduction retains the customer from the original invoice or credit memo. If you don't see the CHANGE CUSTOMER button, ask your *i*TPM Administrator to add that permission to your role.

*i*TPM

4.1 View & Research Deductions

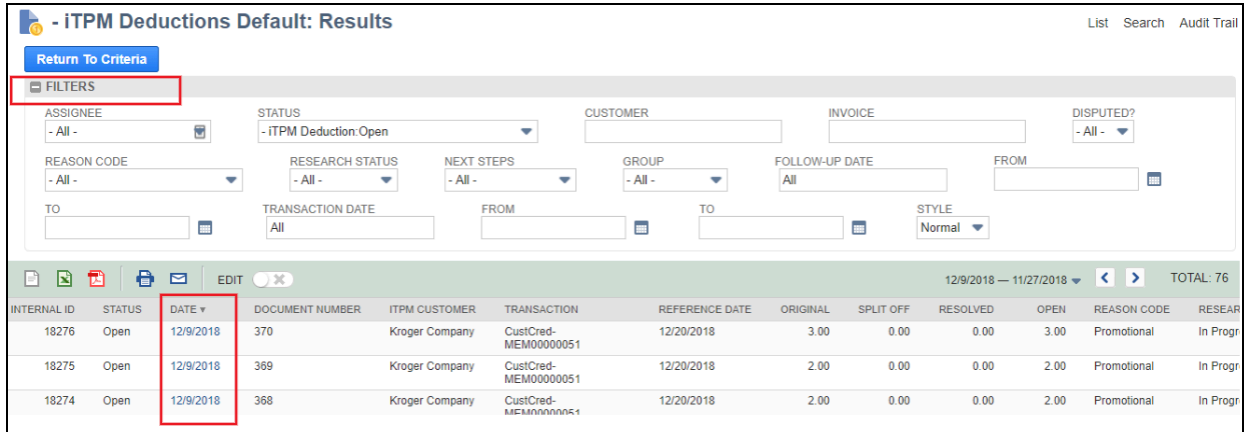The first step is to view the deduction you want to research. Here is one way to view your deductions:

- **Click** on *iTPM-> Deductions -> List*

- **Click on the "*plus sign*"** next to filters [⊕ FILTERS]
- **Optional: Change your filter** to view deductions you want to research.
- Find a deduction to research and click on the date. (Some roles will have a *VIEW* link

- Use arrows in the upper right corner to view other deductions in your list. ← →

INTERNAL ID	STATUS	DATE ▼	DOCUMENT NUMBER	ITPM CUSTOMER	TRANSACTION	REFERENCE DATE	ORIGINAL	SPLIT OFF	RESOLVED	OPEN	REASON CODE	RESEAR
18276	Open	12/9/2018	370	Kroger Company	CustCred-MEM00000051	12/20/2018	3.00	0.00	0.00	3.00	Promotional	In Progr
18275	Open	12/9/2018	369	Kroger Company	CustCred-MEM00000051	12/20/2018	2.00	0.00	0.00	2.00	Promotional	In Progr
18274	Open	12/9/2018	368	Kroger Company	CustCred-MEM00000051	12/20/2018	2.00	0.00	0.00	2.00	Promotional	In Progr
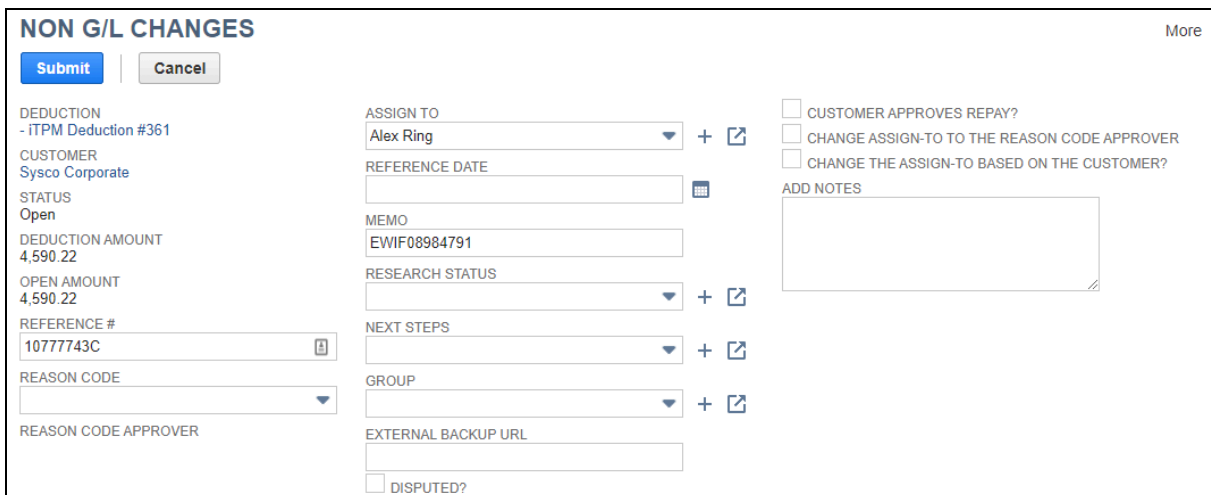
> ℹ️ **Helpful Hint:** Use % as a wildcard to find deductions. Example: You can to find all deductions with WFM somewhere in the Other reference code. Enter %WMF into the filter.

> ℹ️ **Helpful Hint:** Use VIEW, not EDIT in the list view. Workflow buttons are NOT visible when you EDIT the deduction, and when your deduction is in PENDING or PROCESSING status.

Use the NON G/L CHANGES button on the deduction to change attributes to help you manage the deduction research and resolution workflow:

How do I manage deductions in my deduction list?

Your job is to research and resolve EVERY deduction to a zero balance ASAP.

- **Set the filter to show only OPEN deductions**. These are the only ones you need to work on.
- When multiple people resolve deductions, set the filter to see only deductions assigned to you.
- **For example, you can use these measures:**
  - **STATUS:** Open   You need to research this deduction and work on it until it is resolved.
  - **OPEN:** $ amount This is how much of the deduction still needs to be resolved.
  - **Follow-up:** Date   This is the date you need to take action. (Optional)

Can I export deductions to Excel to create reports for additional analysis?

Yes. If you were given the NetSuite permission, an Excel icon appears in the banner of your deduction list. Here are suggestions for reporting:

- **Set the filter to show only OPEN deductions**. These are the only ones you need to work on. If you include resolved deductions, split deductions will be in your list.
- **Sum the measure OPEN.** This is how much you have outstanding that needs to be resolved.
- Optional: Use the measure *iTPM Customer* in your pivot table to show the open deduction balance by customer.
- The SPLIT column shows you how much of the deduction was resolved by splitting off the amount and creating a new deduction.

> ⓘ **Helpful Hint:** Instead of exporting your deduction data to Excel, you can use NetSuite Workbooks. See the Trade Promotion Analysis User Guide at www.i-TPM.com/analytics for more details or email support@cgsquared.com.

4.2 Need to change the deduction's customer? (Optional)

Your deduction will have the same customer as in the credit memo.

However, sometimes you may want to change the deduction customer to match the NetSuite customer that took the deduction.

Example: Credit memo created for Kroger Corporate, but you want to change the customer on one of the splits to a different KMA, i.e. Kroger Columbus.

Step 1: VIEW the deduction
Step 2: Click **CHANGE CUSTOMER**, and click *SUBMIT*.

Step 3: Select the new CUSTOMER, and click SUBMIT.

> **Helpful Hint:** Only parent(s) and children in the NetSuite customer hierarchy for the original deduction customer will be available for selection.
>
> - If the deduction is KROGER COLUMBUS, you may ONLY see KROGER CORPORATE
> - Once changed to KROGER CORPORATE, you will see all the children.

> **Helpful Hint:** You can only change the customer for deductions that are in open periods. For deductions in closed periods, use Quick Split to split off the full amount. The new split-off deduction will be in an open period, which allows you to change the deduction customer.

> **Helpful Hint:** Only a NetSuite Admin role and users with the permission = FULL for the deduction record will see the Change Customer button.

4.3 Assign, Re-assign Deductions (Non G/L Change)

As you research a deduction, you may learn the deduction isn't related to your customers, and should be reassigned to another person.

- **Find and view a deduction** in your list that needs to be reassigned.
- **Click the "Non G/L Change" button.**
- Based on your research,
    - **Select a person in the assign-to drop down menu,** or…
    - Check "*Change assign-to to the reason code approver*", or …
    - Check "*Change the assign-to based on the customer*" (Sales Rep on customer record)
- **Click SAVE**

> **Helpful Hint:** If your role has FULL access to the deduction, then you will be allowed to make non G/L changes to all deductions, including resolved deductions.

> **Helpful Hint:** If some amounts of the deduction need to be researched and resolved by different people, split the deduction and assign each deduction to the appropriate person.

> **Helpful Hint:** Under the communication subtab you can also use standard NetSuite functionality to assign tasks to other NetSuite users related to your deduction.

> **Note:** The list of NetSuite users is not filtered based on role or access to *i*TPM. This list contains ALL of your NetSuite users. Don't assign a deduction to someone that doesn't have permissions to use *i*TPM, or does not have the responsibility to research and resolve deductions, or if the person doesn't have access to the customer's subsidiary.

4.4 Non-GL Changes: Reason Code, Assign-to, Next Steps, Notes, etc.

Reason code on the deduction can be used for reporting, and to help with deduction workflow. Reason codes can be associated with GL-accounts, which can save you time and mouse clicks if you use the EXPENSE button to resolve the deduction.

Follow these steps to change the reason code on a deduction:

- **Find a deduction** with an open balance in your deduction list.
- Click on the **NON G/L CHANGE** button**.**
- **Select the appropriate reason code for your deduction**:
- Click *SAVE*
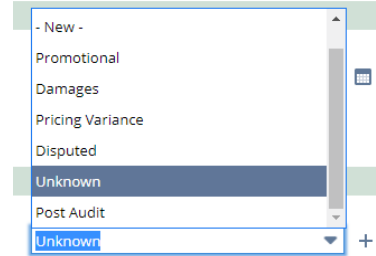
Update these other fields to save time when searching for deductions by *Research Status, Next Steps*, *Group*, and *Reference Date*. These fields can also be used for reporting and in NetSuite workbooks.

Use "Add Notes" to create user notes on the deduction. This can be helpful if you have multiple notes to add to a deduction, and you don't want to overwrite the deductions memo field.

Helpful hint: Newly created deductions by default are assigned to the user creating the deduction. There is a script parameter to make the assign-to the sales rep of the deduction customer.

Helpful Hint: Reason codes can be associated with a GL-account. When using the EXPENSE button, the reason code GL-account is used as the default in the journal entry.

4.5 *QUICK SPLIT* a Deduction

Sometimes retailers combine several promotions and expenses into one deduction, or you may have created one deduction from a credit memo that represented multiple deductions.

Use *QUICK SPLIT* when you only need to split off just ONE amount from the total.   There is no processing required. Your split deductions will be ready for resolution immediately after splitting. If your deduction has an open balance, the *QUICK SPLIT* button will appear on your deduction.

Consider the following example: A $1,000 deduction that has $700 open.

You click the QUICK SPLIT button, and enter $250 to be split off from this deduction.

Parent Deduction #	Deduction #	Status	Amount	Amount Split-off	Amount Resolved	Amount Open
1	1	OPEN	$1,000	$0	$300	$700

QUICK SPLIT off $250 from deduction #1, and end up with 3 deductions:

Parent Deduction #	Deduction #	Status	Amount	Amount Split-off	Amount Resolved	Amount Open
1	1	RESOLVED	$1,000	$700	$300	$0
1	2	OPEN	$250	$0	$0	$250
1	3	OPEN	$450	$0	$0	$450

After you click SAVE, you will end up with three deductions:

- You can't split off more than the open amount of the deduction. In this example that's $700.
- After the split, the original deduction will be resolved and show a zero balance. In this example Deduction #1 shows $700 is now split off and the deduction is resolved.
- In addition to the amount you split off, a deduction will be created with the remaining open balance. In this example, that's deduction #3. You split off $250, so $700 minus $250 is $450.
- All of the split deductions will show the original deduction as the parent deduction. In this example, see how deductions #2 and #3 show deduction #1 as the parent. That's because they were split off from deduction #1.
- If a deduction is not split, the parent deduction will be the same as the deduction number. In this example, Deduction #1 wasn't split off from any other deduction. That's why deduction #1 shows itself as the parent.

> ℹ **Helpful Hint:** In *i*TPM 24.1.1 and newer versions, deductions created by Quick-Split have "Quick Split" checked. This can be seen under the Custom subtab on the deduction.

> ℹ **Helpful Hint:** When you split a deduction, there is no net GL impact, because the GL is the same for both the debit and credits for each split deduction.
> The deduction you are splitting changes from *open* to *resolved* status, but that too is a non G/L impact in NetSuite financial reports.

> ⚠ **Note**: You'll need to use a work-around for deduction splits if you have accounting preference "*Allow Transaction date outside of posting period*" set to "*Disallow*"

The screen to **QUICK SPLIT** deductions is the same as the form used to create deductions with one exception: **When splitting a deduction you enter the amount to be split off the original deduction.** (It defaults to the open balance.) Enter an amount to split off that is less than the open balance.

1. **View** an open deduction you want to split into two individual deductions.
2. Click **QUICK SPLIT** to create another deduction with some of the open balance:
3. Enter the amount you want to split off. This will become a separate deduction.

4. Optional: Change any information that's carried forward from the deduction you are splitting:

   A: Enter a description or **other reference code** (optional):   *Example,   1234*
   B: Review the **Date: (Used for the *i*TPM aging report)**:   *Example*, *Nov 13, 2018*
   C: Review the **Posting Period**:   *Example*, *November 2018*
   D: Review the **Reference Date/ Follow-up**:   *Example*,   *leave blank if none*
   E: Check **Customer Approves Repay if appropriate**:   *Example, Unchecked*
   F: Check **disputed** if deduction is invalid: *Example, Checked=disputed*
   G: Select **Class, Location and Department**: (optional)   *Example, Location = Detroit*
   H: **Assign** this deduction to someone to resolve   *Example,   Alex Ring*
   I: Review the **Due Date/ Follow-up**:   *Example, Nov 27, 2018*
   J: Use **Memo** to enter a description (optional):   *Example, eDoc attached*
   K: Select or change Reason Code (optional):   *Example, Promotional*

5. Click **SAVE** when done to **end up with two deductions:** The split deduction with an open balance you entered, and a deduction with the remaining open balance and the original workflow attributes.

> ⚠️ **Note:** *i*TPM prevents you from entering a split amount greater than the open amount of the deduction. Splitting off a zero amount is also prevented.

> ℹ️ **Helpful Hint:** In iTPM 24.1.1, deductions created by Quick Split have "Created by QuickSplit" checked under the CUSTOM subtab in the deduction.

