Integrated Trade Promotion Management

Built for
ORACLE
NetSuite

Native SuiteApp

User Guide:

*i*TPM Administrator

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*i*TPM
Extend NetSuite for Trade Promotion Management

ANALYSIS · BUDGETING · PLANNING · SETTLEMENTS

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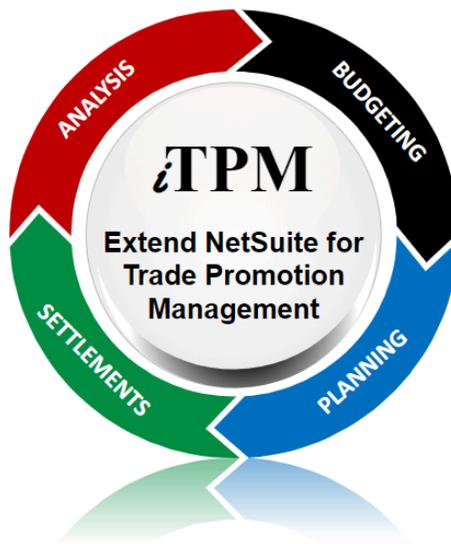
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> ⓘ **Helpful Hint:** Click on topics to go to that section. Click on *Administrator User Guide* in the top right corner or on *Link to Table of Contents* at the bottom of each page to return to the table of contents.

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

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

*i*TPM

1.0 Pre-Setup Preparation & Information - PROMOTIONS

1.1 Promotion Planning Overview

Promotions need to be planned and approved in *i*TPM before they can be used to resolve deductions.

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

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

*i*TPM

1.2   Allowance Method-of-Payment

The method-of-payment (MOP) drop-down list is managed by *i*TPM.   *i*TPM administrators can't add MOP options to *i*TPM.

Method-of-payment is important, because it determines how your discounts and allowances are offered, and how promotional liability is calculated and tracked. *i*TPM Administrators set which MOP options are valid when creating promotion types. There are six method-of-payment options available in *i*TPM:

Method of Payment	What it is	When to use it
Bill-Back (BB)	Bill-backs are allowances or fixed fees that are paid after the transaction.	Use this method-of-payment when you want to hold-back payment of allowances until the recipient qualifies for the discount.
Off-Invoice (OI)	OI allowances are applied directly at the time of invoicing. (Discount is applied to each line in the sales order.)	Use this when the customer gets the allowance without any conditions, qualifications or restrictions. Off-invoice allowances can be applied directly to the invoice when the invoice is created. Off-invoice is most typically applied by the seller.
Net-Bill **(NB)**	Net-bill is like OI, as they are applied directly at the time of invoicing. However, unlike OI, net-bills adjust the price but hide the allowances to the customer.	When you want the retailer to get the discount right on the invoice, but not show the allowance. Some retailers set everyday pricing based on the manufacturer's list price. Net-bill is a way to get lower everyday prices without making customer-specific price change, and still being able to track the cost to the trade budget.
Fixed Price **(FP)**	Fixed price is similar to Net-Bill. Instead of a NB discount, FP simply overrides the price on the sales order.	Use a fixed price when you always need a specific price on the sales order or invoice: i.e. $20.00 per case. Note: Promotion KPIs are not calculated for a fixed price.
Header Discount	Similar to off-invoice allowances above.	When you select Header Discounts, iTPM adds a subtotal to the sales order and applies the discount to the sub-total.
Header Surcharge	This increases the amount due on the sales order.	When you select Header Surcharge, iTPM adds a subtotal to the sales order and applies the charge to the sub-total. Note: Promotion KPIs are not calculated for header discounts.
Markup Item	This is a line-level increase to the item cost in a sales order.	This is similar to off-invoice, but instead of discounting the item cost, it increases the cost of the item. (ie, Tariffs)

> ⚠️ **Note:** *i*TPM defaults method-of-payment to bill-back. If bill-back is not valid for the promotion type, the default is off-invoice.

*i*TPM

1.3   Tracking Promotional Activities

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

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

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

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

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

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

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

1.4   *i*TPM Promotion Types

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

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

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

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

The next two pages show the available promotion type configurations in *i*TPM.

⚠️ **Note**: If you use *i*TPM to apply discounts to sales orders, we strongly recommend that you do not include the bill-back method of payment in any discount that gets applied to sales orders. Keeping these separate will reduce processing requirements.

Configurable options for promotion types:

Configuration	Description of the *i*TPM Promotion Type Configuration (* denotes required field)
Financial impact?*	**Financial impact is set to *Expense*.** This reflects the financial impact of promotional allowances and rebates to your customers. (Financial impact is income for companies that receive promotional allowances and rebates from your vendors.) **Note**: Only the *Financial impact = Expense* option is available in *i*TPM.
Subsidiary*	Each promotion type is only valid for the subsidiary you select.
Methods of Payment*	This configuration gives you the opportunity to decide which MOPs are valid by promotion type. Only select the MOPs that you want *i*TPM to allow when users create deals.
Valid Merch Types*	Select all the merchandising types that are valid for this promotion type. Any merchandising group that isn't selected here will not appear in the drop-down menu when users create promotions.
Other Reference	This can be used to map your promotion type to other external data sources
Valid NetSuite Accounts*	In some ERP solutions this is called the fund. In NetSuite, this is the GL-account where *i*TPM will record the expense on your P&Ls for this promotion type.
Default Account*	If you allow more than one NetSuite GL-account for your promotion type, you can choose the default account to save your users time and mouse clicks. This default account must be one of the valid NetSuite Accounts you allowed for this promotion type.
Number of days before Autoclose	Number of days after the promotion ends when approved promotions will be auto-closed.
Show order dates?	If you need to manage order dates with your promotion type, check this. Start and end order dates will not appear and be available unless this is checked. Upon saving a promotion, *i*TPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show performance dates?	If you need to identify performance dates with the promotion type, check this. Start and end performance dates will not appear and be available unless this is checked. Upon saving a promotion, *i*TPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show Retail Activity Sub-tab?	If this is checked, Process Plan will use the retail information entered under the planning subtab and create retail activity records under the Retail Info subtab. If this is UNCHECKED, Process Plan runs faster and creates fewer data records. Check this if you will load 3rd party data for this promotion type.
Do NOT update liability based on Sell-in Shipments.	If this is checked, Expected Liability is NOT updated using Sell-in Shipments, which is NetSuite fulfillments. Use this for scan-down events and other situations where the ship dates and promotional liability do not align. NOTE: This setting ALSO affects how settlements will be allocated to items. When checked, estimated quantities are used to allocate settlements to items, NOT actual sales.
Update liability w/ Sell-through data	When this is checked, *i*TPM will use the stored actual sell-through values in the Retail Information record to calculate Maximum and Expected Liability for the promotion. 3rd Party data can be loaded by CSV import, or by using the iData SuiteApp from CG Squared.
Apply % allowances as % discounts	If this is checked, *i*TPM off-invoice allowances are applied as a percentage. When this is unchecked, the % discount is converted to a rate per unit for the sales order.
Valid for indirects?	Do you want users to create promotions for indirect customers using this promotion type? If so, then check this box to allow changing the deduction customer in the RESOLVE DEDUCTIONS button in the promotion. Unchecked, Resolve Deductions will only show promotions for the deduction's customer and sub-customers.
Use Debit GLs if promotion not in current year	Check this checkbox if you want settlements to old promotions to use a different GL than the GL that's stored for the promotion type. NOTE: To use this feature you MUST populate GLs in the Event Accrual Setup form. You don't need iTPM to create accruals to use this feature, just populate the GLs.
Process plan to include Monthly Base items	This option is a future enhancement. As of iTPM 24.2.1, this checkbox does not do anything.
Header Level Discounts?	This checkbox tells iTPM to add a subtotal to the sales order and apply the discount or surcharge to the subtotal, not to the individual lines in the sales order.

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

Configuration	Description of the *i*TPM Promotion Type Configuration (* denotes required field)
Tax code	If settlements for this promotion are taxable, this is the tax code iTPM will use to calculate the tax for each settlement. (This is a required field only if settlements are taxable.)
Sales tax account	If settlements for this promotion are taxable, this is the sales tax account iTPM will use for the tax journals. (This is a required field only if settlements are taxable.)
Tax Code Reason code	If settlements for this promotion are taxable, this is the reason code that iTPM will use to create the tax journal. (This is a required field only if settlements are taxable.)
True-up KPIs with Sell-through data	When this is checked, iTPM uses the Retail Units in the Retail Information record to true-up the Estimated Spend for the promotion. iTPM uses the maximum of either the Estimated Units or the Retail units.
Markup Item	If your promotion uses the markup method of payment, this is the NetSuite markup item that iTPM will use when applying the markup to the sales order.

Some configurations in the promotion type can be changed after you create promotions. The following table identifies what can be changed along with the limitations:

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

*i*TPM

1.5   Base, Incremental and Total Quantity

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

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

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

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

1.6   NetSuite Price Levels and *i*TPM allowances

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

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

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

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

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

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

⚠️ **Note**: Only items you flag in the item record will be available for *i*TPM allowances. See Flag Items for *i*TPM allowances in Chapter 4 for more details.

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

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

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

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

With *i*TPM, you now have more ways to get that discount to the customer:

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

Change the customer's list price in NetSuite?

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

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

Off-invoice allowances?

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

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

Promotional allowances as net-bills?

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

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

Reduce the price with a Bill-Back?

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

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

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

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

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

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

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

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

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1.8   Promotion KPI calculation Frequency

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

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

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

> ⚠️ **Note**: If you don't want to wait for the scheduled KPI scripts to run, use Run Automations in chapter 6 for more information..
> Go to ***iTPM -> Promotions -> KPI Refresh Queue*** to see the history of KPI refreshes.

> ⚠️ **Note**:   KPIs are NOT calculated for the Fixed Price, Header charge, Header Discount, and Markup-up method-of-payments.

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

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

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

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

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

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

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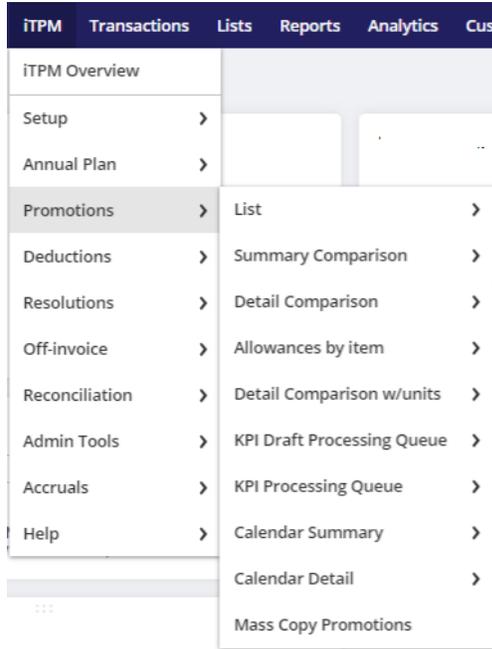
- View the list below.   (There is a queue for draft and pending approval promotions, and one for all other promotions.   There is also a queue to calculate period shares to allocate promotion KPIs by NetSuite period.)

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

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

1.9 *i*TPM Prerequisites, First-time Installation and Updates

For up-to-date instructions to install or update *i*TPM in your accounts, use the release notes:
- **Technical Release** notes are available at www.i-TPM.com/admin-training-resources.
- **"What's New" release notes** for end-users are available at www.i-TPM.com/training-resources.

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

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

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

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

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

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

First time install

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

Updates to *i*TPM

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

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

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

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1.10 Promotion Workflow Validations

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

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

A validation of "*NO*" does not necessarily mean the promotion failed that test. For example, a promotion type may be configured to not require estimated quantity, so a "*NO*"value will not prevent the promotion from moving on to *SUBMITTED* status.
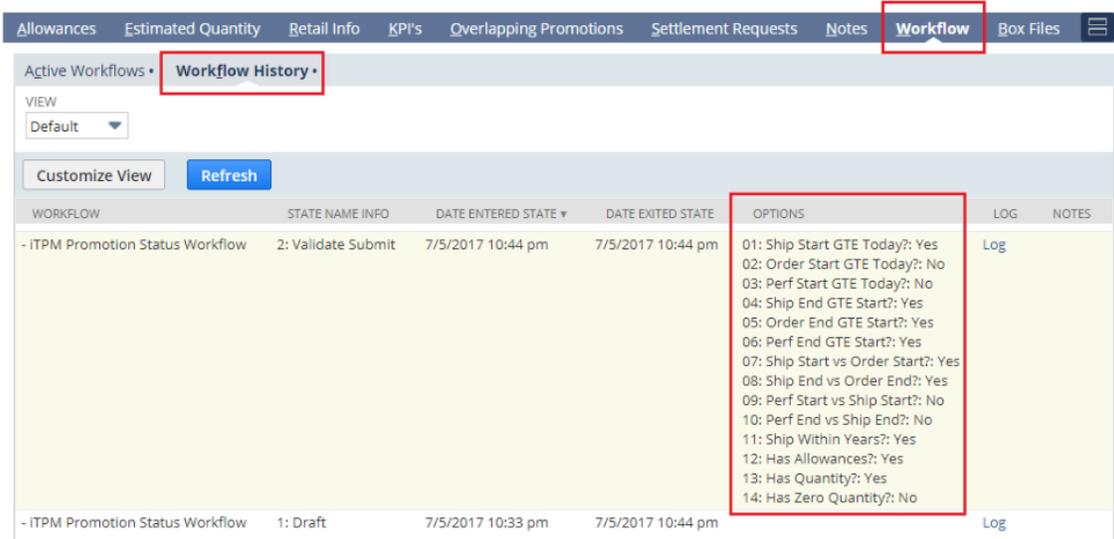
Validation	Description	What is "valid"?
06: Perf End GTE Start?	The performance date must be greater than or equal to the performance start date.	Yes
07: Ship Start vs Order Start?	The order date should be equal to or before the ship start date.	Yes
08: Ship End vs Order End?	The order end date must be equal to or before the ship end date.	Yes
09: Perf Start vs Ship Start?	The performance start date should be after the ship start date.	Yes
10: Perf End vs Ship End?	The performance end date must be equal to or after the performance start date.	Yes
11: Ship Within Years?	Is the length of the promotion's shipment start and end dates 2 years long or less?	Yes
12: Has Allowances?	Does the promotion have at least one allowance record? Note: The allowance can be zero. This record will be used to map any lump-sum expense to	Yes
13: Has Quantity?	Does every item with an allowance have an estimated quantity record? A record with a zero value is "yes"	Yes
14: Has Zero Quantity?	Does every item with an allowance have an estimated quantity greater than zero? * Only Yes is valid if the promotion type has "Require Estimated Quantity" Checked.	Yes or No*

1.11   Creating Corporate-level Promotions and indirects

*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. This is important to know if you use *i*TPM to apply off-invoice to sales orders.

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

Examples below:

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

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

*i*TPM honors Netsuite Customer hierarchy: Plan for any customer (parent or child)

Kroger / Safeway Peyton Corporate
Dallas KMA
Columbus KMA
Houston KMA
(other Kroger KMAs)
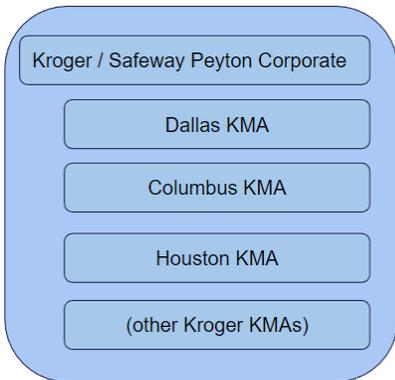
You can create indirects as customers under the distributor, and create promotions for the indirects

UNFI
UNFI East
UNFI West
Whole Foods (indirect)
Sprouts (indirect)
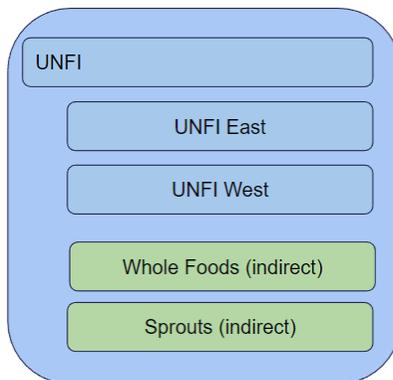
You can create indirects NetSuite CRM Leads and/or CRM Prospects.

Stop & Shop (indirect)

Whole Foods (indirect) Pulls from KeHE and UNFI
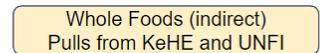
Suggestion: Start by planning for only your largest indirect customers.

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

1.12 Creating Promotions using Item Groups

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

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

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

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

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

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

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

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

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

Comment shows you the new item was added

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1.13 Allocating Promotion KPIs to Periods

*i*TPM allocates promotional KPIs so they can be analyzed by NetSuite period. This is available for promotion types that have "*Require Period Share*" checked. Here are four factors used to allocate KPIs to NetSuite periods:

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

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

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

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

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

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

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

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

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

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

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

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

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

Use "*- iTPM period Share Queue*" to see the status of allocating your promotion's KPIs by NetSuite Period:

*i*TPM

1.14 Promotion Approval Permissions, Thresholds and Auto-approve

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

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

Benefits: Control who has permission to approve promotion based on estimated spending, promotion condition and who created the promotion.
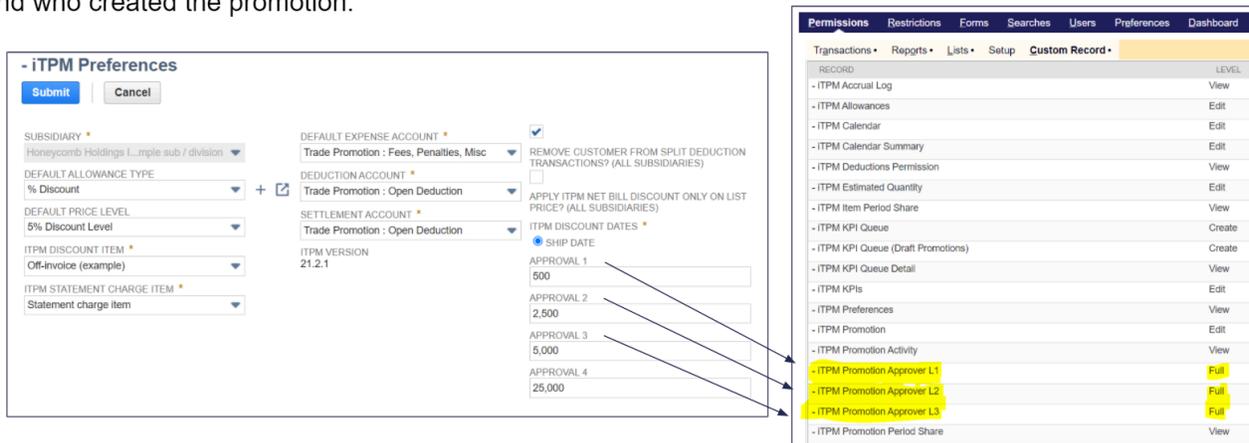
Promotion Threshold Approval Level	Example *i*TPM Preferences configuration above	Example Approval level Threshold
Level 1	$500	$0 to $500.00
Level 2	$2,500	$500.01 to $2,500.00
Level 3	$5,000	$2,500.01 to $5,000.00
Level 4	$25,000	$5,000.01 to $25,000.00
Level 5	Anything over level 4	Over $25,000

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

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

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

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

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

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

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

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

Active Workflows •   Workflow History •

VIEW
Default

Refresh

WORKFLOW	CURRENT STATE	DATE ENTERED WORKFLOW	DATE ENTERED STATE ▼	OPTIONS	STATUS
- iTPM Promotion Status Workflow	3: Pending Approval	7/11/2021 10:00 am	9/20/2021 10:38 am	- iTPM Promotion Permission: 3 - iTPM Promotion Type Permission: 1 - iTPM Promotion Approver Level Permission1: 2 - iTPM Settlement search count? (VOID): No - iTPM Promotion Approval Level Permission2: 2 - iTPM Promotion Approval Level Permission3: 0 - iTPM Promotion Approval Level Permission4: 0 - iTPM Promotion Approval Level Permission5: 0 - iTPM Promotion Approval Level: 4	Active

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

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1.15 Mass Promotion Status Change for Admin Users

Section 2.17 in the *Promotion Planning User Guide* shows how to **Mass Submit, Mass Submit**, and **Mass Close** your promotions if your role has appropriate permissions. If you need to make **other mass-status changes**, this admin tool is ONLY available to two roles: *NetSuite Admin* and "*- iTPM Support*":

> Step 1: Go to *iTPM-> Admin Tools -> Mass Update New.*
> Step 2: Make selections in the filter and then click SEARCH.
> Step 3: Select the new status, check each promotion you want to change, and click SUBMIT.

> **Helpful Hint:** Filters like "Promotion Name" and "Other Reference Code" support the NetSuite "%" wildcard search.   Example: To find all promotions with "Bogo" somewhere in the name, enter %Bogo%.

NOTE:
Only a maxium of 500 promotions can be changed at a time. Read user guide for important information before using this feature.