4.6 Split a Deduction using *SPLIT* or *SPLIT LINE*.

You can manually enter data to split a deduction using the *SPLIT* and *SPLIT LINE* buttons.

Step One: Find and **VIEW the deduction** you want to split.
Step Two: Click on *SPLIT* or *SPLIT LINE.*

If the credit memo used to create your deduction has two or more more lines, you will see the *SPLIT LINES* button.   If your credit memo has only one line, you will only see the SPLIT button.

Step Three: Enter data for each of your splits, then click *ADD*:

If you click **SPLIT LINES**, up to 45 lines from your credit memo will automatically populate the SPLIT form.
- Amount from the 'credit' line of your credit memo
- Reason code from that line of your credit memo
- Split reference from the PO field in the credit memo header
- Split memo from the memo line of your credit memo
- Review and change the reason code and other split-line data as needed…
- If you checked the EXPENSE checkbox, *i*TPM will use the GL of the reason code for the journal entry, NOT the GL that was in your original credit memo.
- Department associated with the Reason Code will be used in the JE. If blank, then reason code from the deduction will be used.

If you clicked SPLIT, enter data for each deduction you want to create.
- Enter the data including Reference code, Memo, Split Amount, Disputed? Reference date, Reason Code.
- Check EXPENSE if you want this split deduction amount to be resolved to the GL-account associated with the reason code you selected. (*i*TPM 24.1.1 and newer, this creates a record in the expense queue.)

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> **Helpful Hint:** If you need to split a deduction into many parts AND you have the split data in electronic form, consider using *Split (CSV)* to save time and prevent data entry errors.

Step Four: Click *SAVE* when your split lines equal the open balance of the promotion. The total of the split lines you add are shown at the top of the form.

Step Five: Wait for the deduction process to split the deduction. **Click on the *i*TPM DEDUCTION link in the split form to go back to the deduction view.** (If you click the BACK button, just ignore the error message.)

> **Helpful Hint:** You will NOT be allowed to edit the deduction until processing is complete, typically in 30 to 60 minutes. When processing is complete, you can confirm your splits by viewing the original deduction, *i*TPM subtab, and view the SPLIT sublist.

You have two options to **expense a deduction as part of the split**:

Option 1: Specifically IDENTIFY THE REASON CODE for the split deduction.

○ If the reason code for the split deduction is valid and has a valid GL-account associated, *i*TPM uses that GL-account to resolve the newly created split deduction with a journal entry.
○ If the reason code for the split deduction is NOT valid (i.e. not valid for the deduction subsidiary, or misspelled), then *i*TPM will NOT expense the split deduction. The newly created split deduction will remain open. No journal entry is created.

Option 2: Leave the REASON CODE BLANK on your split record.

● If the reason code field is blank for the split deduction, *i*TPM uses the GL-account associated with the reason code of the original *i*TPM Deduction being split. *i*TPM creates a journal entry and marks the newly created split deduction as resolved.
● If the original deduction being split has no reason code, or if the original deduction reason code is NOT valid for any reason, then *i*TPM uses the default GL-account set in *i*TPM Preferences to create the journal entry and resolve the deduction.

> **Helpful Hint:** Identify the reason code for each split deduction if you do NOT want *i*TPM to use the default GL-account in *i*TPM Preferences when there is invalid or incomplete split data.

> **Helpful Hint:** If you need to make non G/L changes to a large number of deductions, use the Mass Non/Gl Update change form. Example: You created 100 split deductions, and now want to assign all of them to someone else.

> **Helpful Hint:** In *i*TPM 23.2.1 and newer versions, when you expense your deduction as part of the split process, the deduction is added to the *Deduction -> Expense* queue..

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To check the status of your deduction split, go to ***iTPM -> Deductions -> Splits Queue***

To check the status of any deductions you expensed as part of your split, go to ***iTPM -> Deductions -> Expense Queue***

Helpful Hint: When reviewing the *i*TPM Expense Queue record, if the account field is blank, you will see "*No account specified*" in that deduction's processing notes. If this happens, that means that the reason code used on the deduction did not have an Expense account associated with it.

Note: You'll need to set the split-script parameter if you have accounting preference "*Allow Transaction date outside of posting period*" set to "*Disallow*"

The map-reduce script is "- iTPM - MR Deduction Split Process". The parameter "New deductions always have the current date" checkbox must be checked to prevent the deduction split from getting stuck. For more details, see Section 2.3 E in the Install and Release Notes User Guide.

4.7 *SPLIT (CSV)* a Deduction

When you need to split a deduction into many parts, AND you have this information in an Excel spreadsheet, use the SPLIT (CSV) feature to save time and prevent data entry errors.

Step 1. Create a CSV file with the following information for the deduction you want to split:

Go to www.i-TPM.com/deduction-management, download our CSV template, or find the template in **Documents -> Files -> File Cabinet**, in the SuiteBundles folder for the *i*TPM managed bundle #312604 in the *iTPM_templates* sub folder.
- Row 1:   The header with standard *i*TPM column descriptions.
- Rows 2 & more: Each row represents one deduction you want to create.
  If *Expense?* is *YES*, the split deduction will also be resolved by a journal entry using the reason code GL-account and it is put into the *iTPM -> Deductions -> Expense Queue*.
- Example CSV file to split deduction #225 into three deductions:

	A	B	C	D	E	F	G	H
1	Deduction_ID	Split_Amount	Split_Disputed?	Split_Memo	Split_ReferenceCode	Split_ReferenceDate	Split_ReasonCode	Expense?
2	- iTPM Deduction #225	19.00	NO	One	101		Damages	YES
3	- iTPM Deduction #225	21.00	NO	Two	102			NO
4	- iTPM Deduction #225	112.45	YES		Duplicate claim			NO

iTPM_DDN_split_225

To save time or if you get an error message, review these CSV helpful hints in section 4.8.

	A	B	C	D	E	F	G	H
	Instructions :							
	1. Delete the top three instructional rows (filled in gray) of this sheet before attempting a CSV Import in NetSuite.							
	2. Do NOT delete the Header row (row 4, filled in yellow) of this sheet.							
	3. Do not enclose the values in double or single quotes.							
	4. Do not place leading or trailing whitespaces.							
	5. Do not include any currency symbols in the Amount column.							
	6. After entering the split values, save this in CSV format before attempting to import into NetSuite.							
2	Use the iTPM Deduction Number in this column to identify the Deduction being split. For example - iTPM Deduction #33	Enter the amount that should be split off from the Deduction. This MUST be GREATER THAN zero and LESS THAN the Deduction's Open Balance. For example 476.98	If this split amount is Disputed, enter YES, else enter NO. This value is required for each import row.	Enter a descriptive Memo for this split. This will be populated in the Memo field of the split deduction. For example **This is a split for shipping damamges and is non-promotional.**	Enter a reference code for this split. This will be populated in the Other Reference Code of the split deduction. For example SHIP_DMG_DDN_33	Enter a Reference Date for this split . This will be populate in the Reference Date of the Split Deduction.	Enter a Reason Code for this split . This will be populate in the Reason Code of the Split Deduction. This is a Dropdown List, we can enter any of Promotional, Damages, Pricing Variance	If you want to create Expense JE for Split Amount, enter YES, else enter NO. This value is required for each import row.
3	REQUIRED	REQUIRED	REQUIRED	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	REQUIRED
4	Deduction_ID	Split_Amount	Split_Disputed?	Split_Memo	Split_ReferenceCode	Split_ReferenceDate	Split_ReasonCode	Expense?

> **Helpful Hint:** Only two date formats are currently supported for CSV Split: MM/DD/YYYY and DD/MM/YYYY. Email support@cgsquared.com if you use a different date format.

Step Two: Find and **VIEW the deduction** you want to split.

Step Three: Click on *SPLIT (CSV)*

- iTPM Deduction
80 OPEN
Edit | Back | Quick Split | Split (CSV) | Split | Re-Invoice | Match To Credit Memo | Expense | Settlement

Step Four: Enter the file name of your CSV file, then **click *SUBMIT***.

Step Five: Wait for your deduction to be split. Within approximately an hour your deduction will be split. (This split script is scheduled to run every hour, but other NetSuite scripts could delay your split.)

To check the status of your split, go to ***iTPM -> Deductions -> Split Queue***

Helpful Hint: To prevent the creation of bad data, all the deduction action buttons will NOT be visible on deductions that are in PROCESSING status. Deductions action buttons appropriate to your role permissions will again be available after your CSV split is completed.

Note: Only use the SPLIT (CSV) button on the deduction. Using the standard NetSuite CSV import to split deductions may result in bad transaction data.

Under the *i*TPM subtab, the ***SPLITS*** sub-list, you will see the date and time you requested the CSV split.

When processing is complete, you will see all of the splits under the *i*TPM subtab, the ***SPLITS*** sublist.

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4.8 Helpful Do's and Don't for CSV import files

Here are some helpful hints for using CSV files with NetSuite:

> **ℹ** **Helpful Hint:** If you need to edit the deduction ID using Excel, put a single quote at the front of the *i*TPM deduction ID. Without this quote Excel thinks the deduction ID is a formula.
> Example: '- iTPM Deduction #80
>
> **Don't forget the space** between the dash - and iTPM in the deduction ID.

> **ℹ** **Helpful Hint:** A single quote ' at the beginning of your reference code. Excel and NetSuite will process your code as text. Do this to include leading zeros, and prevent your reference code from
>
> being converted into scientific notation format like this: ITPM OTHER REFERENCE CODE 1.51E+19

> **ℹ** **Helpful Hint:** Use standard NetSuite to check on your CSV imports. In the global search, type CSV status and choose **View CSV Import Status**
>
> csv stat 🔍
>
> Page: **View CSV Import Status**
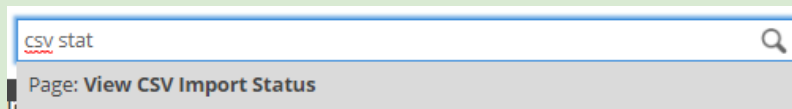
> **⚠** **Note: Only files with the .CSV extension will work with *SPLIT (CSV)*.** If you use Excel to create your file, be sure to use SAVE AS and save your file in the ***CSV (Comma delimited) (*.csv)*** format.
>
> ↑ 📁 Desktop
>
> iTPM Example CSV Split template
>
> CSV (Comma delimited) (*.csv) ●   ▾   💾 Save
>
> More options...
>
> .XLS extensions files will not work.
>
> **Note: Only files using *CSV (Comma delimited) (*.csv)* will work.** *SPLIT CSV* will not work with other encoding formats.
>
> **Note: Don't re-use the same filename. ALWAYS use a different filename.**
>
> **Note: Do NOT put commas or $ signs in your amounts.** Enter $1,020.15 as 1020.15
>
> **Note: Do NOT change column names.** NetSuite needs the column names to match the data to the correct fields in the deduction.
>
> **Note:** Use the date format that matches your NetSuite account. Example, if NetSuite is configured to accept dates as MMDDYYYY, then that is how you should enter dates in your CSV import file.
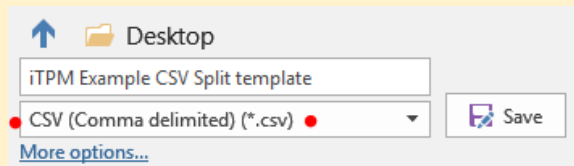
> **ℹ** **Helpful Hint:** *i*TPM only supports these date formats for CVS imports: DD/MM/YYYY, N/D/YYYY, and MM/DD/YYYY.

How to prevent your deduction split from getting stuck:

Keep your memo below 999 characters:

- Your split will get stuck if you paste a huge memo field in your split lines.
- NetSuite will upload the memo field, but your split will get stuck.
- Using your dashboard reminder you can monitor the status of your splits. If you suspect a split is stuck, email support@cgsquared.com.
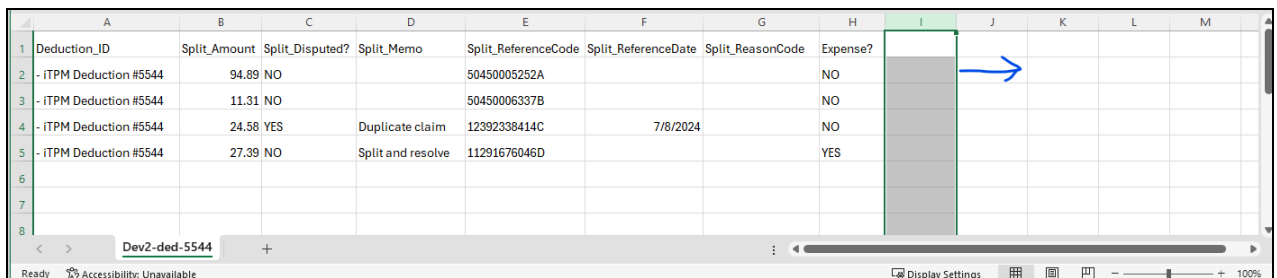
Don't enter any data outside your data rows and columns:
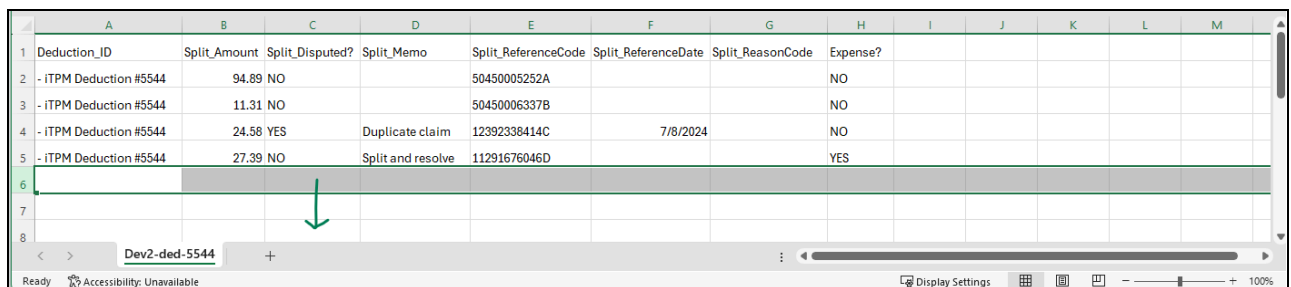
Sometimes your deduction split can get stuck because your spreadsheet has data in cells that are to the right of your right-most data column "H", and/or data below the last row of your data.

1. Open your CSV split file in Excel
2. Highlight column I, the first column to the right of your split data.

3. Hold down the SHIFT KEY, then touch and release the END key, then the RIGHT ARROW.
4. All the columns and cells to the right of column I should be highlighted.
5. RIGHT CLICK in the highlighted area and select DELETE.
6. You now confirmed that there's no spurious data in any cell left of column H.
7. Now we'll do the same for rows.
8. Highlight the row just below your data.

9. Hold down the SHIFT KEY, then touch and release the END key, then the DOWN ARROW.
10. All the cells below the last row of your data should be highlighted.
11. RIGHT CLICK in the highlighted area and select DELETE.
12. You now confirmed that there's no spurious data below the last row of your data.
13. Your CSV file is now ready to split a deduction.

4.9 How to view the original deduction and all the splits?

Find and view a deduction. (See section 4.1 describes how to do this.)

To view ALL of the deductions *related* **to the deduction** you are viewing, including all splits and the original deduction, click on the *i***TPM subtab**, and view the ***Related Deductions* subtab**.

The example above shows that our $35.00 deduction was split from the original $400.00 deduction, creating two deductions using QUICK SPLIT: $365.00 and a $35.00. The $35.00 deduction is resolved and has a zero balance.   The $365.00 deduction has the full amount open, and therefore is in *OPEN* status.

> **Helpful Hint:** When researching deductions, the *i*TPM subtab is the fastest way to view the history of a deduction, including the original created from the customer's short-pay.

> **Helpful Hint:** If you used the SPLIT button on the deduction you are viewing, the SPLITS sublist will show you all of the deductions created by the SPLIT button from this promotion.

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4.10 Add Notes, Attachments to a deduction (Optional)

When viewing deductions, use the *Communication* subtab to add notes, assign activities, and attach electronic files to your open deductions:

- **Find and *VIEW* a deduction** in your list.
- There are two ways to add notes to your deduction:
  - **Use the "*Non G/L Change*" button to add a user note, or….**
  - **Click on the *COMMUNICATION*** subtab, *USER NOTES sublist, then NEW NOTE.*

- **To attach electronic documentation,**
  - **Click on the *COMMUNICATION*** subtab, then
  - **Click *FILES, then the + sign next t*o** 'Attach Existing Files' to attach documents'

- **Click on the *ACTIVITIES*** sublist to assign specific tasks to users

Here are examples of how to use these NetSuite features:
- Attach customer emails as a note or PDF
- Document phone conversations
- Attach customer's deduction backup documentation
- Document internal discussions
- Create and assign tasks to request back-up from customers

> ⓘ **Helpful Hint:** Notes and attachments help your team defend against post-audits.

> ⓘ **Helpful Hint:** If you are new to NetSuite, the ***NetSuite Basics User Guide*** has additional documentation on standard NetSuite functionality. It is available online at www.i-TPM.com/promotion-planning

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4.11 FYI: Deductions on Customer Statements

For Your Information: When you use *i*TPM to process a short-pay, the deduction you create will appear as a line on the customer's statement, much in the same way payments appear.

One way to generate a customer statement is ***Transactions -> Customers -> Individual Statement***

The line will include the *i*TPM deduction reference number, and amount that the customer short-paid. This is one of the ways *i*TPM helps document the customer's short-pay for future reference.

*i*TPM

Honeycomb Mfg.
2955 Campus Drive
Suite 100
San Mateo CA 94403
United States

Statement

Date
6/14/2019

Bill To

Brian Chapel
Bentonville AR
United States

Amount Due	Amount Encl.	Currency	Subsidiary
$1,523,039.96		USA	Honeycomb US-East

Date	Description	Charge	Payment	Balance
5/14/2019	Balance Forward			1,520,652.46
5/16/2019	Invoice #INV10000212	4,032.87		1,524,685.33
5/19/2019	Invoice #INV10000214	1,580.87		1,526,266.20
5/21/2019	Credit Memo #MEM00000221		1,234.56	1,525,031.64
6/4/2019	Invoice #INV10000220	1,008.93		1,526,040.57
6/6/2019	Credit Memo #MEM00000223		3,629.57	1,522,411.00
6/7/2019	Payment #PAY00000410		490.07	1,521,920.93
6/9/2019	Invoice #INV10000221	908.03		1,522,828.96
6/14/2019	Statement Charge for - iTPM Deduction #227	11.00		1,522,839.96
6/14/2019	Statement Charge for - iTPM Deduction #224	200.00		1,523,039.96

4.12 Deduction Aging Report & Visibility

With so many open deductions, it's not possible to touch every deduction every day. So the question is, **what deductions need my attention today**?

Use the iTPM deduction attributes and aging to create a deduction to-do list every work day.

The reason to actively manage deductions is similar to how you manage your receivables.

Best Business Practices for open deductions:

> **The longer a deduction goes un-researched and unresolved, the lower your odds of repayment and backup information!**

> Work your open deductions with the same passion and resolve that you apply to your open invoices.

> Problems never get better with age.

> Timely communication with the customer is beneficial in many ways:

> - The retailer will discover you have a TPM solution, and may adjust their deduction policies to reduce invalid deductions.
> - Get a better turn-around on your requests if your communication is timely.
> - Disputed deductions can be quickly invoiced, adding the short-pay back into the retailer's outstanding balance. This can prevent over-extension of credit and potential bad-debt.

Unlike your typical one-date aging report for receivables, there are three dates to age your open deduction balance:

Measure	Measure description and how to use it
Days since assigned	Use this to proactively work on deductions that are recently assigned to you. The deduction may be old, but this measure tells you it's new to your responsibility.
Days to Next Action date	Use this for timely follow-up on the deductions you've previously touched. This aging date is based on the *Next Action Date* you entered when you last touched this deduction.
Days Aged	This shows the age of the deduction using the date it was created.
Assign-on date	This is the date the deduction was created, and and can only be changed in three roles: NetSuite Admin, iTPM Admin, and "- iTPM Settlements and Deductions (Admin)" Note: Assign-on date is also the deduction posting date.

Open Deductions by Month is a standard NetSuite report. Click on the amount to view and drill down to open deductions.

Deduction Aging report by Month:

Go to *iTPM -> Deductions -> Open Deductions by Month Report*

⚠️ **Note: This report does NOT show open deductions as of the end date of the report.** If you resolve a deduction in April, and in April run the Open Deductions report through March, the resolved deduction will NOT show up on the report. This report is not based on a log which shows the open balance as of any point in time.
Use a NetSuite workbook and the **date last resolved** in the deduction header to create an aging report that's for a specific date. See the *i*TPM Analysis User Guide for more details.
Work-around for this report: Schedule an open deduction list-view or report so it is emailed to you daily or monthly if you need a list of open deductions at a specific date and time.

Honeycomb Holdings Inc. : Honeycomb US-East
-iTPM Deduction Aging by Month Report
April 8, 2017 - May 7, 2018
Report that displays the aging of open deductions for each customer.

NAME	DEDUCTION NUMBER	ORIGINAL DEDUCTION	DATE CREATED	TRANSACTION STATUS: DESCRIPTION	ASSIGNED ON	DECEMBER 2017 Open Balance	JANUARY 2018 Open Balance	FEBRUARY 2018 Open Balance	MARCH 2018 Open Balance	APRIL 2018 Open Balance	MAY 2018 Open Balance	TOTAL Open Balance
⊞ Aaron Abbott							1,551.48	6,020.73	2,571.85	2,158.61		12,302.67
Johnson & Johnson	116	116	5/7/2018	Open	5/7/2018						4,875.00	4,875.00
Walmart	114	114	5/5/2018	Open	5/5/2018						4,701.64	4,701.64
⊟ Smith Inc. : Smith East : South East								1,658.85		357.83		2,016.68
Smith Inc. : Smith East : South East : North East	103	99	5/4/2018	Open	5/4/2018						675.73	675.73
⊟ Smith Inc.												
	108	104	5/4/2018	Open	5/4/2018						500.00	500.00
	109	104	5/4/2018	Open	5/4/2018						262.57	262.57
	106	104	5/4/2018	Open	5/4/2018						43.69	43.69
	110	104	5/4/2018	Open	5/4/2018						5.67	5.67
Total - Smith Inc.											811.93	811.93
⊟ Acera												
	112	112	5/4/2018	Open	5/4/2018						300.01	300.01
	89	76	4/16/2018	Open	4/16/2018					254.02		254.02
	88	76	4/16/2018	Open	4/16/2018					250.00		250.00
	87	76	4/16/2018	Open	4/16/2018					200.00		200.00
	93	76	12/1/2017	Open	4/16/2018	50.00						50.00
Total - Acera						50.00				704.02	300.01	1,054.03
Smith Photographic Equipment	115	115	5/7/2018	Open	5/7/2018						109.32	109.32
Total						50.00	1,551.48	7,679.58	2,571.85	3,220.46	11,473.63	26,547.00

| DATE (Custom) | FROM 4/8/2017 | TO 5/7/2018 | SUBSIDIARY CONTEXT | Honeycomb US-East ▼ | Find... | ‹ › |

ℹ️ **Helpful Hint:** This is not a traditional aging report grouped by 30, 60, and 90 days aged. This report shows all OPEN deductions by NetSuite period. For traditional views of open deductions by 30/60/90 days old, use the *i*TPM Dashboard portlet views published and documented for the Settlements & Deduction role.

ℹ️ **Helpful Hint:** Use 📊 at the bottom of the review window to export your report to Excel.

A traditional 0 / 30 / 90 day aging is also available for real-time visibility on your dashboard.

4.13 Deduction Approval by the sale team (OPTIONAL)

This feature gives limited access to your sales team to easily change the deduction's Research Status to 'Not Approved" or "Approved".

We suggest deduction approvers use the reminder "- *iTPM My Deductions to Approve*" to see deductions that are assigned to them, and do not have "Approved" or "Not Approved" as the Research Status.
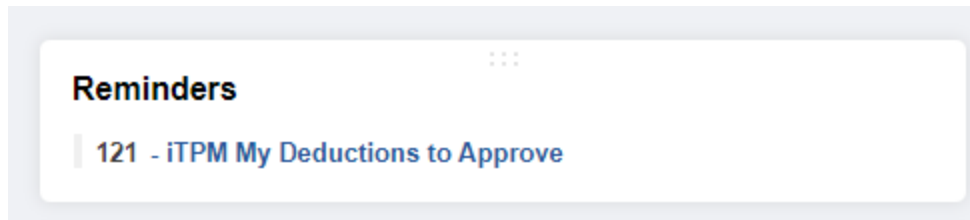
1. Click on the reminder link.
2. View any deduction in the list. First deduction in the list suggested.
3. Click on one of the following buttons: Approve, Reject, Next Deduction, Back to List.

Using the example iTPM standard role of "- *iTPM Deduction Approver*", users with these permission see the following buttons on deductions:

Approve and Next: Change Research status to "Approved", view the next deduction in the list.

Reject and Next: Change Research status to "Rejected", view the next deduction in the list.

Next Deduction: Just view the next deduction in the list.

Back to List: Go back to my list of deductions to approve.

> ⓘ **Helpful Hint:** Use the example *i*TPM role "- *iTPM Deduction Approver*" to see the permissions to view and use these workflow buttons on the deduction.

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4.14 Mass Non-G/L Update

Use this feature to change non G/L attributes of many deductions at one time with fewer mouse clicks.

Step 1: Go to *iTPM -> Deductions -> Mass Update Deductions New*

Step 2: Set your filter, then click *SEARCH*

Click "**LEAVE**" on this form:

Step 3: Enter your non G/L change, AND check the checkbox next to your change(s).

> ℹ️ **Helpful Hint:** This Non GL Mass Change form will not work if your filter returns more than 4,000 deductions. Change your filter to select fewer than 4,000 deductions before you click SEARCH.

Step 4: Select the deductions you want to change:

Step 5: Click **SUBMIT** , and wait for the script to run   (CANCEL to not make changes)

Step 6: Confirm your deductions were updated as you expected

Always see what's in the queue: *iTPM -> Deductions -> Mass Update Queue*

View the record to confirm your deductions were changed, and if there were any errors or issues executing your non G/L changes.

iTPM

4.14 Use iDrop to help research open deductions (Optional)
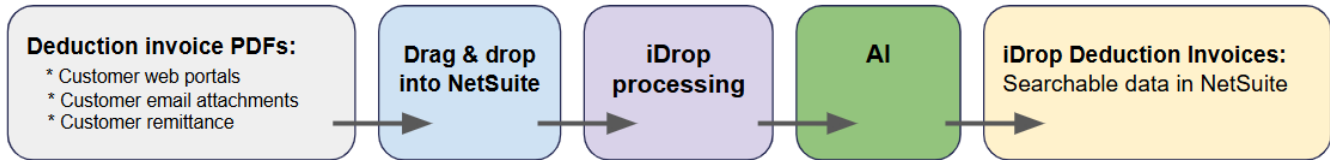
iDrop is designed to help organize and create searchable data in NetSuite from your customer's deduction invoices, which are typically only available in PDF format.

- iDrop is designed to help provide value, even if you don't use the native iTPM SuiteApp to manage trade promotion spending.
- If you are already attaching deduction backup documents to transactions or custom records in NetSuite, iDrop is just an extension to your existing trade promotion workflow.
- With iDrop, you don't need to directly attach the PDF to your transactions for them to be easily accessed for research and for auditors.

PDFs processed in iDrop are not limited to just invoices for deductions. You have invoices from indirect customers and operators that you may pay directly or through a third-party provider. iDrop information can help match these payments to the invoice PDFs.

This workbook to show **matching iDrop PFDs to open deductions:**

- This only shows open deductions where the invoice # in the PDF match the "Other Reference code" in the deduction.   (You can create another tab to include "Other Reference code 2".)
- Use iDrop to quickly view the PDF with customer deduction invoice #.
- Go to www.cgsquared.com/idrop-user-guide for more information.

5.0 Resolve PROMOTIONAL Deductions: SETTLEMENTS

You've been busy researching deductions. You're now ready to match some or all of your deduction to a promotion.

Now that you know which promotion is associated with your deduction, you can….

- **Partially resolve your deductions**. Match some of the open balance to *approved*, *completed* (and depending on the promotion type configuration, also *approved, active*) promotions.
- **Split off the amount you want to resolve** and resolve it.

There is no right or wrong way to resolve your deductions. Talk to your *i*TPM administrator If you have questions on which approach is best for your company.

What if my customer deducted the promotion cost across two invoices and I created two deductions? All you have to do is resolve each deduction to the same promotion.

You have TWO ways to resolve your deduction:
- View a DEDUCTION, use the SETTLEMENT button and select the promotion.
- View a PROMOTION, use the RESOLVE DEDUCTIONS button to select deduction(s).

For a picture of the settlement and deduction workflow, 1.0 Overview: Deductions & Resolutions.

> ⓘ **Helpful Hint:** You don't need to create promotions and use settlements to resolve all your promotional deductions. You can choose to use the EXPENSE button and use a journal entry to expense the deduction to the appropriate GL-account. This approach is most useful for promotions executed before you implemented *i*TPM, and for promotions to small customers that are not large enough to be planned in *i*TPM.