Promotion Status Update   More

[Submit] [Search] [Reset]

∨ Filters

SUBSIDIARY *	START DATE	PROMOTION CONDITION
Honeycomb Holdings Inc. : Honeycomb Mfg.		
CUSTOMER	END DATE	PROMOTION NAME
<Type then tab>		%test%
OWNER	STATUS *	REFERENCE CODE
	Draft	
PROMOTION TYPE		

∨ Select the option from dropdown to change the Promotion status

STATUS TO
Voided

Promotion List ·

TOTAL
57

[Mark All] [UnMark All]

UPDATE	ID	PROMOTION	PROMOTION TYPE	CUSTOMER	OWNER	STATUS	CONDITION	SHIPT START	SHIP END	REFERENCE CODE ▲
☐	605	2025.2 Testing Leo iTPM Admin	Slotting / Free fill	Walmart	Leo Hicks	Draft	Active	11/1/2025	10/31/2026	Updated value
☐	486	28 Oct test....	Slotting / Free fill	Target	ABC Brokers	Draft	Completed	10/28/2024	10/28/2024	
☐	243	Copy 24.1.1 testing	MCB / scan (indirect accounts)	Walmart	Alex Ring	Draft	Completed	1/30/2025	2/7/2025	

Step 4: You may need to manually run the "*- iTPM - MR Prom Status Mass Change*" MR script if it is not scheduled.
Step 5: To check the status of your change, go to *iTPM -> Admin Tools -> Mass Update Status Queue*.

- iTPM Promo Status Update Queue List   List   Search   Audit Trail

VIEW [w/filters] [Edit View] [New - iTPM Promo Status Update Queue]

⊞ FILTERS

☐ SHOW INACTIVES   QUICK SORT [   ]   TOTAL: 11

EDIT | VIEW	INTERNAL ID ▼	NAME	OWNER	DATE CREATED	LAST MODIFIED	PROCESSING NOTES	PROMOTION CHANGE STATUS	PROMOTION STATUS FROM	PROMOTION STATUS TO
Edit | View	11	11	Demo User	10/2/2025 2:51 pm	10/2/2025 4:15 pm	All records processed	Completed	Pending Approval	Approved
Edit | View	10	10	Demo User	8/2/2025 10:58 am	8/2/2025 11:13 am	All records processed	Completed	Approved	Closed

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Step 6: VIEW the record for details of mass status change.

> ⚠️ **Note:** If your promotion did not pass validations for the status change, the promotion will appear in the "Failed Promotions" list.

> ℹ️ **Helpful Hint:** Save time researching the failed promotions. To quickly view the failed promotion, hold down your control key on your keyboard, and click on the promotion name. This will open the promotion in another browser tab.

Here are the validations that are applied to promotion mass status changes: (Validations included in 2025.1.2.)

DRAFT to APPROVED, DRAFT TO PENDING APPROVED and PENDING APPROVAL to APPROVED
- iTPM will not make the status change if any of the following are true.
  - No status change if there are no allowance records
  - No status change if ANY Promotion Planning records have Processed? = NO (Must be Processed? =yes) [planning record must be active, validation to ignore inactive planning records]
  - No status change if Process Plan is still running

APPROVED to VOID, DRAFT, or PENDING APPROVAL

- iTPM will not make the status change if any of the following are true.
  - No status change if promotion has any settlements
  - No status change if promotion has any accruals

If the promotion passes these validations, the promotion will be changed and the promotion is added to the "Success Promotions" list.

If the promotion does NOT pass ANY of these validations, the promotion status will NOT be changed and the promotion is added to the "Fail Promotions".

When you use '*iTPM-> Admin Tools -> Mass Update New*' to mass-change the status of promotions, new queue records are created.   If the filter does not give you enough flexibility to get just the promotions you want in the result set, you have the option to use a CSV import to mass change promotions. Typical examples are *Draft* to *Approved*, and *Approved* to *Closed*.

The CSV import should have the following columns:
- Promotion Title / Name
- Promotion Number (We'll use this for the external ID to help document what promotion is changed)
- From-status   Example: Approved
- To-status   Example: Closed
- Subsidiary   (Optional)   You can add this to your file, or set the value in your mapping.

Custom record: *"- iTPM Promo Status Update Queue*"

Here is the saved CSV import file mapping that your CG Squared team will create for you.

Each row in your CSV file is **one** promotion:

	A	B	C	D
1	**Prom-#**	**Title / Name**	**From-Status**	**To-Status**
2	1534	Example promotion	Approved	Closed
3	1554	Another example promotion	Approved	Closed
4				
5				

Helpful Hint: Email support@cgsquared.com for help mass-changing the status of promotion. Your help desk team will create the saved CSV import and help you run the map-reduce script if it is unscheduled in your NetSuite instance.

For admin users: The MR script is *- iTPM - MR Promo Status Mass Update*

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1.16 Process Plan & how allowance records are created

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

What creates the allowance?	Details

The PROCESS PLAN button on the promotion for DRAFT promotions.
 	
(This is triggered by the checkbox "*Is promotion planning complete?*" under the *System Info* subtab on the promotion. This automatically runs overnight for all draft promotions.
 	
The Process Plan script validates all the planning rows in the promotion, including records with items and ones with NetSuite item groups.
 	
Note: If Process Plan already ran on a promotion, when it runs again it will delete all the allowance and related records, including estimated quantity and KPI records. It does this to essentially start over to assure everything is correct.
 	
MR scrip for DRAFT promotions:
- iTPM - Create Promo Linked Records
	Items in the planning grid:
	   One planning row **item** = One item allowance record
	
	   The promotion type options described below do not impact if an allowance is created for the item. An allowance record is created for every planning record item, as long as the item is active.
	
	NetSuite item group in the planning grid:
	   Item Group = one allowance for at least one item in the item group
	
	● Promotion type configuration options govern if an allowance is created for items within the item group.
	
	● Config option: "*Only create KPI and allowance for the 1st item in the item group*"
	
	   If the promotion type has "*Only create KPI and allowance for the 1st item in the item group*" checked, then, there will only be one allowance created for each NetSuite item group under the planning subtab.
	
	● Config option: "*Process Plan to Exclude Items that were not sold in the last 52 weeks*"
	
	   If the promotion type has "*Process Plan to Exclude Items that were not sold in the last 52 weeks*" checked, then an allowance will only be created if the item is in the NetSuite item group AND it was sold to the customer in the last 52 weeks. If no items in the item group were sold, then iTPM creates an allowance for the first active item in the item group.
	
	● Config option: "*Process Plan to include monthly Base Forecast Items*"
	
	   This is a future option not yet available in *i*TPM 24.2.1.
	
	● Config option: "*Only create KPI and allowance for the first item in item group?*"
	
	   If this is checked, then Process Plan ALWAYS creates ONLY ONE allowance record for ONE item in the planning group. This is typically the first active item in the item group.

What creates the allowance?	Details
MODIFY and the New - iTPM Promotion Planning buttons for approved promotions. MR script for Approved promotions: - iTPM PromoLinked Records for approved	This script is similar to the Process Plan script: What works the same: ● If no allowance record exists, this script will create it following the same rules as the Process Plan script. What is different: ● This script only processes planning records where Processed? = NO and the Processing Status= APPROVED ● This script does require all allowance records to be deleted and start all over again. This script updates existing records, and creates new ones. No deleting of any records.
Manually create allowances New - iTPM Allowances using under the allowances subtab.	While not used often, allowance records can be manually created and edited through the browser. Editing may require additional role permissions based on the status and condition of the promotion. (Workflow creates the associated KPI and Estimated Quantity records.)
Nightly script: Item group in the plan has a new item added to it. MR script: - iTPM MR Allowance for New Item	If a new item is added to a NetSuite item group in the promotion that's active or future condition, then a nightly script will create an allowance for the item. The comment in the allowance record will show why it was created. ACCOUNT	COMMENTS 4009 Sales : Trade Promotion (contra revenue)	+- Acc group A (5 items)
Nightly script: Customer purchased an item not purchased before. . MR script: - iTPM MR Overnight Allownces sold	This script looks for promotions where the "*Any item sold to customer gets this discount*" is checked under the Planning subtab An allowance will be created for the new item sold to the customer, and it will have the following comment: ACCOUNT	COMMENTS 4009 Sales : Trade Promotion (contra revenue)	Added Allowance as per item sold by customer in the last two days Mon May 02 2022 05:39:52 GMT-0700 (PDT)
The UPDATE ESTIMATE button. This does NOT create any allowance records. MR script: Deprecated in 24.2.1: - iTPM - MR Estimated Quantity Update	This feature allows the user to change the allowance rate and estimated quantity for each planning row. However, this does NOT create any new allowance records. It only updates existing records. Functionality replaced by the MR script that supports the MODIFY button for Approved promotions: - iTPM PromoLinked Records for approved

The following table shows processing response messages in the planning records.

Process Plan message	What does it mean?	Follow-up / Action
Blank	If Processed? is YES, then there were no issues.	No action required. Allowance records created.
* The selected item is inactive ACC00005	The item in your planning record is inactive, or an item in your item group is inactive.	No allowance will be created for inactive items. Inactive items in your item group will be skipped.
* ACC00002 Estimated Qty allocation issue. Duplicate item?	This message tells you that the same item is in the planning records more than once, and the "More Discounts" is unchecked.	If you have duplicate items, remove the duplicate planning row. Look for item groups where the same item is in both groups.
From plan 828	When you create promotions from the Excel Planner, this shows you the plan # before it is processed.	No action required. Click Process Plan to create allowances.
Missing Account populated with default GL	Sometimes GLs are missing because of role permissions.	No action required. iTPM corrects the missing GL.
Rate used, % ignored	Both an allowance rate and % discount were entered.	Review the allowances. Confirm the rate is the correct discount.
Please enter Revenue OR Base and Incremental, not both.	Both revenue and base were entered. Click here to see data entry options.	Edit the promotion and remove the duplicate data.
* The UOM you selected is not valid for the item SCR002. UOM changed to the item's sales unit.	The UOM in the planning row was not valid for the item.	Review the UOM in the planning row and allowance record. You may need to correct the promotion.
* Base Price Of Item BIC00002 in the selected Item group is Zero.	An item in your promotion has no base price. iTPM will use a zero price. Estimated revenue will be zero.	Ask your master data team to populate the base price in NetSuite for this item.
* Selected Method Of Payment is not valid to create Allowances	_i_TPM should have prevented you from selecting an in invalid MOP.	If possible, EDIT the promotion and select a valid MOP.
* Item 56789 Units Type or Sale Units is empty.	The Units Type and/or Sale Units type in NetSuite is empty.	This is a data issue. Email support@Cgsquared.com to discuss.
* Base Price Of Item 12345 in the selected Item group is Null.	An item in your promotion has no base price. iTPM will use a zero price. Estimated revenue will be zero.	Ask your master data team to populate the base price in NetSuite for this item.
* ACC00008 No customer specific price found. Default price used	An item in your promotion has no customer specific price for the promotion customer.	Ask your master data team to populate the customer specific price for this item for this customer.

1.17   'Dummy items' for lump sum option

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

1. Click on ***Lists –> Accounting -> items -> new***
2. Two options:
    a. ***Inventory Items for SALE … or***
    b. ***Assembly***
3. Complete the form. Be sure to:
    a. **Enter the item name/Number:** You will see this name when selecting statement charges in the *i*TPM preferences.   Example: **Item for Lump Sum**
    b. **Select the subsidiary** and check "include children"
    c. Optional: Enter department, location and class
    d. **Under the Accounting subtab**, be sure to **select the GL-account** of your **open deduction suspense account**, **and select the appropriate tax schedule.**

    (Typically this item will be configured to be non-taxable.)