5.1 *SETTLEMENT* button while viewing a DEDUCTION

Step 1: View the open deduction and Click on the *SETTLEMENT* button.
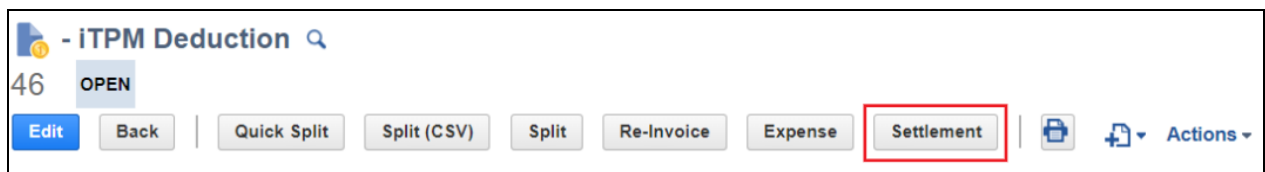
> ⚠ **Note: It can take up to 30 minutes before your *APPROVED* promotion is available for settlements.** After your promotion is approved, *i*TPM allocates estimated spending to individual items, and calculates allocation factors needed to spread your settlements to the items in your promotion. You will know that your promotion is available for settlements when you see the *RESOLVE DEDUCTIONS* button(s) on your promotion.

Step 2: Find and Select a Promotion

You have three ways to search for and find your promotion. The three buttons are described below:

FILTER button: Filter your list of promotions by promotion type, promotion dates, and other attributes.

CHANGE PROMOTION CUSTOMER button: If a deduction was taken by a direct customer on behalf of another customer, use this button to find a promotion for a different customer. You can also set a filter.

RELATED PROMOTIONS button: You can use an attribute in the customer record to search for the promotion. Example: If you configure *i*TPM to use the customer sales rep, this button will show you all the approved and active or completed bill-back promotions for customers associated with the sales rep of your deduction customer, or the sales rep you select. You can also set a filter.

The list will contain **only *COMPLETED* and *APPROVED*** bill-back promotions for the customer on your deduction. Promotion with only off-invoice, net-bill, or fixed-price discounts, it will not be in the list. (Lump-sum is a bill-back.) ***ACTIVE*** promotions can be configured to be in the list.   (This is a *i*TPM promotion type configuration.)

Promotions List

Cancel	Change Promotion Customer	Related Promotions	Filter Promotions

APPLY TO	PROMOTION ID	PROMOTION TITLE	CUSTOMER	OTHER REF CODE	PROMOTION TYPE	CONDITION	SHIP START DATE	SHIP END DATE	ESTIMATED SPEND: PROMOTION	ACTUAL SPEND: PROMOTION	NET LIABILITY: PROMOTION
1523	1,523	Example Bill-back ALL items	Albertsons / Safeway		EDLP w/ fixed all MOP	Completed	01/01/2021	12/31/2021	0.00	819.00	0.00

1. **Find the promotion** on the list. Use all the information in the list to find the correct promotion:
2. **Click the promotion number in the APPLY TO column.**
3. Can't find your promotion? Click Cancel to go back to the deduction.

> ⓘ **Helpful Hint:** Sometimes the KPIs of Actual Spend and Net Liability may be a few minutes behind the last settlement transaction.

Why isn't an approved promotion listed?
- **The promotion you need may already be closed**. Some promotion types may be set to 'auto-close' after "x" days, or may have been manually closed. To make it available for a settlement, view the promotion and use the *REOPEN* button.
  Note: Only a NetSuite or *i*TPM Admin role can reopen promotions.
- **Only promotions with bill-back allowances or lump sum will appear on the list.** If your promotion has only off-invoice allowances and you have a deduction for missed off-invoice, use the EXPENSE button, or view the promotion and use RESOLVE DEDUCTIONS.
- **Promotions in *future* condition don't appear on the list**. Active promotions will only be on the list if you configure the promotion type to allow it.

> ⓘ **Helpful Hint:** If you're not sure which promotion to select, you can select the promotion and on the next screen, either right-click on the promotion link to view it in another browser tab, or cancel the settlement and return to the list of promotions.

Instead of overpaying a promotion, why can't I just match some spending to promotions that are under-spent?   Best business practice is to match spending to the activity. To plan better promotions next year, we need good data to tell us what worked last year. Promotions that are closed will release the unused liability, so in a roll-up the underspend of one promotion will still off-set the overspend of another promotion.

> ⓘ **Helpful Hint: Don't edit the lines subtab of your settlement, just enter the information in the settlement form.** If you change the lines of a settlement, *i*TPM will overwrite your lines to ensure data integrity.

Step 3: Enter Amount to Resolve & More

The deduction number and open balance is displayed on the screen. See ⬚Red Box⬚ below.

Enter the following information to resolve some or all of the open deduction balance, and match the expense to your selected promotion:

A: Enter a **Reference Code** for this settlement Request: *Example, CLAIM-1234*
B: Enter a **Date:** (This defaults to today's date):   *Example, March TPR*
C: Select **Location, Department, etc.:** (optional):   *Example, San Francisco*
D: Enter a **Memo:** (optional):   *Example, March TPR*
E: Enter **Lump Sum* to pay**: (Compare to Net Liability)   *Example, $0*
F: Enter **Bill Back* to pay**:   (Compare to Net Liability)   *Example, $200*
G: Enter **Missed Off-Invoice* to pay**: (Compare to Net Liability)   *Example, $*
H: NOTE: Any settlements in the queue and not yet included in Net Liability?   *Example   Blank, so none*

   * This field will only be available if your promotion has this type of allowance

If you selected the wrong promotion, you can Click **CANCEL to go back to the previous screen**.
If your settlement request is complete, click SAVE when done.
To help confirm the amount for this promotion, review the *Transaction Detail* section.
   ○ Net Promotional Liability: This is the net amount that *i*TPM calculates you owe.
   ○ Requested Amount: These are settlements processing, not included in Net Liability

If you pay more than the *Net Liability* amount, the amount above net liability is an overpayment
When you close a promotion, any remaining net liability is released and set to zero.

> ℹ️ **Helpful Hint:** Made a mistake?
> - View the settlement and use the VOID button.
> - Settlement period open? If yes, with the appropriate permissions, you can delete the settlement in applied status & *i*TPM will update the deduction status and open balance.

> ⚠️ **Note:** *i*TPM does NOT prevent you from paying more than what you owe. Why?
> - The calculated liability may not be accurate for a number of reasons, including dates that changed, shipments before or after the official promotion dates, changes in retail execution, and many other reasons.
> - For indirect accounts, the only way to calculate what you owe is to use other data sources, which you may not have.
>
> For all these reasons, *i*TPM must allow settlements in excess of net liability. It is the user's responsibility to enter the correct amount due. The finance team can use *i*TPM KPIs and standard NetSuite alerts to review settlements that exceed calculated net liability.

> ⚠️ **Note: It can take up to 15 minutes before VOIDED settlements are reflected in the KPIs.** Admin roles can void settlements in any status, including processing status.

After you click *SAVE*, your settlement request will go to "*Processing*" status.

- **Every *i*TPM 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, *i*TPM uses a methodology to allocate each settlement to each individual allowance within the promotion.

- Allocations are done separately for each method-of-payment to improve accuracy. The allocation methodology is documented in the *Admin User Guide for Settlements and Deductions*.

- While *i*TPM is allocating your settlement to the items in your promotion, the settlement status will be "*Processing*". When processing is completed, your settlement request will go to "*Applied*" status, and each item in the promotion will show a settlement amount based on the calculated allocation factors. In the example below, a $50 lump sum is allocated to 5 items evenly.

- When processing is completed, the promotion will be added to the KPI processing queue, and the KPIs updated the next time the KPI script runs… typically every 15 minutes.

Lines	**Communication**	**System Information**	**Custom**	**iTPM**	**EFT**	**Configuration Details**	**Box Files**
ACCOUNT	**DEBIT**	**CREDIT**	**MEMO**		**NAME**	**LS BB OI**	**ITPM ITEM**	**ALLOCATION FACTOR**

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	LS BB OI	ITPM ITEM	ALLOCATION FACTOR
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : CHA00002® on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	CHA00002®	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00002 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00002	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00004 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00004	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00005 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00005	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00001 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00001	0.2
2000 Accounts Payable		50.00	Settlement Created From Promotion # Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum		0

Step 4: Add Notes, Attachments (Optional)

Use the *COMMUNICATION* subtabs to add additional documentation to your deduction settlement.

You may have already attached electronic notes to the deduction. If so, add a note to your settlement for users to look for documentation attached to the deduction.

When considering what to document, think about the information you'd want to have if your customer or your supervisor questions you on this settlement months or years from now. Here are a few suggestions on what to document:
- Do you have an invoice or claim from your customer?
- What was the actual promoted retail price point?
- Do you have any pictures of the retail in-store performance?
- Do you have any related documents or emails from your customer, sales team and/or broker?
- Do you have any screenshots or reports from your customer's deal portal?

Use the ***Activities*** subtab to create and assign tasks to other people using standard NetSuite functionality.

Step 5: Review the updated deduction balance (optional)

You've now matched some or all of the deduction open balance to a specific promotion.

If you resolved only part of the open balance, the deduction status will remain *OPEN*, and you'll see the remaining amount as the open balance. **Continue to research how to resolve the deduction.**

If your journal entry was for the entire open balance, your deduction status will be resolved, and the open balance will be zero, as shown below. **Your work on this deduction is done.**

*i*TPM

5.2 *RESOLVE DEDUCTIONS* button from a PROMOTION

Step 1: View the promotion and click on the *RESOLVE DEDUCTIONS* button.

- iTPM Promotion
Line pricing

| Edit | Back | New Settlement | **Resolve Deductions** | Refresh KPIs | End Promotion | | Actions ▾ |

Step 2: If your promotion IS valid for indirect customers, then you can change the deduction customer.
- If your promotion is not valid for indirects, you will not see this form. Skip to step 3.
- To see open deductions for the promotion customer, **just click "Show Deductions"**, or..
- Enter the distributor name and then **click "Show Deductions".**

Resolve Deduction for Indirect Customers   More

Show Deductions

DEDUCTION CUSTOMER	ESTIMATED SPEND : LUMP SUM	ESTIMATED SPEND : BILL-BACK	ESTIMATED SPEND : OFF-INVOICE
UNFI (East & West) ⚹ ＋ ⧉	500.00	150.00	0.00
	ACTUAL SPEND: LUMP SUM	ACTUAL SPEND: BILL-BACK	ACTUAL SPEND: OFF-INVOICE
PROMOTION	500.00	156.54	0.00
Sprouts scan (Pull from UNFI and KeHE)	NET LIABILITY : LUMP SUM	NET LIABILITY: BILL-BACK	NET LIABILITY : OFF-INVOICE
PROMOTION CUSTOMER	0.00	0.00	0.00
Sprouts			

ESTIMATED SPEND : PROMOTION
650.00

ACTUAL SPEND : PROMOTION
656.54

NET LIABIALITY : PROMOTION
0.00

PENDING SPEND: PROMOTION
0.00

Step 3: Select one or more DEDUCTIONS to resolve.
- **Check one or more deductions** that you want to resolve by matching to this promotion.
- **Select the MOP** (method of payment). The deduction will show up under this promotion KPI.

Resolve Deductions   More

| Submit | Cancel |

Use this tool to request settlements for more than one deduction.
Please note-
  * The deductions selected below will be **QUEUED** for resolution. For IMMEDIATE resolution of deductions, do not use this tool. Resolve them individually.
  * The entire deduction open balance will be resolved by the settlement.
  * The entire settlement amount will be entered against the MOP selected below, for ALL settlements created in this process.
  * If the deduction open balance changes between now and the time of settlement creation, the settlement will not be created.

PROMOTION	ESTIMATED SPEND : LUMP SUM	NET LIABILITY : LUMP SUM
Test promotion_15	5,000.00	5,000.00
PROMOTION CUSTOMER	ESTIMATED SPEND : BILL-BACK	NET LIABILITY: BILL-BACK
KeHE	0.00	0.00
DEDUCTION CUSTOMER	ESTIMATED SPEND : OFF-INVOICE	NET LIABILITY : OFF-INVOICE
KeHE	0.00	0.00

MOP *
Lump Sum ▾

Deductions ▾

RESOLVE	DEDUCTION NUMBER	DATE CREATED	CUSTOMER	ORIGINAL AMOUNT	PARENT DEDUCTION	ORIGINAL DEDUCTION	ITPM OTHER REFERENCE CODE	MEMO	▲ OPEN BALANCE
✔	144	07/24/2020	KeHE	5.00	- iTPM Deduction #105	- iTPM Deduction #29	test_22	Testing2708	5.00
✔	145	07/24/2020	KeHE	5.00	- iTPM Deduction #99	- iTPM Deduction #29	test_22	Testing2708	5.00
✔	146	07/24/2020	KeHE	5.00	- iTPM Deduction #99	- iTPM Deduction #29	test_23	Testing2708	5.00

> ⓘ **Helpful Hint: Each checked deduction will be resolved in FULL**. To resolve less than the open balance, view the deduction and use the *SETTLEMENT* button.

Step 3: Review status of your multi-DEDUCTION resolutions

1. ***iTPM -> Resolutions -> Resolution Queue***, or type *Resolution Queue* in the global search:
2. Look for your deduction resolution in the list.

EDIT | VIEW	INTERNAL ID	ID ▾	OWNER	DATE CREATED	LAST MODIFIED	ITPM PROMOTION	ITPM DEDUCTION	ITPM SETTLEMENT	OPEN BALANCE	MOP	REQUESTED RESOLUTION AMOUNT	PROCESSING NOTES
Edit | View	18	iTPM_SQ18	Alex Ring	8/11/2020 12:54 pm	8/11/2020 1:09 pm	April $1.50 scan	- iTPM Deduction #66	- iTPM Settlement #72	0.00	Bill-Back	200.00	
Edit | View	17	iTPM_SQ17	Alex Ring	7/8/2020 9:57 am	7/8/2020 10:07 am	10% bill-back example	- iTPM Deduction #97		99.00	Lump Sum	99.00	Seems Lump-Sum amount is 0 (AND) With the selected MOP, Allowances were not present on the Promotion, hence not processed
Edit | View	16	iTPM_SQ16	Alex Ring	7/3/2020 2:06 pm	7/3/2020 2:34 pm	Sprouts scan (Pull from UNFI and KeHE)	- iTPM Deduction #160		0.00	Lump Sum	700.00	Customer on the Promotion is not matching with the customer on the Deduction linked to this Queue record (or) customer is NOT ACTIVE, hence not processed
Edit | View	15	iTPM_SQ15	Alex Ring	7/3/2020 12:22 pm	7/3/2020 12:34 pm	Sprouts scan (Pull from UNFI and KeHE)	- iTPM Deduction #152		0.00	Lump Sum	300.00	Resolution Amount(300.00) is not equal to the Open balance of the

- iTPM Resolution Queue List — List Search Audit Trail
VIEW Default | Customize View | New - iTPM Resolution Queue
FILTERS — SHOW INACTIVES — QUICK SORT — TOTAL: 18

> ⓘ **Helpful Hint:** The resolution queue also shows resolutions created by the CSV Bulk Settlement import. The Resolve Deductions button creates one row in this list for each deduction you select. There will also be one row in this list for every row in your CSV Bulk Expense import file

> ⓘ **Helpful Hint:** If *i*TPM is able to resolve your deduction, there will be no processing notes and you'll see a link to the settlement.
> If *i*TPM was not able to resolve your deduction to the promotion, there will be no settlement link and you'll see a message that describes the issue.

Note: For settlements created by the Settlement Queue, the NetSuite audit log will show created by "System". To see who put the deduction into the Settlement Queue, go to the *i*TPM subtab in the settlement:

Lines   Communication   System Information   Custom   **iTPM**   GL Impact

CREATED BY
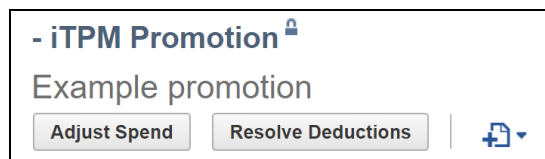Example User

*i*TPM

5.3 ADJUST Spend (Settlement)

The *ADJUST SPEND* button creates settlements that adjust your spending KPIs and accruals for a promotion, but have NO financial impact.

Examples of when to use *ADJUST SPEND*:

- You paid an indirect account by check or ACH, and you want a promotion KPIs to reflect the spending.   For example, you paid $100 directly to a specific retailer, and UNFI will not deduct on behalf of this retailer.
- You have spending that's related to the promotion, but it's already expensed correctly. Examples include promotional drop ship charges, cardboard for customer specific display units, etc.
- You realize that the KPIs for this promotion understate spending. You want to adjust this promotion's KPIs so they more accurately reflect the promotion's actual spending and KPI results.

1: **Find and view the promotio**n.

2: Click *ADJUST SPEND*
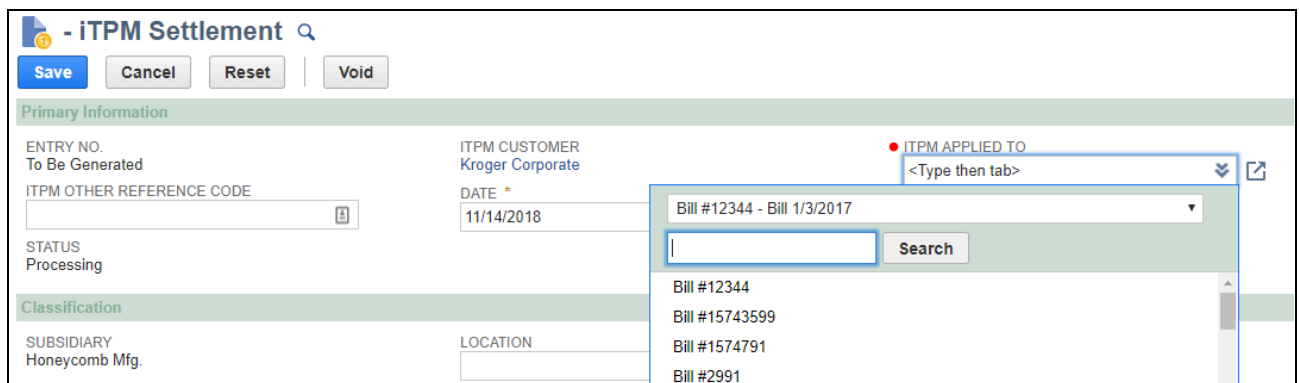
3. OPTIONAL: Select a vendor bill, payment, or other NetSuite transaction to associate with this spend adjustment. No G/L impact is created by this selection. This is just a searchable field to help with reporting and documenting your KPI spend adjustment. If you select a deduction, the open balance will NOT be resolved or changed using a spend adjustment, but the promotion KPI will be adjusted.

> ⓘ **Helpful Hint: To search for a specific bill, type in "*bill #*" and the first view letters or digits of the bill. You can use the "%" as a wildcard…   "%bill" to see all transactions with "bill" as the transaction.**

4. **Enter a memo which describes your adjustment, and the LUMP sum and/or Bill-back settlement amounts** to adjust your KPIs. (We support both positive and negative adjustments)

Transaction Detail		
ITPM AMOUNT *	NET LIABILITY : LUMP SUM 56,292.00	NET LIABILITY : BILL-BACK 0.00
● MEMO	● SETTLEMENT REQUEST : LUMP SUM 0.00	● SETTLEMENT REQUEST : BILL-BACK 0.00
	UNDER (OVER) PAID : LUMP SUM 0.00	UNDER (OVER) PAID : BILL-BACK 135.00

5. **SAVE**.

When the KPIs are refreshed in about 15 minutes, your KPIs will be adjusted accordingly. While the settlement is being processed, your adjustment will appear under the *Pending Spend* KPI columns under the KPI subtab on your promotion.

> ℹ️ **Helpful Hint: SPEND ADJUSTMENTS for KPIs do not support negative amounts.** To reduce actual spending for any promotion, simply void the settlements associated with the promotion.

> ℹ️ **Helpful Hint:** You can use ADJUST SPEND to match pre-paid trade spending to promotional events. While these do NOT have a financial impact, they can provide insight that helps with post-promotion analysis and promotional planning.
>
> You can also use ADJUST SPEND to match trade spending spending from a prior year to a promotion's KPIs without any financial impact.
>
> Another application of ADJUST SPEND is the ability to match a deduction taken by one customer for a promotion created in another customer that's not lined-up in NetSuite.
>
> Example: A KeHe deduction for the indirect customer Target, but the Target promotion is under UNFI. You can process the promotional payment using the EXPENSE button on the deduction. You select the appropriate GL-account for promotions. Next, create an ADJUST SPEND settlement on the Target promotion to reflect the fact that a deduction was taken and processed.

*i*TPM

5.4 *VOID* a Settlement

1. **View the settlement** you need to VOID.   (5.7 Find and Review Settlement Requests)

   (You will only see the *VOID* button if your role has the appropriate permissions.)

2. **Click on the** *'VOID'* button.

*i*TPM creates a mirror image settlement to reverse your settlement. The voided settlement status will be VOIDED, and the reversing settlement will be APPLIED.   The reversing settlement will show the voided settlement number in the *"iTPM Applied to"* field.
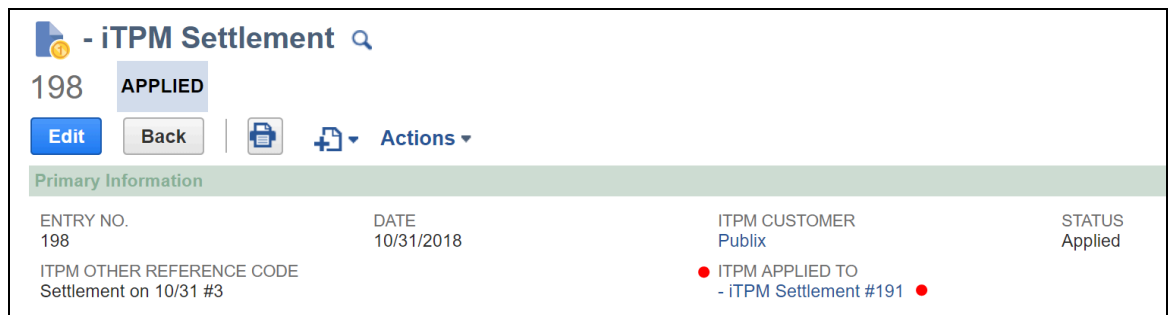
| ⚠️ | **Note: It can take up to 60 minutes before VOIDED settlements are reflected in the promotion KPIs for active and completed promotions.** |

| ℹ️ | **Helpful Hint:** To void your settlement, *i*TPM will create and apply a mirror-image settlement that essentially reverses the voided settlement.   Look for the matching settlement in the '*iTPM Applied To*' field. |

| ℹ️ | **Helpful Hint:** If your settlement was taxable, the corresponding journal entry created for the tax will be reversed as part of the settlement void. |

5.5 Review & *CLOSE PROMOTION* if no more payments.

You've now resolved deductions to a promotion. If you have to make multiple payments against a promotion, use the *RESOLVE DEDUCTIONS* button for each request.

If you do not anticipate any further settlements against the promotion, click the *CLOSE PROMOTION* button. When you CLOSE your promotion:

- Net-liability for this promotion will be set to Zero.
- The *RESOLVE DEDUCTIONS* button will no longer be available and visible.
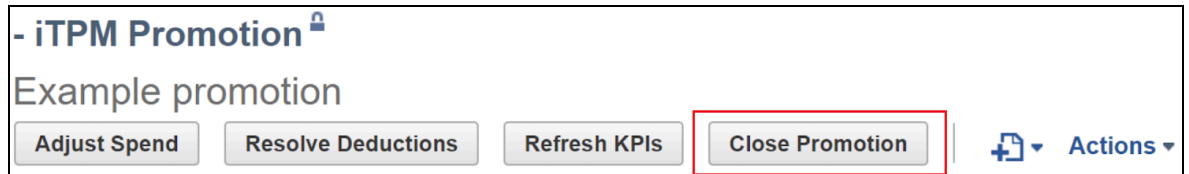
> **Helpful Hint:** If you do not see the "Close Promotion" button on the promotions you created, your role does not have the "Close Promotion" permission.
>
> NetSuite and *i*TPM administrators have access to the 'Close Promotion' button on all approved and completed promotions.

If you closed the promotion in error, or if you now have a claim that you need to pay for this promotion, *i*TPM administrators can use the *RE-OPEN* button to change the promotion's status back to *APPROVED*. This will make the *RESOLVE DEDUCTIONS* button available.
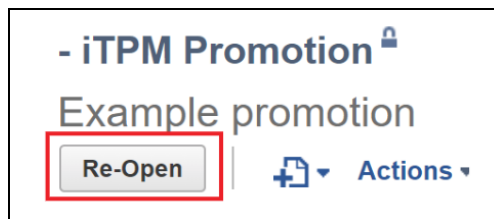
> **Helpful Hint:** Only NetSuite and *i*TPM administrators have permissions to *REOPEN* a closed promotion.

> **Helpful Hint:** You can save mouse clicks by using the auto-close feature. Your *i*TPM administrator can set a promotion type to auto-close a specific number of days after the promotion ends.

5.6 Settlement Statuses

The following table shows the workflow to complete *i*TPM settlement requests:

Settlement Status	Required Next Action
Processing	Your settlement request is being allocated to the items in your promotion. Wait until processing is complete. This script runs every 60 minutes. (unless changed by your NetSuite or *i*TPM administrator)
Requested	**Wait for your settlement requests to be processed.** These are created from the RESOLVE DEDUCTION button on the promotion. When you click SAVE, your request goes into a queue to be processed. To see the status of these settlements, go to ***iTPM -> Resolutions -> Resolution Queue*** You can also see these requests on the promotion under the KPI subtab in the row labeled "*Requested Spend:*"
Applied	**No further action is required.** Settlements in this status have been applied to a deduction or check. **All Settlements created when viewing a DEDUCTION automatically go to *Processing* status** when they are saved**.** *VOID** the settlement request if it is incorrect.
Voided	The settlement has been voided and is applied to a 'voiding' settlement. (This works much like the JE reversal that's applied to the JE it reverses.)

> ⓘ **Helpful Hint:** Sometimes when promotions are backdated or edited after being approved, not all the KPI measures are recalculated. If you see a settlement that's been in Processing status for more than a few hours, your settlement may be stuck. Most times, here's how to fix it:
>
> - View the settlement that's stuck in *Processing* status.
> - Click on the link to the associated promotion.
> - Typically when this happens, the ADJUST SPEND and RESOLVE DEDUCTIONS buttons will NOT be visible.
> - **While viewing the promotion, click on REFRESH KPI.**
> - In about 15 minutes after the KPIs are refreshed, you'll see the ADJUST SPEND and RESOLVE DEDUCTIONS on your promotion.
> - In about 30 minutes or so you should see your settlement move from *Processing* to *Applied* status.

iTPM

5.7 Find and Review Settlements

Here are the steps to view settlements.

- Click on *iTPM-> Resolutions -> ALL Settlements*

- Optional: Click on the "plus sign" next to filters   **＋ FILTERS**
- Optional: Change the Filter to help you find your settlement.
- Optional: Click on a column to change the sort order. Again to reverse sort order.
- **Find a settlement** that you want to view and **click on the blue** *SETTLEMENT #* or click on *VIEW* to view the settlement.

Helpful Hint: Under the *iTPM -> Resolutions* menu, there are list views:

- **All Settlements:** All settlements
- **Regular Settlements:** This excludes voided settlements, settlements that void other settlements, and adjust-spend settlements.
- **Adjustment settlements:** These settlements have no financial impact. They only adjust promotion KPIs.
- **Voiding Settlements:** This includes both voided settlements, and settlements that void other settlements.

5.8 CSV Bulk-Settlements

When you need to create a high volume of settlements AND you have this information in an Excel spreadsheet, using the NetSuite CSV upload feature may save time and prevent data entry errors.

There are two ways to use CSV Bulk-Settlement:

CSV Bulk Settlement to resolve DEDUCTIONS:		
SETTLEMENTS button on the Deduction	**RESOLVE DEDUCTIONS button on the promotion**	**CSV Bulk Settlement**
1. View the deduction 2. Click the *Settlement* Button 3. Select a promotion 4. Enter the amount to resolve to the appropriate method-of-payment 5. Optional: Put a comment in the memo field 6. Click SAVE.	1. View a promotion 2. Click the *Resolve Deductions* button, 3. Select the deductions to resolve, and 4. Select the appropriate method-of-payment 5. Click SAVE.	1. Populate the Excel CSV Bulk Settlement template with the necessary information. 2. Follow the CSV import instructions in this chapter

CSV Bulk Settlement to create SETTLEMENT ADJUSTMENTS:	
ADJUST SPEND button on the Promotion	**CSV Bulk Settlement**
1. View a promotion 2. Click the *Adjust Spend* button, 3. Select the deductions to resolve, and 4. Select the appropriate method-of-payment 5. Optional: Link to a vendor bill or payment 6. Click SAVE.	1. Populate the Excel CSV Bulk Settlement template with all the necessary information. 2. Follow the CSV import instructions in this chapter

> ⓘ **Helpful Hint:** When you use the "*Resolve Deductions*" button on the promotion, each deduction you select becomes a line in the Resolution Queue.

> ⓘ **Helpful Hint:** CSV Bulk Settlement supports deductions that include tax. See section 5.10 for more detail.

Step 1. Create a CSV file with the following information for the settlements you want to create:

Go to www.i-TPM.com/deduction-management, download our CSV template.