4. **Under the iTPM subtab, CHECK "*Available in iTPM*?"   (This must be checked to be available in *i*TPM preferences.)** If you don't see the *i*TPM subtab, save and go to the next page**.**
5. **Click SAVE**

2.0 Pre-Setup Preparation: DEDUCTIONS & RESOLUTIONS

2.1   Deductions and Resolutions Overview

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

Deductions and Resolutions Overview:

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

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2.2   Promotional Settlements

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

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

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

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

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

Types	Description of Open Balance Types
Normal Receivable	- The full amount of the invoice is unpaid. You expect payment in full. - If this invoice is being paid in installments, the payment received does not include documentation that the customer is deducting for monies due. - Normal receivables are an asset and shown on the standard aging report.
Return	The open balance on a receivable needs to be adjusted because of a return. A RETURN can be applied to the original invoice. Most often returns are NOT specifically related to trade promotions. **Use standard NetSuite functionality to process.** Note: If the return is related to a promotion because the product has exceeded shelf life while in the customer's warehouse, then consider expensing the return to a trade-promotion related GL-account, and/or, use the classification or custom segment or reason code to document this for reporting. Use standard NetSuite functionality to process.
Credit	A credit is applied to reduce the open balance of a receivable, but the credit may be connected to a service or product deficiency. Example: The product arrived late, so the customer does not pay for shipping. A credit is applied to adjust the open invoice balance down by the amount of the shipping. **Use standard NetSuite functionality to process.** Most often you will use a NetSuite credit memo for this.
Short Pays & Non promotional Deductions	- Short-pays typically have no documentation or stated reason for the short-pay. The customer just paid less than what you invoiced. - You can process with standard NetSuite credit memos - You can also create an _i_TPM deduction and resolve using the EXPENSE button to create journal entries.
Promotional Deductions	**There is a partial payment of the invoiced amount.** - Deductions typically include documentation of why the customer is deducting - Deductions are taken against invoices that are NOT related to the activity associated with the deduction. Example: Customer deducts $1,000 for a December promotion on Product A, but deducts the $1,000 on a January invoice for Product B. **These are the deductions to be managed using _i_TPM.**

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

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2.3   Settlement Status and Workflow

The table below shows settlement status:

Settlement Status	Description
Draft	All settlements start in this status. Settlements when saved automatically go to *Processing* status.
Processing	**Settlements that are being allocated to items are in *Processing* status.** Your settlement will be processed the next time the allocation script runs, which could be in 0 and 60 minutes. This script allocates the settlement down to the items within the promotion. Even before this script runs, the summary KPIs on the promotion will be updated with the amounts that are PENDING by method-of-payment.
Applied	**After processing, settlements go to *Applied* status.** There are three types of settlements: • Settlements that resolve open deductions • Adjust Spend settlements. These don't have any net financial impact, but they adjust the promotion's KPIs. This is often used to associate payments to customers and indirects to a promotion. • Voiding settlements. These void another settlement. Settlements in *Applied* status are completed and locked to prevent any user from changing them.
Voided	Any settlement that is incorrect or NOT approved can be *VOIDED*. NOTE: Voiding a settlement created in a version of *i*TPM before 2018.2.1a created a reversing journal that's associated with the settlement. Settlements voided in 2019 and later are voided with a reversing settlement, not a journal entry. NOTE: KPIs on promotions will not reflect the VOIDED settlement until the KPI script runs. Check the date of the last KPI update to determine if the KPIs you are viewing reflect your voided settlement.

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

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

Available for payment or settlements.	**NOT available** for payment or settlements.
Approved and ***Completed*** **Promotions!** Condition: ● ***Completed***: You can create settlements for promotion that are COMPLETED. ● ***Active***: Your *i*TPM administrator may allow some promotion types to be paid when they are active. Examples include year-long promotions which you pay monthly or quarterly. If this option is turned on, the NEW SETTLEMENT button will be available when viewing the promotion. Status: ● ***Approved***: Only promotions that have been approved are eligible for payment.	Promotions that are **NOT** *Approved* Condition: ● ***Future***: You will NOT be able to create a settlement for any promotion with a condition of FUTURE. ● ***Active***: Unless your *i*TPM administrator configures *i*TPM to allow this, you will not be able to create a settlement for active promotions. Status: ● ***Draft***: Draft promotions have not been approved, so they are not eligible for payment, even if their condition is Completed. ● ***Voided***: These promotions are not available for settlements. ● ***Closed***: To pay a closed promotion, change the status back to *Approved*. ● ***Rejected***: Not available for payments or settlements.

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

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

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

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2.4   Deduction Management Approaches

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

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

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

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

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

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

*i*TPM

2.5   Using NetSuite Classifications (optional)

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

▽Classification

CLASS	DEPARTMENT
▼	▼

LOCATION
01: San Francisco ▼

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

*i*TPM saves you mouse clicks by rolling forward NetSuite classifications as the default values:

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

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

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

*i*TPM

2.6   Deduction Status and NetSuite periods

There are only four deduction statuses currently used in *i*TPM:

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

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

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

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

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

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

2.7   *Disputed* and *Not Disputed* Deductions

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

Disputed Checkbox	Deduction Status Description
YES	This is a deduction that you feel is not valid. Deductions can remain disputed even after they are resolved. For example: - You can dispute a deduction, and then decide you do not want to attempt to recover the money, so you write it off to a GL-account of your choice. - You can keep the deduction disputed and open until you receive information from your customer that tells you that it is actually valid. You then uncheck the disputed box and save the change. - You can use the re-invoice button to return the disputed amount back to the customer's statement. - One approach is to delay using the Reinvoice button and keep the deduction open until you receive payment from the customer. - Another approach is to return the amount to A/R when the customer acknowledges that the deduction is valid and they will repay it. - Use the "*Customer agrees to repay?*" checkbox to identify disputed deductions that you recovered. - You can also match a disputed deduction to a promotion using the *SETTLEMENT* on the deduction. You may mark the deduction as disputed and still choose to allow it and match it to an approved promotion.
NO	Deductions that are not disputed are not necessarily valid. - The deduction may be awaiting research and the status unknown. The assumption is that the deduction is valid until proven otherwise. - If research later determines an open deduction to be invalid, you can edit the deduction and check the "*Disputed?*" checkbox.

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

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

*i*TPM

2.8 Deduction Workflow

The flowchart below shows two *i*TPM workflows for resolving deductions:

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

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

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

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

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

Workflow #2: This is the *RESOLVE DEDUCTIONS* button on the approved, active or completed promotion.
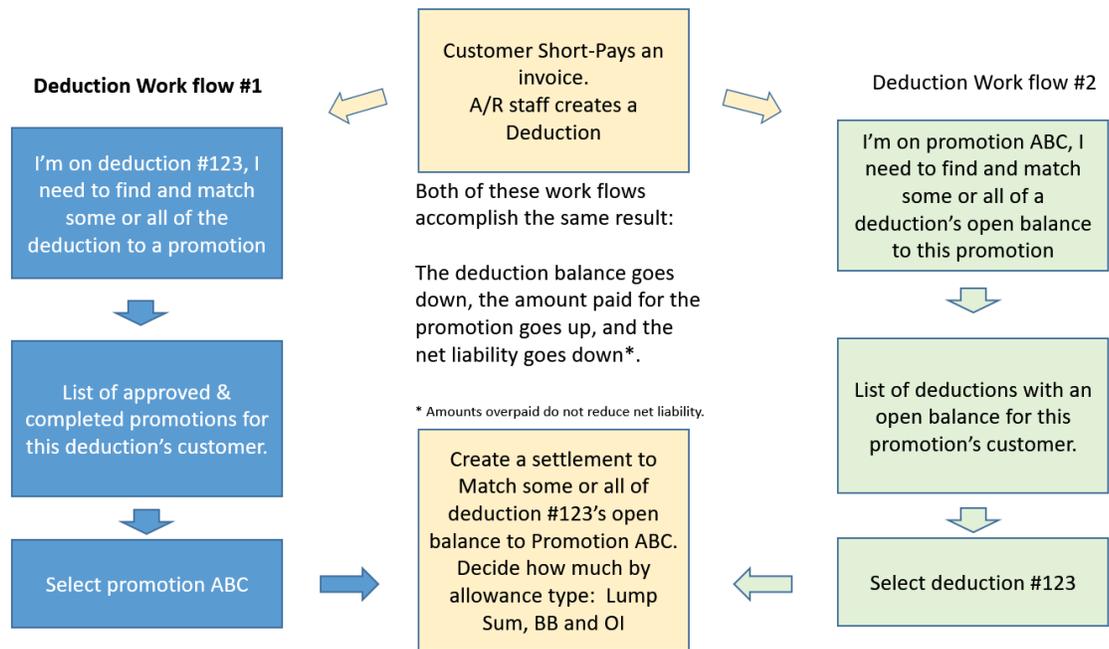
Helpful Hint: If a user creates a deduction by mistake, ONLY a NetSuite Administrator will have the permissions to delete the deduction, and see the DELETE button on the deduction. If the period with the credit memo or invoice associated with the *i*TPM deduction is in a closed period, then NetSuite will not allow the *i*TPM deduction to be deleted.

***i*TPM Deduction and Resolutions by Role:**
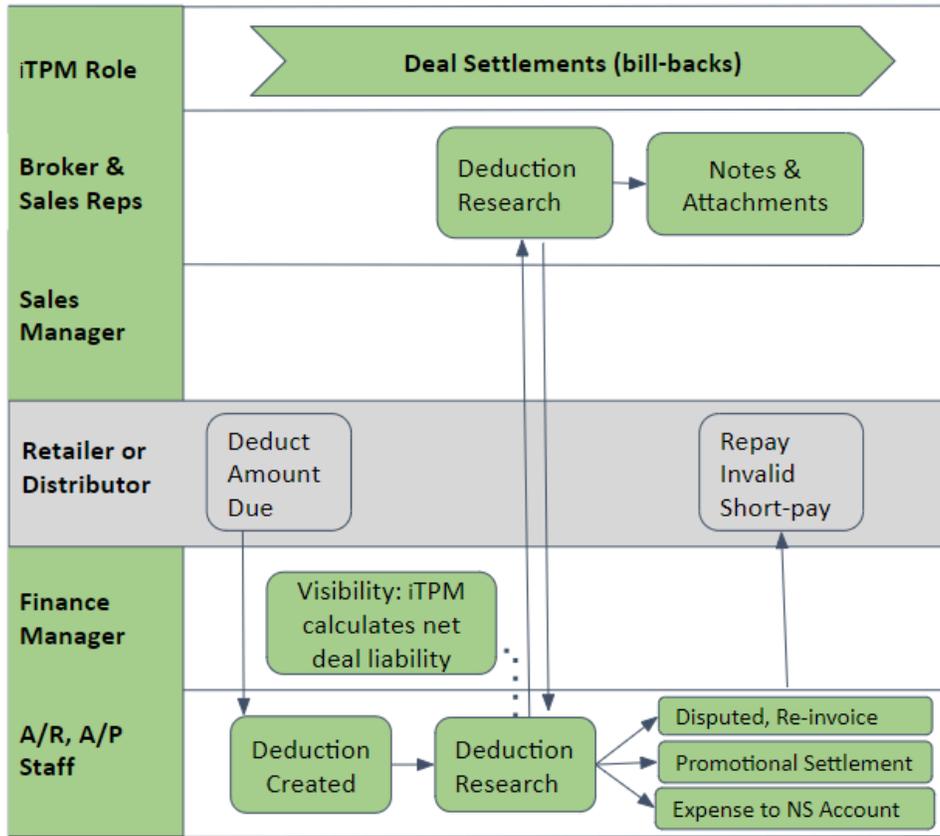
What is your role in managing deductions and resolutions?