To save time and prevent errors, review CSV helpful hints in section 4.8.

Example CSV file to create two settlements.

1. Row 1 are the column headings which tell NetSuite what we are uploading.
2. Row 2 resolves a **DEDUCTION**
   a. Column A: **Promotion #**
   b. Column B: Other reference code with customer's short-pay info
   c. Column C: **Deduction #**
   d. Column D: **Amount** of the open deduction to resolve.
   e. Column F: **Method of payment:** Lump Sum, Bill-back
   f. Column G: Memo
3. Row 3 is a **SETTLEMENT ADJUSTMENT**.
   a. Column A: **Promotion #**
   b. Column B: Other reference code with customer's short-pay info
   c. Column D: **Amount** to adjust the promotion KPIs
   d. Column F: **Method of payment**: Lump Sum, Bill-back
   e. Column G: Memo
   f. Column H: **YES** (Settlement Adjustment
   g. Column I: Internal ID of the vendor bill we want to associate with our Settlement Adjustment.

	A	B	C	D	E	F	G	H	I
1	Promotion_Number	Other_Reference_Code	Deduction_Number	Resolution_Amount	Deduction_Includes_Tax	MOP	Memo	Settlement_Adjustment	Sett_Adjust_Internal_ID
2	57	Other-Ref 123	1180	No		250	Lump Sum	Partial resolution for DDN 1180	No	
3	57	Bill-paid-April 25				100	Lump Sum	Partial Adjust Spend for prom 88	Yes	3331

iTPM_Bulk_Settlements_Example_2

Ready · Accessibility: Unavailable · Display Settings · 100%

For more information on each column, view the template.

	A	B	C	D	E	F	G	H	I
	Instructions :								
	1. Delete the top three instructional rows (filled in gray) of this sheet before attempting a CSV Import in NetSuite.								
	2. Do NOT delete the Header row (row 4, filled in yellow) of this sheet.								
	3. Do not enclose the values in double or single quotes.								
	4. Do not place leading or trailing whitespaces.								
	5. Do not include any currency symbols in the Amount column.								
	6. After entering the values, save this in CSV format before attempting to import into NetSuite.								
	Enter the ITPM Promotion number for the settlement. The iTPM Promotion must be Approved, and the condition should be either Active or Completed. Example promotion #: **19412**	You have the option to include addition information about this settlement. This will go into the settlement Other Reference Code.	Enter the Deduction # as a number. Example Deduction #: **360**	Resolution Amount must be equal to or less than the current deduction Open Balance. For example **44.97** Note: If this deduction is taxable, this resolution amount field INCLUDES tax. No commas, and No Currency symbol	Optiona: Deduction Includes tax **Yes** = The settlement amount in the promotion KPI will be net of tax **No** = The settlement amount in the KPI will be the full amount requested in Column D. Defaults to NO if blank or missing in your CSV import.	Enter the MOP (Method of Payment). These are the only valid MOPs for settlements: **Lump Sum** **Bill-Back** **Off-Invoice** This must be an EXACT text match. Note which letters are capitalized, and that Lump Sum does NOT have the dash.	You have the option to enter a Memo. This will be populated in the iTPM Other Reference Code of the Settlement. Example: **Bulk import May 24 2025** Must be less than 1,000 charaters in length.	**Option to create Settlement Adjustments:** **NO** = Request resolves some or all of an open deduction **Yes** = Adjust Spend, no net GL impact... just update the promotion KPIs Defaults to NO if blank.	You have the option to link a vendor bill, payment, or other transaction to your Settlement Adjustment. This is the internal ID of the matched transaction. This appears in the "iTPM Applied to" field, and is only used for reporting.
3	REQUIRED	OPTIONAL	REQUIRED	REQUIRED	OPTIONAL	REQUIRED	OPTIONAL	OPTIONAL	OPTIONAL
4	**Promotion_Number**	**Other_Reference_Code**	**Deduction_Number**	**Resolution_Amount**	**Deduction_Includes_Tax**	**MOP**	**Memo**	**Settlement_Adjustment**	**Sett_Adjust_Internal_ID**
5	19412	234567	360	22275.00	Yes	Lump Sum	Example Bulk CSV import M	No	
6	19412	Concur or Payment		150.00	No	Lump Sum	Example Bulk CSV import	Yes	123456
7	12345			450.12		Bill-Back	Deduction does not include	No	

Bulk_Settlements_Template

Ready · Accessibility: Investigate · Display Settings · 100%

To save time or if you get an error message, review these CSV helpful hints in section 4.8.

Step 2: If you use standard NetSuite CSV imports for other tasks, these steps will be familiar:

Go to *Setup -> Import/Export -> Saved CSV Imports*

Click on *"- iTPM Bulk Settlements"*

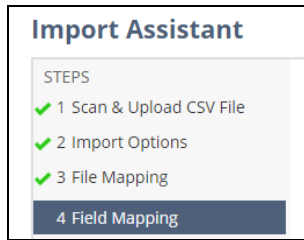**Step 3: Click on** [Select...] **, select your CSV file and click** [Open ▾]

Step 4: You are on step 1 in NetSuite. (see this in upper left corner)
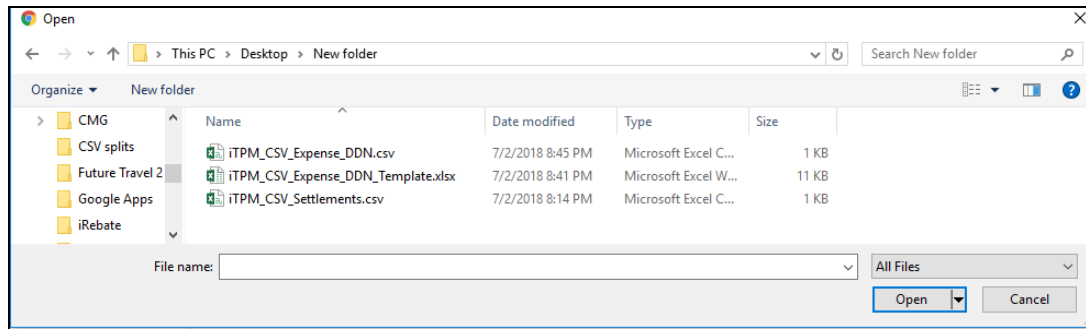
Import Assistant

STEPS
1 Scan & Upload CSV File

Click **NEXT** in the lower right corner.

Step 5: Make sure "*RUN SERVER SUITESCRIPT and TRIGGER WORKFLOWS*" is checked, then

Click **NEXT** in the lower right corner. (be sure to check "Run server script...")

iTPM

Step 6:

Click [Next >] in the lower right corner

Step 7: Click the drop down menu and click RUN.

Ignore this warning that you are not saving. Click **OK**.

Step 8: Wait for your CSV import file to be processed. This CSV import process runs every hour, but other NetSuite scripts could delay your resolutions.

When your CSV file is successfully uploaded, you will get an email status update:

> NetSuite <nlmailer@netsuite.com> ● Alexander Ring
> **NetSuite CSV Import Notification (originally To: alex.ring@cgsquared.com)**
>
> Greetings from NetSuite!
>
> Thank you for using the CSV Import Assistant. The status of your import is Completed.
>
> Type of records imported: - iTPM Resolution Queue
> Job Name: - iTPM Resolution Queue - iTPM_Bulk_Settlement_Example_with_3_lines.csv -
> alex.ring@cgsquared.com
> File Name : iTPM_Bulk_Settlement_Example_with_3_lines.csv
> Import Map Name : - iTPM Bulk Settlements
> Date and time of import: 7/25/2018
> Number of records imported: 3
> Number of records not imported: 0
>
> If any records were not imported:
> 1) Visit the Import status page at https://system.netsuite.com/app/setup/upload/csv/csvstatus.nl
> 2) On the Import status page, download the zip file of the record(s) that failed to import.
> 3) Review the error message(s) provided for each failed record and resolve the error(s).
> 4) Return to the CSV Import Assistant and re-import the record(s).
>
> Sincerely,
> The NetSuite Staff
>
> ***PLEASE DO NOT RESPOND TO THIS MESSAGE***

> ⓘ **Helpful Hint:** If any of the deductions are changed after you submit the CSV bulk settlements, and before the process runs, *i*TPM will skip that row if the information in your CSV file no longer matches the current deduction status. This is to prevent the creation of bad data. Read your email notifications to confirm every line was processed as expected.

Step 9: To see the status of your CSV Bulk Settlement import,

- Go to *iTPM -> Resolutions -> Resolution Queue*
- Scroll up/down to view the status and other information on your bulk CSV Settlements
- Settlements will NOT appear on the promotion KPIs until the record in the queue is processed.

- iTPM Resolution Queue List

List Search Audit Trail

VIEW Default ▼ | Customize View | New - iTPM Resolution Queue

⊕ FILTERS

☐ SHOW INACTIVES   QUICK SORT [   ] 🗑 TOTAL: 4

EDIT | VIEW	INTERNAL ID ▲	ID	OWNER	DATE CREATED	LAST MODIFIED	ITPM PROMOTION	ITPM DEDUCTION	ITPM SETTLEMENT	OPEN BALANCE	MOP	REQUESTED RESOLUTION AMOUNT	PROCESSING NOTES
Edit | View	1	iTPM_SQ1	alex Ring	7/24/2018 9:42 am	7/24/2018 10:27 pm	Example with actual sales	- iTPM Deduction #3	- iTPM Settlement #5	0.00	Off-Invoice	200.00	The Open balance of the Deduction in this queue record is .00, hence not processed.
Edit | View	2	iTPM_SQ2	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.5	- iTPM Deduction #43		442.35	Bill-Back	342.35	
Edit | View	3	iTPM_SQ3	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.5	- iTPM Deduction #43		442.35	Lump Sum	100.00	
Edit | View	4	iTPM_SQ4	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.3	- iTPM Deduction #46		600.00	Lump Sum	600.00	

5.9 Settlements by Month Report

In addition to the list view of settlements , you can also review settlements by month by customer.

Go to ***iTPM -> Resolutions -> Settlements by Month Report***

This is a standard NetSuite report. Click on the amount to drill-down & view any settlement.

Run *i*TPM reports the same way as other NetSuite reports: ***Reports -> Saved Reports -> All Reports***

5.10 Settlements when Deductions include tax, like GST

In some countries like Canada, some types of promotional activity are taxable. Some customer deductions include tax, and other deductions do not. Your deductions will NOT automatically default to taxable.

In other countries like Australia and New Zealand, all promotional deductions include tax, like GST. For these countries, *i*TPM automatically checks the "Deduction includes tax" checkbox to save mouse clicks.

*i*TPM version 25.1.1 will help your organization manage promotional GST with fewer mouse clicks. Native NetSuite does NOT support tax for custom NetSuite transactions like *i*TPM Deductions, and *i*TPM Settlements, so *i*TPM has been enhanced to support tax. See the *i*TPM Admin user guide and release notes on how to configure *i*TPM for deductions that include tax, like GST.

If your deduction includes tax,

- You'll see the *"Deduction includes tax"* checkbox checked, and
- The deduction's iTPM Amount, Open Balance, and Split-off amounts **net of tax** are displayed

Helpful Hint: The deduction's *iTPM Amount*, *Open Balance*, and *Split-off* amounts net of tax are just calculated amounts for display. These displayed amounts have no impact on NetSuite financials. If these did not get updated after splitting or creating a settlement, an EDIT and SAVE of the deduction will update the calculated amounts.

*i*TPM uses the Expense Queue to create a journal entry for the tax amount included in your deduction:

1. You create the settlement which resolves some or all of the net-of-tax open deduction balance.
2. *i*TPM creates a record in the resolution queue for the amount of the GST associated with your settlement.
3. The resolution queue is processed, creating a journal entry for the tax amount, like GST.
4. Hyperlinks are populated in the settlement and resolution queue for easier reporting and research.

Step 1: Create your settlement:

- When your deduction includes tax, the "*Settlement is taxable*" checkbox will automatically be checked.

- The maximum amount you can resolve to the promotion is the open deduction balance net of tax.
- Your promotional KPIs will be NET of tax.
- *i*TPM automatically processes the settlement tax in step 2.

Automatic Step 2: The tax amount for your settlement is put into the Resolution Queue:

> ⓘ **Helpful Hint:** To view the Expense queue, go to ***i*TPM -> Deductions -> Expense Queue**, then look in the list for your deduction or settlement # to find the journal entry for the settlement tax.

Automatic Step 3: The Expense Queue is processed, automatically creating the tax JE for all your settlements.

In the screenshot below, journal JOU00009542 was created to process the tax for settlement 896 which resolved deduction 6526.

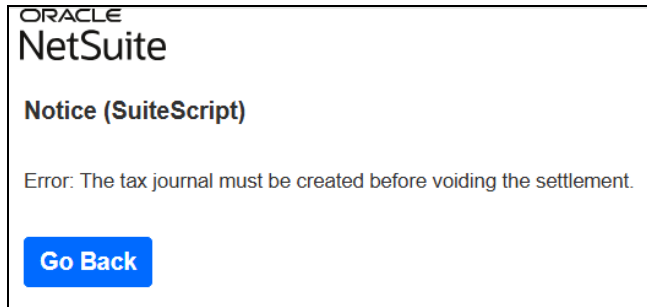**Automatic Step 4: Hyperlinks to the tax journal entry are populated in your settlement:**

In the screenshot below, while viewing settlement 896, we see the link to the Expense Queue, and the tax code TS-AU that was used to create the tax journal JOU00009542.

VOIDING a settlement that includes tax:

1. **VIEW** the Settlement you want to void.
2. Click the **VOID** button.

   a. **Warning Message?** If the tax journal entry is still in the Resolution Queue, you will get a pop-up message. Wait until the resolution queue processes the tax for the settlement you are voiding.

   b. **Settlement Voided?** Same as non-taxable settlements.

   c. The tax journal associated with your settlement will be automatically reversed.
   View the VOID**ING** settlement, go to the *i*TPM subtab, and you'll see the JE tax reversal ID:

   View the VOID**ED** settlement

View the Deduction to see all the related transactions, including the voided transaction:
- The original settlement, which is now VOIDED,
- The original journal entry for the tax, and …
- The journal entry that reversed the original settlement tax journal entry.

Settlements with Tax report:

Go to ***iTPM -> Resolutions -> iTPM Settlements with GST*** to view a report with this information:
- Each row is a settlement that is matched to a promotion KPIs.
- The settlement net of tax amount adjusts promotion KPIs and resolves the same amount in the deduction.
- The associated journal entry ID shows that amount of tax for the settlement.
- The open amount of the deduction that was resolved is the tax amount plus the settlement amount.

Role Permissions for deductions & settlement with Tax

See chapter 5 in the Admin User Guide for details on the critical permissions needed to manage GST in *i*TPM, including VIEW "*Tax Records*" and "*Tax Schedule*".

*i*TPM
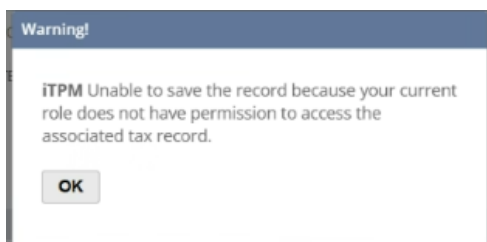
6.0 Resolve Deductions by Journal Entry: EXPENSE

You've researched a deduction and determined it's valid, but not related to a specific promotion. You need a quick way to expense some or all of the deduction to one of your GL-accounts.

The expense journal entry will use the default GL-account that your *i*TPM administrator setup in *i*TPM preferences, or the GL-account associated with the reason code on your deduction. *i*TPM automatically creates a pre-populated journal entry for you to review and modify as appropriate:

- The pre-populated journal entry saves you time.
- **The reason code in your deduction will be used to default the appropriate GL-account**
- You have the option to change the default GL-account before you click save.

QUICK EXPENSE creates the journal entry in real-time, and the full open deduction balance is resolved.

EXPENSE: This allows you to resolve only part of a deduction's open balance, but it is not real-time.

For a picture of the settlement and deduction workflow, go to 1.0 Overview: Deductions & Resolutions.

> **Helpful Hint: You do NOT have to process non-promotional deductions using *i*TPM.**
>
> ○ You can create standard NetSuite credit memos and apply the credit memo directly to your short-paid invoices.
> ○ *i*TPM has this functionality so you can resolve non-promotional amounts
>   ■ Example 1: An *i*TPM deduction is created before research determines that some or all of it is non-promotional
>   ■ Example 2: An *i*TPM deduction is inadvertently created for a non-promotional short-pay.
>   ■ For example 1 or 2, the steps to resolve the short-payment using *i*TPM or with standard NetSuite functionality should result in the same end result from an accounting point-of-view.
>
> Why use *i*TPM for non-promotional short-pays?
> - Standardizing your short-pay workflow for all short-pays (promotional and non-promotional) can help prevent errors and simplify the process.
> - *i*TPM provides one source for reporting short-pays.

> **Helpful Hint: You have the option to process promotional deductions using the EXPENSE buttons.** For example, you may have legacy promotional deductions from promotions run before you implemented *i*TPM , or you may have post-audit deductions where there are no approved promotions to select.
>
> In these situations, you can click QUICK EXPENSE, then select the appropriate promotional or accrual GL-account. The only difference is that a settlement will allocate the deduction to the items within the promotion based on actual or estimated sales. The journal entry created by the QUICK EXPENSE button does not allocate the expense to any items.

> **Helpful Hint:** If you have the native NetSuite entity 'name' configured to be in your journal entry lines, journals created by *i*TPM will not show an entity name by default in your NetSuite financial reports. Section 4.26 in the Admin User Manual shows you how to show customer name in the financial reports for *i*TPM transaction.

*i*TPM

6.1 View a deduction, click *QUICK EXPENSE* button

1. **Find and view the deduction** with an open balance that you want to write-off **quickly** to the GL-account in the deduction's reason code, or to the default GL-account in *i*TPM preferences.

   > ⚠️ **Note**: **When you click *QUICK EXPENSE*, ALL of the deduction's open balance is expensed.**
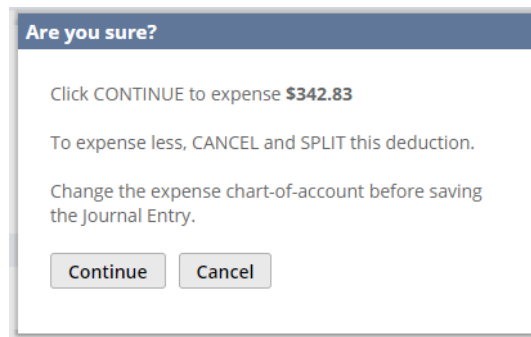   >
   > If you only want to expense part of the open balance, **use the EXPENSE button.**
   > **You can also use the *QUICK SPLIT* feature to create a deduction with the exact amount you want** to expense to your non-promotional GL-account,

2. **Click the *QUICK EXPENSE* button.**

   (The *QUICK EXPENSE* button is visible only if your role has the appropriate permissions.)

   📁 - iTPM Deduction 🔍
   187 **OPEN**
   [Edit] [Back] | [Quick Split] [Split (CSV)] [Split] [Re-Invoice] [**Quick Expense**] [Expense] [Settlement]

3. **Read the pop-up message box and click on the *CONTINUE* button.**

   Are you sure?

   Click CONTINUE to expense **$342.83**

   To expense less, CANCEL and SPLIT this deduction.

   Change the expense chart-of-account before saving the Journal Entry.

   [Continue] [Cancel]

   The following happens after you click *QUICK EXPENSE*:

   - A pre-populated expense journal entry is automatically created, but NOT saved.
   - To save you data-entry time, *i*TPM auto-populates the lines with information from your deduction.
   - **If your deduction has a reason code selected, the journal entry will default the GL-account to the one associated with that reason code.**
   - If it does not have a valid account, or if no reason code has been selected, then the expense journal entry will have the default GL-account for expenses identified in *i*TPM preferences.
   - OPTIONAL: This is NOT recommended. You have the option to change the GL account in the journal entry before you click save.   Do NOT change the amounts in the Journal Entry, as this will cause your deduction clearing account to be out of balance.

   > **Helpful Hint:** When *i*TPM creates the journal entry, it will use the department that's stored in the reason code. If blank, next iTPM will use the department that's in the deduction. You have the option to manually override the department before you save the journal entry.

3. **Review your pre-populated Journal Entry.**   The GL-account in your journal entry should be the one associated with the reason code in your deduction.

⚠️	**Note**: To prevent the creation of 'bad' data, *i*TPM prevents you from saving a journal entry with an amount that doesn't match the deduction's open amount.	system.netsuite.com says The current Journal Entry amount does not match the Open Balance of the Deduction. **OK**

4. **SAVE the journal entry.** (If you CANCEL and don't save the JE, no change to the deduction.)

ℹ️	**Helpful Hint:** Made a mistake? If you have the appropriate permissions and the JE is in an open period, you can delete the JE and iTPM will update the deduction status and balance. JE in a closed or locked period? Then use the UNDO button on the journal entry.

5: Add Notes, Attachments (Optional)

- Use the Non G/L **COMMUNICATION** subtab on the deduction to add additional documentation to your non-promotional expense.
- Use the **Activities** subtab to create and assign tasks to other people using standard NetSuite functionality.

ℹ️	**Helpful Hint:** Class, location and department automatically flow from the credit memo to the deduction, and from the deduction to your journal entry. If you populated the department field in the reason code, it will be used in the journal entry instead of the value in the deduction.

6.2 View a deduction, click *the EXPENSE* button

> **Helpful Hint:** Use the *EXPENSE* button to expense ONLY part of the deduction's open balance.
>
> Unlike the QUICK EXPENSE button, the EXPENSE button is NOT real-time. Alternatively, you can use the **QUICK SPLIT** feature to create a deduction with the exact amount you want to expense to your non-promotional GL-account, and use the EXPENSE button.
>
> *i*TPM creates the Journal Entry and populates the deduction's reason code.

1. **Find and view the deduction** with an open balance that you want to write-off some of the open balance to the GL-account configured in the *i*TPM preferences.
2. Click EXPENSE
3. Enter the following information:
   a. **Requested Expense amount.** This has to be equal or less than the open balance.
   b. **Memo:** You have the option to enter a memo you want associated with this journal entry that will expense part or all of your deduction.
   c. **Reason code:** You have the option to select a reason code that's different from the current reason code on the deduction.
      - If you select a reason code, the JE will use the GL-account from the reason code.
      - You will ONLY have the option to select reason codes that have a valid GL-account for the subsidiary of the deduction.
      - If you do not, or can not select a reason code, *i*TPM will use the default GL-account in *i*TPM preferences.

4. Click SAVE
5. Check the status by *iTPM -> Resolutions -> Expense Queue*

iTPM

6.3 CSV Bulk Expense (Alternative to Mass Expense)

If you have many deductions to expense, AND you have this information in an Excel spreadsheet or other electronic form, use the NetSuite CSV import feature to save time and prevent data entry errors.

(See also 6.6 Mass Expense where you can mass expense deductions without a CSV import.)

Step 1. Create a CSV file with the following information for the deductions you want to expense:

Go to www.i-TPM.com/deduction-management, download our CSV template.

You can also access the CSV templates in **Documents -> Files -> File Cabinet**, in the SuiteBundles folder for the *i*TPM managed bundle #312604, in the *iTPM_templates* sub folder.

To save time and prevent errors, read CSV helpful hints in section 4.8.

- Row 1:   The header with standard *i*TPM column descriptions.
- Rows 2 & more: Each row represents one deduction you want to expense.

⚠️ **Note**: Your reason code must be an EXACT match, and must be valid for the same subsidiary as the deduction.

Example CSV file to expense (19.1.1 format)

	A	B	C	D
1	Deduction_ID	Reason_Code	Expense_Amount	Expense_Memo
2	- iTPM Deduction #70	Damages	3.01	Example resolution with a reason code
3	- iTPM Deduction #65		10	Example without a reason code

iTPM_Expense_Example_19.1.1

To save time or if you get an error message, review these CSV helpful hints in section 4.8.

	A	B	C	D
	Instructions :			
	1. Delete the top three instructional rows (filled in gray) of this sheet before attempting a CSV Import in NetSuite.			
	2. Do NOT delete the Header row (row 4, fillled in yellow) of this sheet.			
	3. Do not enclose the values in double or single quotes.			
	4. Do not place leading or trailing whitespaces.			
	5. Do not include any currency symbols in the Amount column.			
	6. After entering the expense values, save this in CSV format before attempting to import into NetSuite.			
1				
2	Use the iTPM Deduction Number in this column to identify the Deduction being expensed. For example - iTPM Deduction #33	Enter the reason code for the expense account to which the expense amount should post. The Reason Code account MUST be valid. Include Reason Code Name if that is how your Netsuite reason code is configured. For example	Enter the expense amount that should be applied to the Deduction. This MUST be GREATER THAN zero and LESS THAN the Deduction's Open Balance. For example **44.97**	Enter the Memo value which sets the line memo on the Journal Entry. For Example: **Expense for Deduction ###**
3	**REQUIRED**	**OPTIONAL**	**REQUIRED**	**OPTIONAL**
4	**Deduction_ID**	**Reason_Code**	**Expense_Amount**	**Expense_Memo**

> ℹ️ **Helpful Hint:** If you leave the reason code blank in your CSV import file, *i*TPM will use the default GL under ***iTPM-> Preferences*** for the subsidiary of the deduction's customer.
>
> *i*TPM creates the Journal Entry and populates the deduction's reason code.
>
> If department is populated in the reason code, *i*TPM will use it to populate the department in the JE.

Step 2: If you use standard NetSuite CSV imports, these steps will be familiar.
- **Go to *Setup -> Import/Export -> Saved CSV Imports***
- **Click on *"- iTPM Deduction Bulk Expense"***

Steps 3 through 8: Process your CSV Expense file as you would any CSV saved import. These steps for a CSV Expense import file are the same as Steps 3 through 8 for CSV Settlements in section 5.3.

When the CSV file is uploaded you get an email notification similar to this example. Any rows in your CSV file that fail validations will not be imported. i.e. bad reason code, amount exceeds open balance.
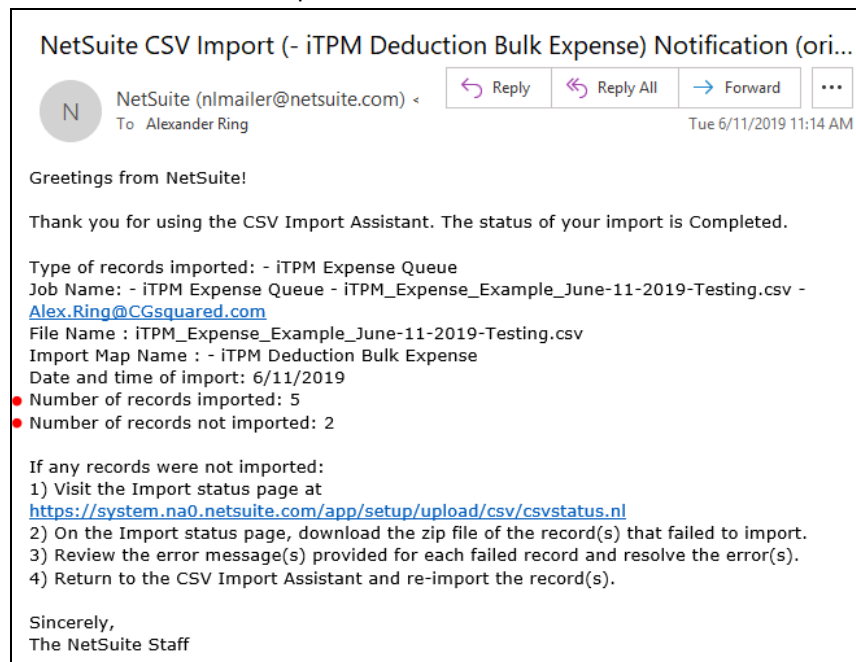
Within an hour or less your deductions will be expensed.
(This *Bulk Expense* script is scheduled to run every hour, but other NetSuite scripts could delay your resolution. Your Admin can make the script run more often.)
- To check the status of your CSV Bulk Expense, go to ***iTPM -> Deductions -> Expense Queue***
- Click VIEW next to any record to view the status of that CSV Bulk Expense process.

*i*TPM

6.4 View the Journal Entries (Optional)

You have several ways to view the Journal Entries the *i*TPM creates.
1. Go to **iTPM -> Resolutions -> Journal Entries**
2. Click on the date or document number to view the Journal Entry.

Note: If the journal entry was created from the Expense Queue, the NetSuite audit log will show created by "System". To see who put the deduction into the Expense Queue, go to the *i*TPM subtab in the journal entry:

Helpful Hint: The GL-account impact of all *i*TPM transactions are listed in User Guides for *i*TPM Administrators, available at www.i-TPM.com/admin-training-resources

You will see ALL journal entries created by *i*TPM, including journal entries created by using the EXPENSE button, and REINVOICE buttons prior to version 19.1.1. (Starting with iTPM 19.1.1, REINVOICE uses statement charges.)

Note: Prior to *i*TPM version 2018.2.1a, settlements and other *i*TPM transactions also created journal entries. These legacy journal entries will also be on this list.

Another way to view journal entries created by *i*TPM in a NetSuite Report.

Go to *iTPM -> Resolutions -> Journal Entries by Month report:*

Journal Entries can also be viewed in NetSuite workbooks.

Go to *iTPM -> Help -> Analytics* for more information.