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

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

> **Helpful Hint:** The assign-to defaults to the person creating the deduction. There is a script configuration to change the default assign-to to the sales-rep of the customer.
>
> Map Reduce script '- iTPM - Deduction Buttons' needs the parameter checkbox "*Assign to Customer sales Rep when created*" checked.
>
> More details on script parameters are in section 2.3E of the *i*TPM Release and Install User Guide.

*i*TPM

2.9   Settlement Allocation Methodologies

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.

There are three ways *i*TPM supports allocation of the settlement to items and allowances per item:
- Evenly, where not enough information is available for a better allocation
- By % of revenue.
- Manually override the default allocation methodology.
  (See drop-down menu under the System Info subtab on the promotion.)

ALLOCATION TYPE *

By % of Revenue ▼

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

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

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

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

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

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

- **Estimated**: This is how *i*TPM allocates your estimated lump sum to all the items in your promotion using your estimated quantities. If you have the option "*Do not update liability using actuals*" checked, *i*TPM uses these estimated factors to allocate your settlements. *i*TPM also uses these factors to allocate settlements if the promotion does not have any actual shipments.

- **Actual**: *i*TPM calculates each item's share of the settlement based on actual shipments during the promotional dates.
  - Lump Sum: Share of actual shipment revenue of the items in the promotion.
  - Bill-back, Off-invoice, and Net-Bill: Share of estimated liability, based on actual shipments times each allowance for each item in the promotion.

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

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

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

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

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

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

HOW _i_TPM allocates ESTIMATED SPENDING to items in the promotion.			
PROMOTION	**LUMP SUM**	**BILL-BACK ALLOWANCES**	**MISSED OFF-INVOICE**
1. At least ONE ITEM has estimated QUANTITY and a list price.	Use each item's share of **ESTIMATED** dollar sales to allocate the lump sum across all items.	Use each item's share of **ESTIMATED BILLBACK SPENDING** to allocate the bill-back settlement to each item.	Use each item's share of **ESTIMATED OFF-INVOICE SPENDING** to allocate the off-invoice settlement to each item.
2. If not #2, then use actual sales for each item in the **last 52 weeks**	Use each item's share of actual revenue for the **last 52 weeks** to allocate the lump sum across all items.	Use each item's share of actual revenue for the last 52 weeks to allocate the bill-back settlement across all items.	Use each item's share of actual revenue for the last 52 weeks to allocate the Missed off-invoice across all items.
3. If not #1, and not #2, then allocation is **evenly** across all items.	Allocate the lump sum **EVENLY** across ALL items in the promotion.	Allocate the bill-back settlement amount **EVENLY** across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount **EVENLY** across all the items that had an off-invoice allowance in the promotion.

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

HOW *i*TPM ALLOCATES SETTLEMENTS TO ITEMS IN THE PROMOTION			
PROMOTION	**LUMP SUM**	**BILL-BACK ALLOWANCES**	**MISSED OFF-INVOICE**
1. There are **ACTUAL SHIPMENTS during the promotion.**	Use each item's share of **ACTUAL** dollar sales to allocate the lump sum across all items. (Sales)	Use each item's share of the promotion's **EXPECTED BILLBACK LIABILITY** to allocate the bill-back settlement to each item. (Shipments)	Use each item's share of the promotion's **EXPECTED OFF-INVOICE LIABILITY** to allocate the Missed off-invoice settlement to each item.
2. There are **NO ACTUAL SHIPMENTS for ANY item in** the promotion during the promotion dates.	Use each item's share of **ESTIMATED** dollar sales to allocate the lump sum across all items.	Use each item's share of **ESTIMATED BILLBACK SPENDING** to allocate the bill-back settlement to each item.	Use each item's share of **ESTIMATED OFF-INVOICE SPENDING** to allocate the off-invoice settlement to each item.
3. If not #1 or #2, then use actual sales by item for the last 52 weeks from the promotion's start date.	Use each item's share of actual revenue for the **last 52 weeks** to allocate the lump sum across all items.	Use each item's share of actual revenue for the last 52 weeks to allocate the bill-back settlement across all items.	Use each item's share of actual revenue for the last 52 weeks to allocate the Missed off-invoice across all items.
4. If NO ACTUAL SHIPMENTS and **NO ESTIMATED** REVENUE, and no sales in the last 52 weeks.	Allocate the lump sum **EVENLY** across ALL items in the promotion.	Allocate the bill-back settlement amount **EVENLY** across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount **EVENLY** across all the items that had an off-invoice allowance in the promotion.

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

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

*i*TPM

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

Use case:

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

What happens when a new settlement is created?

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

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

2.10 Corporate parent promotions

*i*TPM supports promotions at the corporate level.

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

*i*TPM

2.11 *i*TPM General Ledger Impact

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

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

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

iTPM Deduction Management Workflow: Create DEDUCTION from a CREDIT MEMO — Revised August 15, 2019
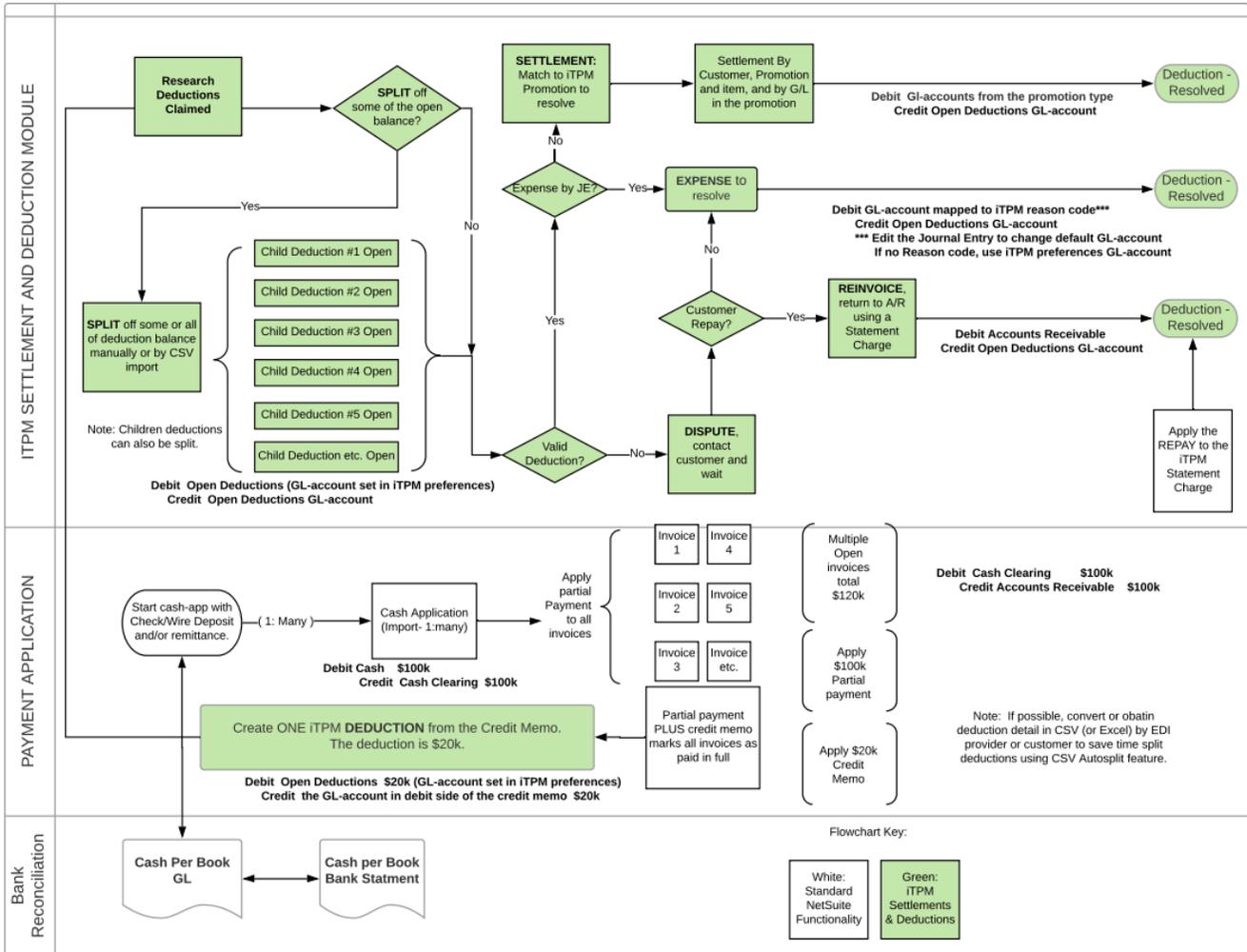
Helpful Hint: This is the preferred and simpler approach when customers pay many invoices in full with a partial payment and multiple deductions.

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

A. Create a *Deduction* from an Invoice or Journal entry (For Legacy ERP Deductions)

This workflow is only used for legacy deductions if it is not possible to use credit memos.

Invoices: When you use this feature, every 'Non G/L Change", Split, Resolution and change to the iTPM deduction detaches the deduction from the invoice. An iTPM script re-attaches the deduction to the invoice. However, for 15 minutes the invoice changes back to OPEN status with an open balance.

Discuss limitations with iTPM support.   Email support@cgsquared.com for details.

> ⚠ **Note: LIMITATIONS** When you create a deduction directly from an invoice, you will NOT be able to directly EDIT the deduction or split the original deduction after you close the period. Use the Non G/L Change button to change attributes of these deductions.
> - Split the deduction before you close the period, and/or
> - You can partially expense or settle the deduction down to a zero balance.
> - OR … instead of creating the deduction from the invoice, use a credit memo and create the deduction from the credit memo. (recommended)

The invoices associated with your iTPM deduction will appear under the "Transaction" field:

Action	G/L Impact	Debit	Credit
Create a **DEDUCTION** from an **invoice**	The partial payment becomes an expense, an offset to a promotional accrual account, or other asset, (depending on the account selected in iTPM preferences for open deductions.)	Open deduction account in iTPM preferences at the time deduction is created.	Accounts Receivable
Create a **DEDUCTION** from a journal	If journal entries are created for legacy deductions, or a JE to reconcile data, the entity 'name' in the JE debit line is the customer in the deduction.	Open deduction account in iTPM preferences at the time deduction is created.	GL of the debit lines in the journal.

> ℹ **Helpful Hint:** When resolving open deductions, iTPM does not modify the original transactions that created the deduction, shown in the *LINES* subtab of the deduction.
>
> Look at the **NetSuite applied transactions under the iTPM subtab** to see how the deduction's open balance was resolved.

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

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

Lines	iTPM	Communication	System Information	Custom	EFT	Configuration Details	Box Files	

ACCOUNT	DEBIT	CREDIT	MEMO		NAME	HISTORY
6014 Open Deductions		1,243.88	Deduction applied on CreditMemo 9548		HEB	History
6014 Open Deductions	1,243.88		Deduction applied on CreditMemo 9548		HEB	History

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

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

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

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

C. Splitting *deductions* G/L impact

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

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

EDIT	DATE	STATUS	DEDUCTION ▾	AMOUNT	OPEN BAL	SPLIT OFF	PARENT DEDUCTION	DISPUTED?	MEMO
Edit	10/12/2018	Open	6	300.00	300.00	0.00	- iTPM Deduction #3	No	Ad fee #2
Edit	10/12/2018	Open	5	200.00	200.00	0.00	- iTPM Deduction #3	No	Ad fee
Edit	10/12/2018	Open	4	2,500.00 ●	1,200.00	0.00	- iTPM Deduction #2 ●	No	Deduction split from Deduction #2
Edit	10/12/2018	Resolved	3	500.00 ●	0.00	500.00	- iTPM Deduction #2 ●	No	Deduction split from Deduction #2
Edit	9/30/2018	Resolved	2 ●	3,000.00 ●	0.00	3,000.00		No	Deduction applied on Invoice #9126

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

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
● 6014 Open Deductions		500.00	Deduction split from Deduction #2		History
● 6014 Open Deductions	500.00		Deduction split from Deduction #2		History

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

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

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

D. Create *Settlements* G/L impact

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

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

The APPLIED settlement below has two requested amounts, $500 Lump Sum, and $313 Bill-back.
- While the settlement is PENDING status, there will be no item detail under the *lines* subtab.
- When the settlement status changes to APPLIED, the lines will show item level detail.
- The $500 is allocated to items based on the share of historical revenue of items in the promotion.
- The $312 is allocated based on the share of historical sales of items in the promotion, and based on the allowance rate-per-unit.
- Account 6021 below is the "Open Deductions" account selected in *i*TPM preferences.
- Account 4001 Trade Promotion (Contra Revenue) is the account configured for this promotion type, and used for the allowances in the selected promotion.
- Class is populated if the item is identified as a member of a specific class. It will be blank if the item is not a member of any NetSuite class.
- If your settlement includes tax, *i*TPM creates a journal for the tax amount because NetSuite does not support tax in custom financial transactions. See 2.17 for more information.

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

Example: $700 settlement to resolve a deduction.

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

> ℹ️ **Helpful Hint:** If the promotion type has the checkbox *"Use Event Accrual Credit GLs if promotion is not in the current year?"* checked, then the event accrual CREDIT GL account overrides the promotion type credit GL when the promotion isn't in the current year.

E. *Adjust Spend* settlement G/L impact

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

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

Lines	Communication	System Information	Custom	iTPM	EFT	Configuration Details	Box Files

ACCOUNT	DEBIT	CREDIT	MEMO	NAME
iTPM KPI adjustement (no G/L impact) iTPM KPI adjustement (no G/L impact)	124.52		15.0% per 6 BB Settlement for Item : -NIC00001 on Promotion Sept back-to-school	Kroger Corporate
iTPM KPI adjustement (no G/L impact) iTPM KPI adjustement (no G/L impact)	169.27		15.0% per 6 BB Settlement for Item : -NIC00003 on Promotion Sept back-to-school	Kroger Corporate
iTPM KPI adjustement (no G/L impact) iTPM KPI adjustement (no G/L impact)	6.21		15.0% per 6 BB Settlement for Item : -ALE00001 on Promotion Sept back-to-school	Kroger Corporate
iTPM KPI adjustement (no G/L impact) iTPM KPI adjustement (no G/L impact)		300.00	Settlement Created From Promotion # Sept back-to-school	Kroger Corporate

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

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

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

Example: A $700 Adjust Spend settlement:

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

F. *Re-Invoice* Deductions G/L impact

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

Lines	iTPM	Communication	System Information	Custom	EFT	Configuration Details	GL Impact	Box Files	
ACCOUNT		DEBIT	CREDIT	MEMO			NAME	CLASS	HISTORY
1325 Open Deductions			234.56	Deduction split from Deduction #189			Walmart	Consumer Goods	History
1325 Open Deductions		234.56		Deduction split from Deduction #189			Walmart	Consumer Goods	History

> **Helpful Hint:** When resolving open deductions, *i*TPM does not modify the original transactions that created the deduction.
>
> Look at the NetSuite sublist, *applied transactions* to see transactions that are linked to the deduction that resolved the deduction open balance.

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

Lines	iTPM	Communication	System Information	Custom	EFT	Configuration Details	GL Impact	Box Files

Related Deductions • **Applied Transactions •** Splits Related Applied Transactions •

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

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

Example: Resolve a $300 open deduction using REINVOICE.

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

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

*i*TPM

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

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

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

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

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

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

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

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

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

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

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

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

H. *Void a Settlement* G/L impact

The **LINES** under the subtab of your VOIDED settlement show the G/L impact of your settlement. When you void this settlement, *i*TPM marks this settlement VOIDED, and creates a mirror image settlement that reverses the settlement. The voiding settlement status will be *Applied*. The **LINES under the** subtab of the voiding settlement will be a mirror image of the GL impact of the settlement that you voided.
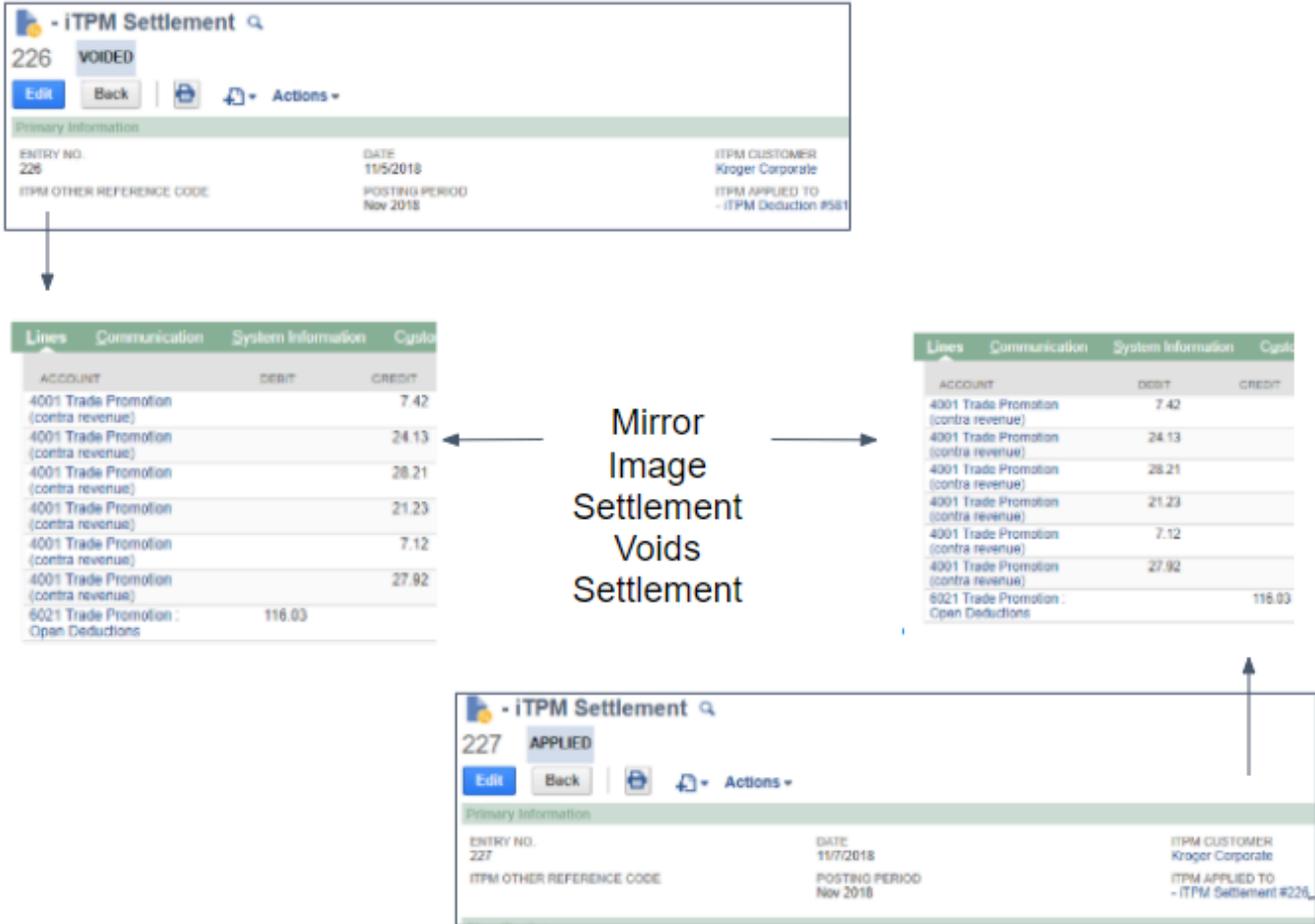
To see the mirror image settlement that voided your settlement, go to the *i*TPM subtab on your voided settlement. Click on the Applied Transaction sublist to find the document number of the mirror image settlement.

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

Example: GL entries of the VOIDING SETTLEMENT:

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

*i*TPM

I. *Apply iTPM Discounts to Sales Orders or Invoices*

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

Items	Promotions	Address	Shipping	Messages	History	EFT	Configuration Details	*i*TPM	SuiteSocial

EXCHANGE RATE
1.00

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

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

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

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

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

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

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

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

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

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

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

Items	Address	Shipping	Messages	History	EFT	**iTPM**	SuiteSocial	
☑ APPLY ITPM DISCOUNTS				☐ NO OVERLAPPING PROMOTIONS / OVERRIDE				
☐ ITPM DISCOUNTS APPLIED				☐ SKIP FIXED-PRICE DISCOUNTS FOR THIS SALES ORDER				
☐ REMOVE ITPM DISCOUNTS				☐ DO NOT APPLY/REMOVE ITPM DISCOUNTS ON THIS SALES ORDER				

There are several *i*TPM preferences that control how off-invoice and net-bill allowances are applied to sales orders:

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

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

⚠️ **Note:** If your team adds other discount items to a sales order, checking "remove *i*TPM discounts" will not remove discount items manually added.