In NetSuite workbooks, you can create Excel-like pivots to analyze iTPM journal entries using any attribute of the journal entry, the deduction, the date, and/or the customer.

Simple example: *i*TPM expense journal entries by customer

www.i-tpm.com
Quick Reference links: Deductions, Resolutions

6.5 How to UNDO an *i*TPM Journal Entry (Optional)

Here are some mistakes that require you to UNDO the *i*TPM journal entry and start again.
- You want to change the amount of the JE.
- You need to change the GL account, but the period is closed and you can't edit your JE.
- You need to return the amount to the deduction so you resolve the deduction in another way, like Reinvoice or Settlement.
- NOTE: Your role needs to have the "*Journal Entry Approval*" permission to use the UNDO button, even if you don't require journal entry approvals.

1. **View the Journal Entry**. (View the deduction. Go to the *i*TPM Subtab, then the *Applied Transactions* sublist on the deduction, and you'll see a list of all the JEs that are associated with your deduction. In the example below, the deduction is resolved status.

Lines	*i*TPM	Communication	System Information	GL Impact							
Related Deductions •		Splits of this Deduction		**Applied Transactions** •	Splits	Related Applied Transactions •					
DATE ▼	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID	IS REVERSAL		
9/28/2020	Journal	JOU00000784	Expense for Deduction 149	- None -	Approved for Posting	250.00	250.00	JOU00000784	No		
Total						**250.00**	**250.00**				

2. **Click the UNDO button**. (You will not see the UNDO button until the *i*TPM JE is approved.)

   $ Journal 🔍

   JOU00000784   **APPROVED FOR POSTING**

   Edit   Back | Undo Expense | 🖨   ➕▾   Actions ▾

3. *i*TPM creates a reversing JE, and adds the JE amount to the deduction's open balance.

   In the example below, the deduction went back to OPEN status and an open balance of $250.

Lines	*i*TPM	Communication	System Information	GL Impact							
Related Deductions •		Splits of this Deduction		**Applied Transactions** •	Splits	Related Applied Transactions •					
DATE ▼	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID	IS REVERSAL		
6/4/2021	Journal	JOU00008944	Expense for Deduction 149	- None -	Approved for Posting	250.00	250.00	JOU00008944	Yes		
9/28/2020	Journal	JOU00000784	Expense for Deduction 149	- None -	Approved for Posting	250.00	250.00	JOU00000784	No		
Total						**500.00**	**500.00**				

> ℹ **Helpful Hint:** To use the **UNDO EXPENSE** button, your role needs "*Journal Entry*" and "*Journal Approval*" with a permission of *EDIT* or higher.

> ⚠ **Note**: If you don't see EDIT on the journal entry, the UNDO button will not work. Contact the *i*TPM team to research if your organization has a custom NetSuite workflow on your JEs.

*i*TPM

6.6 Mass Expense (Alternative to Bulk Expense CSV import)

Instead of using the CSV import Bulk Expense feature, you can use the Mass Expense feature:

1. Go to *iTPM -> Deductions -> Mass Expense*
2. Set your filter in the top part of the form, then click **SEARCH.   (You'll need to click YES to Leave Site?)**
3. **Choose your expense options** in the middle part of the form. Example, Use existing reason code
4. Choose what deductions you want to expense.
5. Click SUBMIT.   Within ~15 to 30 minutes (depending on how you set the script frequency), these deductions go into the deduction expense queue, the same as if you had used the CSV Bulk Expense.

⚠️ **Note**: There is currently no mass UNDO for journal entries created by Mass Expense.
Make sure you select the correct deductions.
If you made a mistake, you can DELETE the Mass Expense Queue record you created before it is processed. View the Mass Expense Queue record, EDIT, then select DELETE from the Action menu.

ℹ️ **Helpful Hint:** This Mass Expense form will not work if your filter returns more than 4,000 deductions. You have two options when this happens. 1. Change your filter to return fewer than 4,000 deductions, or 2. Use the CSV Bulk Expense import.

First step of the process: Your Mass Expense deductions go into a queue.

View the status of your mass-expense at ***iTPM -> Deductions -> Mass Expense Queue***

Second step of the process: When your Mass Expense changes from "In Progress" to "Success, that signals that your deductions are now in the Expense queue and awaiting processing. (Similar to the CSV upload into the queue).   Deductions awaiting processing will not have a journal entry and processing notes will be blank.

View the status of your mass-expense at ***iTPM -> Deductions -> Expense Queue***

The expense of your deduction will either succeed with the creation of a journal entry, or it will fail. If no journal entry is created, then look at the processing notes for details.

Screenshot below shows that deductions #32 and #36 were successfully resolved:

*i*TPM

7.0 Resolve INVALID Deductions: Dispute & RE-INVOICE

For a typical Consumer Goods manufacturer, less than 5% of all deductions are invalid. However, don't let this small percentage discourage your team from finding and disputing invalid deduction.

Here are a few of the reasons your team may dispute a deduction:
- Double pay: The promotional amount was already paid or deducted.
- Claim outside official promotion dates: The shipment didn't comply with the promotion's dates
- Retail Execution: Merchandising at retail didn't comply with the promotion's requirements
- Ineligible SKUs: Retailer is claiming discounts on products not included in the promotion.
- No promotion: Discount claimed when there was no approved promotion for the customer.
- Incorrect claim: Retailer's claim has an error in the rate, quantity, or other value.

For a picture of the settlement and deduction workflow, go to 1.0 Overview: Deductions & Resolutions

7.1 Dispute a Deduction / Customer Repay Status

You do NOT have to mark a deduction as *disputed* to re-invoice it.

You do NOT have to *REINVOICE* deductions you dispute. You can still write-off disputed deductions.

However, it is a good business practice to flag invalid deductions as 'disputed' to keep a record of what's valid and what isn't.   Here are the steps to dispute a deduction:

- **Find a deduction** with an open balance in your deduction list.
- **Click on *EDIT***
- **Check the *Disputed?* box**
- **Check "*Customer agrees to repay*" if appropriate**
- **Use the memo field** to enter your next action; Example, request details
- **Click *SAVE***

Once you dispute a deduction, you can choose to:

- **Keep the deduction open,** while you wait for customer and/or internal feedback. **If the customer agrees to repay, you can keep the deduction open until you receive payment.**

- **Write off a disputed invoice**, and expense the deduction to a GL-account: There are many reasons you may take this path. The effort to invoice and collect payment could cost more than the amount of the repay. Or perhaps the customer will not agree that the deduction is invalid.

- **Invoice the disputed deduction**: This sets the deduction balance to zero, sets the status to resolved, and creates an accounts receivable in the amount of the disputed deduction.

> ⓘ **Helpful Hint:** If you later determine the deduction is valid, simply edit the deduction and un-check the "*Disputed?*" checkbox.

7.2 *REINVOICE* a Disputed Deduction

Consider keeping the deduction in *OPEN* status until you receive the repayment.
Go to *iTPM -> Deductions -> List*, and set the filters to find your **disputed** deduction.
You can filter your deduction view to include only disputed deductions.
VIEW your disputed deduction.

DISPUTED?
Yes ▼

> ⚠️ **Note**: **When you click *RE-INVOICE*, ALL of the deduction open balance will be moved out of the deduction expense account**, moved back onto the customer's account receivable statement, and the deduction balance will be set to zero**.**
>
> If you only want to re-invoice only part of the open balance, **use the *SPLIT* feature to create a deduction with the exact amount you want** to re-invoice.

Click *RE-INVOICE*:   (REINVOICE is only visible if your role has '*statement charge*' create permission)

- You will be prompted, "*You are about to reinvoice $x.xx.*", *CONTINUE* or *CANCEL*?

- If you click *CONTINUE* the deduction balance will go to zero, and the deduction will be resolved.

- The statement charge will be created to decrease deduction expense, and increase the customer's payables by the amount of the open deduction balance.

    - The deduction expense GL-account identified in *i*TPM Preferences will be credited.

    - **Accounts Receivable will be debited, and the customer will be identified on this statement charge so it will be included on the customer's statements.**

    - *i*TPM will also check the "*Customer agrees to repay*" checkbox

    - To see a list of ALL statement charges created by *i*TPM, including REINVOICE, go to *iTPM-> Resolutions -> Statement Charges*

    - For more details on the journal entries, have your *i*TPM administrator reference the Admin User Guide for Settlements and Deductions.

> ⚠️ **Note**: This version of *i*TPM **does not send any communication to the customer** that a short-pay has been disputed and added as a receivable to the customer's statement.
>
> Use standard NetSuite functionality, call, and/or email your customer to communicate the re-invoicing of disputed deductions.

> ⚠️ **Note**: This version of *i*TPM **does not create a new invoice** for the amount returned to the customer's accounts receivable statement
>
> If a new invoice is needed by the customer, use standard NetSuite functionality to re-invoice the disputed deduction.

7.3 Re-Invoiced Deductions appear on the Customer Statement

For Your Information: After you click the *Re-Invoice* button, **the amount disputed and re-invoiced will now appear as a line on the customer's statement.**

One way to generate a customer statement is *Transactions -> Customers -> Individual Statement*

The Description in the customer statement will be a statement charge that makes the disputed deduction a receivable on the customer's statement. If you populated "Other Reference Code" in the deduction, it appears in the memo of the statement charge and in the SC description on the customer statement.

Bill To				
Brian Chapel Bentonville AR United States				

		Amount Due	Amount Encl.	Currency	Subsidiary
		$1,523,039.96		USA	Honeycomb US-East

Date	Description	Charge	Payment	Balance
5/14/2019	Balance Forward			1,520,652.46
5/16/2019	Invoice #INV10000212	4,032.87		1,524,685.33
5/19/2019	Invoice #INV10000214	1,580.87		1,526,266.20
5/21/2019	Credit Memo #MEM00000221		1,234.56	1,525,031.64
6/4/2019	Invoice #INV10000220	1,008.93		1,526,040.57
6/6/2019	Credit Memo #MEM00000223		3,629.57	1,522,411.00
6/7/2019	Payment #PAY00000410		490.07	1,521,920.93
6/9/2019	Invoice #INV10000221	908.03		1,522,828.96
6/14/2019	Statement Charge for - iTPM Deduction #227	11.00		1,522,839.96
6/14/2019	Statement Charge for - iTPM Deduction #224	200.00		1,523,039.96

⚠️ **Note**: *i*TPM **does NOT back-date the disputed deduction to the original short-pay date.** The disputed deduction will appear on the customer's aging report based on the date the disputed deduction was re-invoiced and changed back to a receivable.

ℹ️ **Helpful Hint:** Use standard NetSuite functionality to add the *i*TPM settlement and deduction memos and other information to your customer statements.

It should not be necessary to *EDIT* the statement charge that re-invoiced your deduction. If you need to edit this statement charge, use standard NetSuite functionality.

⚠️ **Note**: If you EDIT the statement charge, **do not change the amount of the** statement charge**.** The amount of the statement charge matches the amount of the deduction that was resolved.
- If you increase the amount, you will over resolve the deduction.
- If you decrease the amount, the deduction is marked as resolved, and the deduction will not be updated to show an open balance of the under pay.

ℹ️ **Helpful Hint:** Your *i*TPM administrator can set a *i*TPM preference to remove customer name from deduction splits so the splits of a deduction will not appear in the customer statement.

8.0 Reference

8.1 Help!

There are 2 ways for you to get **help**, report **issues**, ask **questions**, and share your enhancement **ideas**:

How to get Help!	Description
Online documentation	Use www.i-tpm.com/deduction-management for User Guide PDFs and Training videos specific to iTPM settlements and deductions.
Email	Just email your question or issue to support@cgsquared.com.

Access iTPM Online Documentation:

If you have appropriate permissions to see the iTPM menu, you also have easy access to our online documentation.

Click **iTPM -> Help -> Deduction Management User Guides** to open our web page with links to our User Guides and training videos.
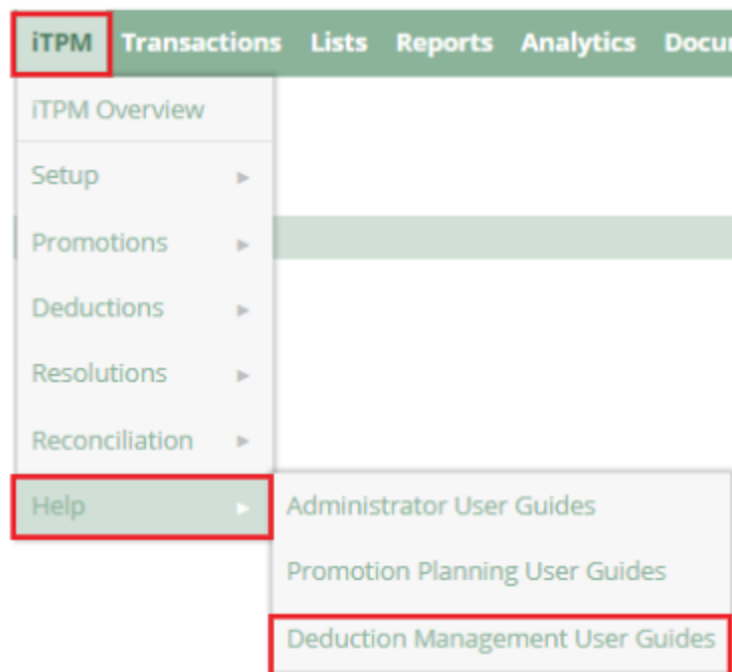
You can also access our online documentation by pasting this link into your browser:
www.i-tpm.com/deduction-management

CG Squared, Inc. and this User Guide

CG Squared designs, develops and supports the *i*TPM 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 *i*TPM configured, installed and ready for live production.
- **Training**, so your staff can efficiently use *i*TPM for trade promotion management.
- **Help Desk** support to answer your questions and help solve any issues.
- **Ongoing software enhancements**, with two new releases scheduled every year.
- Optional **TPM best-practices consulting**.

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

CG² services are bound to the terms of service of the Professional Services Agreement between the parties.

*i*TPM Deduction Management

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

This User Guide is written for the following *i*TPM users:
- Users that manage accounts receivable, as you encounter deductions, including promotional and non-promotional deductions.
- A/P, A/R staff the research and resolve deductions and short-pays taken by vendors.
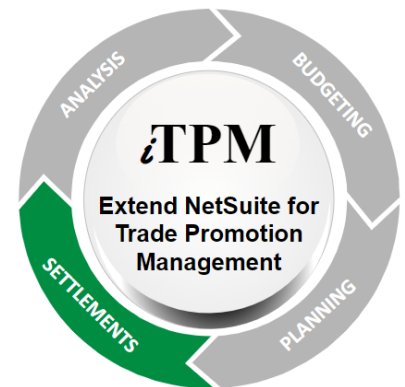
This manual has been designed for two-sided printing to save paper if you print this!

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

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

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