⚠️ **Note:** If "*Apply iTPM Discounts*" is checked on a sales order, *i*TPM will not make any changes to the sales order unless it is *Pending Fulfillment* or *Pending Approval*.   (Not *Canceled, Billed or Closed*)

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

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

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

1. VIEW a sales order.
2. In the upper right corner, hover over CUSTOMIZE and click on CUSTOMIZE FORM.
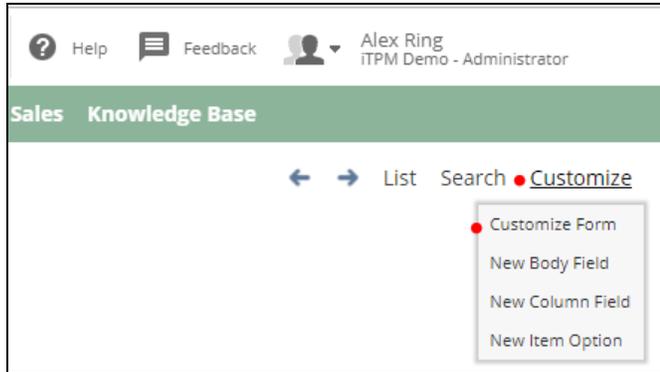
3. Next change the checkbox Default for the field "_Apply iTPM Discounts_" from "_Use Field Default_" to "Checked"
4. Click SAVE to save your change to the sales form.

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

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

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

If you are researching an invoice, you will see these discount log records when you use the NetSuite Global search for the invoice. Below is an example for NetSuite invoice "*SLS00000686*"
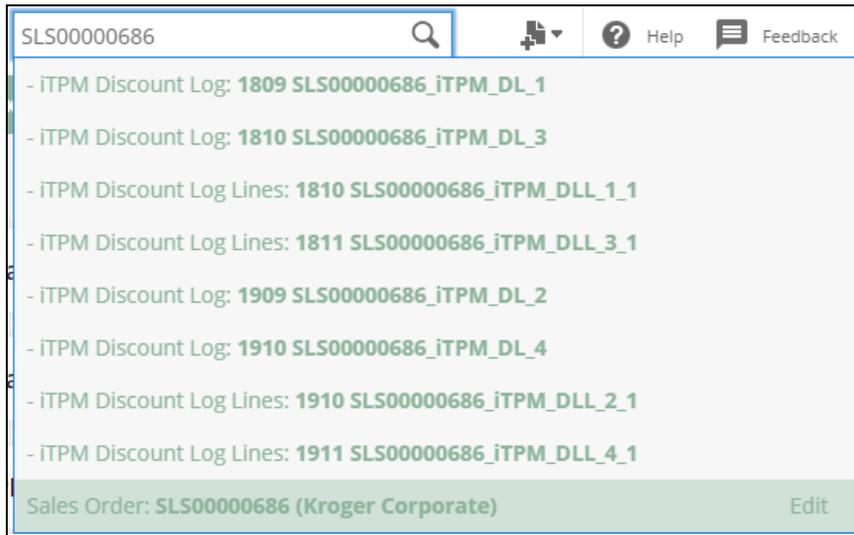
You can see a list of all discount logs using the "*- iTPM Discount Log List*" saved search. There is ONE record for each line on the sales order, invoice or RMA:

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

Use the "*- iTPM Discount Log Lines List*" saved search to see every *i*TPM discount that was applied:

2.13 Removing Customer from Split Deduction Transactions (OPTIONAL)

*i*TPM preferences   has the option to remove the customer from the transactions that split a deduction. When you split a deduction, the screenshots below show how this option affects the split deductions. Recommended configurations; Checked.

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

Note: Do not uncheck this if you ever created deductions directly from invoices. Unchecking this prevents detached deductions from being automatically re-applied to the invoice.

☑ REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS?

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

☐ REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS?

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

2.14 *i*TPM Transactions on the Customer Statement

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

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

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

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

2.15 Options for *i*TPM Journal Entries that require approval (Resolutions)

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

There are two configurations that will be enabled:

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

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

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

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

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

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

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

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

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

There is a third NetSuite preference that is related to journal entries. In addition to journal entry approval, you can use standard NetSuite functionality to require routing on journal entry approval. ¿TPM also honors these NetSuite configurations.
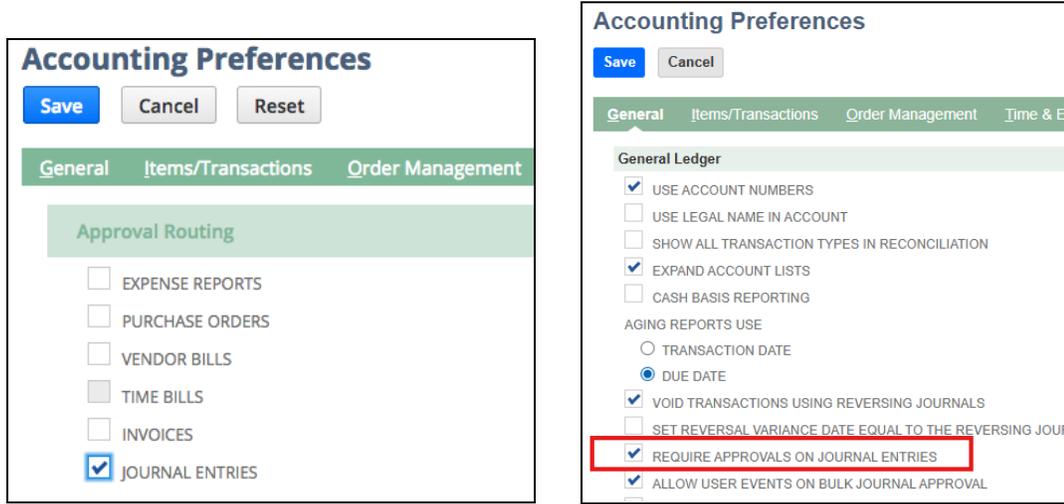
> **Helpful Hint:** If you enable the *JOURNAL ENTRIES approval routing* accounting preference and are using WorkFlow for journal approval, the NetSuite preference REQUIRE APPROVALS ON JOURNAL ENTRIES is not visible.

When JEs require approval, you'll also need to change this **USER EVENT** support script to **DEPLOYED**, and **UN-Deploy the regular script**, *"- iTPM Journal Entry Process"*. This script auto-approves the journal entry, updates the open balance, and changes the deduction status to *resolved* if the change in open balance is zero.

Below are the two User Event scripts:

Customization -> Scripting -> Script Deployments, filter to see **USER EVENTS**, Record type ***Journal Entry***.

- Example below is the configuration for journal entries that require approval.
- The support script updates the deduction status and open balance after the journal is approved.
- While the JE is pending status, the deduction will also be PENDING status
- When the JE is approved, this support script updates the deductions status and open balance.

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When JEs require approval, UNDEPLOY the standard USER EVENT script:
- UNCHECK deployed
- Change status to TESTING
- UNCHECK all internal roles
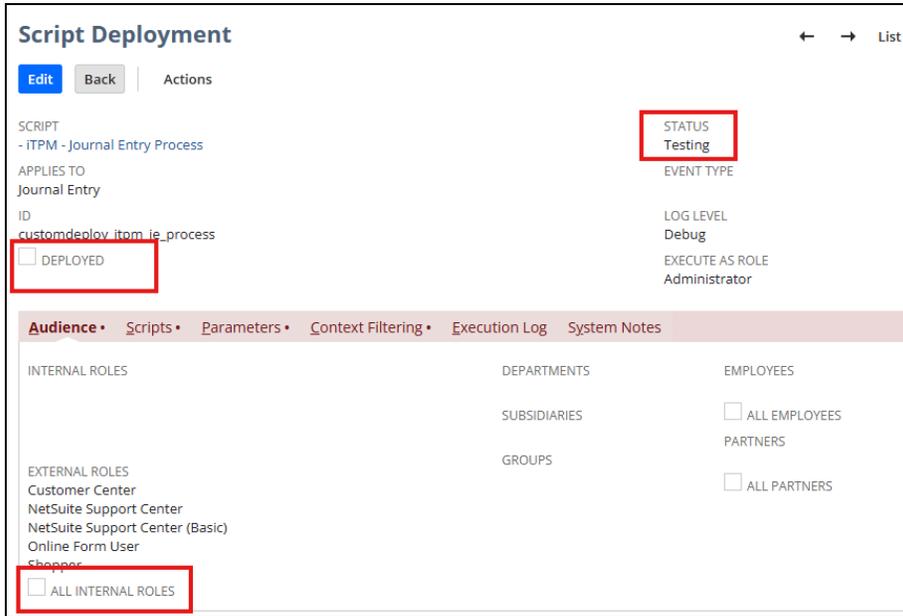
When JEs require approval, DEPLOY the support USER EVENT script:
- CHECK deployed
- Change status to RELEASED
- CHECK all internal roles
- Confirm the parameter has "- iTPM Deductions Permission"
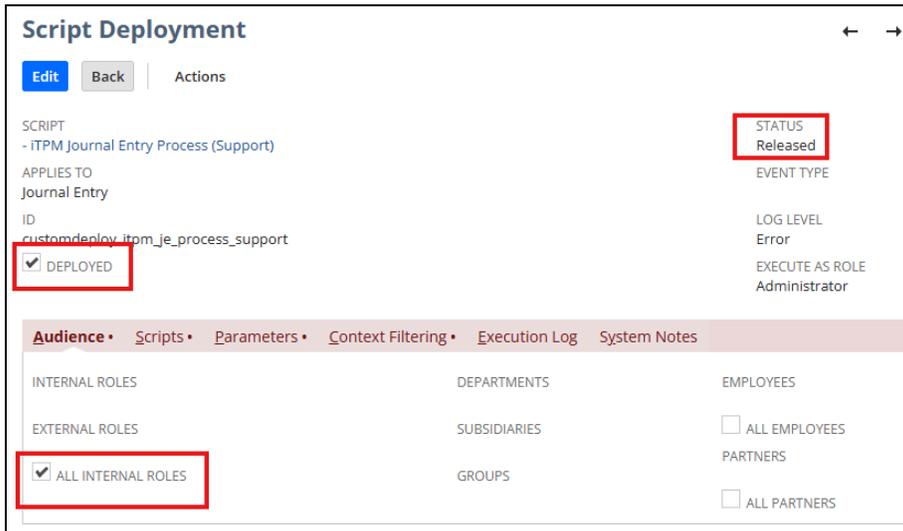
*i*TPM

2.16 Option to auto-create deduction from a credit memo

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

Suggested application:

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

How the feature works:

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

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2.17 Configuration options when deductions include GST tax

In Canada, some promotional activity is taxable, but not all. In other countries like Australia and New Zealand, all promotional deductions include tax. *i*TPM 25.1.1 can help you manage promotional GST with fewer mouse clicks. See section 4.21 SuiteTax & GST Configurations for how to configure *i*TPM when deductions include tax.

How *i*TPM reports tax that's included in 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.

Workflow Comparison (Non Taxable vs. Taxable)

iTPM
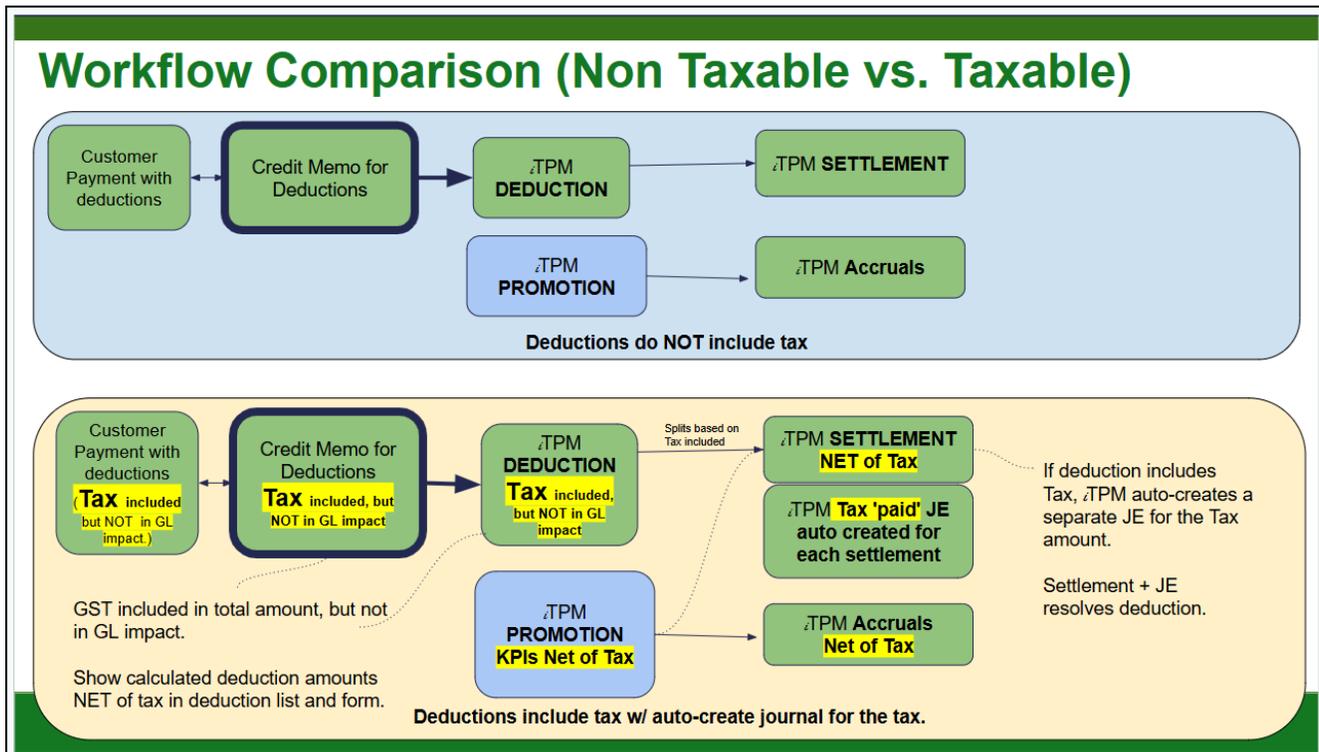
2.18 Option to correct mistakes: Create deductions from Journal Entry

If you make a mistake and the NetSuite period is closed or locked, you may have limited options on how to correct the data. Sometimes journal entries are used for the starting balance in NetSuite as part of your transaction from your old ERP to NetSuite. You may want to manage some of these legacy JEs as iTPM deductions.

For help and more details, email support@cgsquared.com.

One option is to create deduction from a journal entry using these parameters in the "- iTPM - Invoice Deductions Button" **User Event script** that's deployed on the journal entry.

> Step 1: Go to **iTPM -> Setup -> Preferences**
> Step 2: "*Click here to update iTPM Configurations for all Subsidiaries*"
> Step 3: Check "Deduction Button Enabled on Journal Entries", and then "Save Configuration".

The only standard *i*TPM role template that has this permission to create a deduction from a JE is the "- iTPM Support (Admin)" role. This permission can be added to roles as needed.

2.19 Option for Mass Settlement Void

This feature is not available to most *i*TPM roles, as it has the power to void thousands of settlements with a single CSV import. We recommend someone with an Admin role,experience with CSV imports, and *i*TPM transactions perform the Mass Settlement Void.   If in doubt, please email support@cgsquared.com for help.

Required role permission to use this feature: EDIT or higher on custom record *"- iTPM Mass Void Settlement"*.

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

> To save time and prevent errors, review CSV helpful hints in the Deduction User Guide, section 4.8.

> Example CSV file to void two settlements.

	A	B	C
1	Settlement-ID	Settlement-Number	Void?
2	140822	1000	Yes
3	140823	1001	Yes

Bulk-Settlement-Void-Example

1. Row 1 are the column headings which tell NetSuite what we are uploading.
2. Row 2 resolves a **SETTLEMENT**
    a. Column A: **SETTLEMENT internal ID**
    b. Column B: Optional: Settlement Number (not used.. but helpful for you to validate your import.)
    c. Column C: Optional: Confirm you want to void this settlement.

Step 2: CSV import mapping is simple. The "iTPM Settlement" field in NetSuite must be mapped to the internal ID in your spreadsheet. You must also trigger the server side scripts for the void to be performed.

Step 3: CSV import your data.

- As each row in your spreadsheet is imported, in real time it will void your settlement.
- If your settlement is taxable, it will also in real time void your tax journal entry.
- If the script is not able to void your settlement, you'll see a processing message that may help you research this issue.
- If you need help, email support@cgsquared.com.

Step 4: Validate your voids:

When completed, view the status of your Mass Void import.

In the global NetSuite search, type in "- *iTPM Mass Void Settlement*" to see the list.

Validate your *i*TPM transactions:

- The settlements are voided,
- If the settlements were taxable, confirm the tax journals are also voided,
- Confirm the *i*TPM deduction status and open balances are correct, and finally
- Use your Validation Workbook to confirm your ending balance of your *i*TPM Open deduction GL matches the calculated ending balance. (See the *i*TPM Reconciliation Workbook for more details. The link is available in the Deduction User Guide and Admin User Guide web pages.)

2.20 Option for Settlement Adjustment validations

You have the option to limit settlement adjustments to the maximum amount of the bill or transaction that's linked to the settlement. To turn on this validation, check the "Turn on Bill Validation?" checkbox in the "- iTPM Settlement Client Methods" **client script**. Check "foreign currency" to use it for the validation amounts.

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3.0 Accruals

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

*i*TPM Accrual documentation was moved and consolidated in the ***iTPM Accrual User Guide***.
In NetSuite, go to ***iTPM -> Help -> Accrual User Guides*** for complete information on *i*TPM accruals.

ⓘ **Helpful Hint:** "Period Accruals" were renamed to "Program Accruals" in *i*TPM 26.1.1.
Go to ***iTPM -> Help -> See what's new in iTPM*** to see enhancements to Program Accruals.

3.1   Event-Based Accrual Log (No financial impact)
See section 2.2 in the Accrual User Guide.

3.2   Event-based Financial Accrual
See section 2.3 in the Accrual User Guide.

3.3   Event-based Accrual Visibility and Reporting
See section 2.5 in the iTPM Accrual User Guide.

3.4   Backdated Promotions
See section 2.4 in the iTPM Accrual User Guide.

3.5   Program-Based Accruals (Previously known as Period-Accruals)
See section 3.1 in the iTPM Accrual User Guide..

3.6   Program-Based Accrual Visibility and Reporting
See section 3.6 in the iTPM Accrual User Guide.

3.7   Missed Program-Based Accrual
See section 3.5 in the iTPM Accrual User Guide.

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4.0 *i*TPM First-Time Setup Tasks

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

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

_i_**TPM**

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

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

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

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

- **Limit the number of accounts** for trade promotion.   Your trading partners don't care where or how they get the discounts, they just want the money. Creating too many accounts creates unnecessary work and complexity.

- **Only break out accounts that are truly different.** For example, slotting allowances are sometimes depreciated over the life of the contract. Your financial advisors may recommend you keep slotting separated from traditional trade promotion funds to facilitate financial reporting.   Another example is how promotion funds are earned.   Some trade promotion accounts may be determined at the beginning of the year and part of the annual plan. You may decide to create a separate trade account for incremental opportunities, or meet-competition situations where extra funds were not a part of the initial annual plan. Strive to minimize the number of accounts for trade promotion. _i_TPM provides other ways to track and manage trade promotions.

- **Don't use GL-accounts for all of your trade promotion reporting needs.** Use the other _i_TPM and NetSuite attributes to track and manage trade spending. For example, even if you set up only ONE account for trade promotion, you will still be able to report and manage trade spending by customer, by item, by promotion type, by method-of-payment, and by promotion activity / merchandising, reason codes and NetSuite classifications.

- Consider using TPM best-practices consultants to help you simplify your NetSuite accounts for trade promotion management. Implementing a TPM solution is a good time to step back and review your current TPM practices.   CG Squared consultants are available to help.

Other considerations:

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

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

Even if you currently use NetSuite as your ERP, you may not have a 'holding' or 'suspense account' that can be used by *i*TPM for open deductions.

Here are the accounts you'll need when you set up *i*TPM preferences for settlements and deductions:

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

If you already have these GL-accounts setup in NetSuite, skip to Step 2.

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

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

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

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

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

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

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

   h.   Click **SAVE**

See example screen on next page:

> ⓘ **Helpful Hints:**
> You will need to select a **discount item for each subsidiary** in which you will use *i*TPM.
>
> **This is a required configuration field in *i*TPM**. If you are only using *i*TPM for deduction management, you will still need to create one of these before you can save your *i*TPM preferences.

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

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

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

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

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Helpful Hints: How to make the *i*TPM subtab visible

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

(These steps work for other forms including customers, sales orders, credit memos, etc.)

1. **VIEW** the item statement charge and/or item group with a role that has permission to edit forms. (example, NetSuite Admin Role)
2. Click **EDIT**
3. In the upper right corner, hover over the word ***Customize***
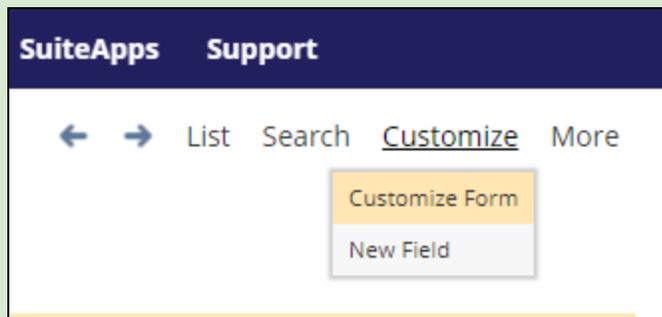
4. **Leave Site? Click LEAVE**
5. **Go to the FIELDS subtab, and** click on the **iTPM sublist.**
6. **Make sure the SHOW checkbox is checked for "Available for iTPM?"**
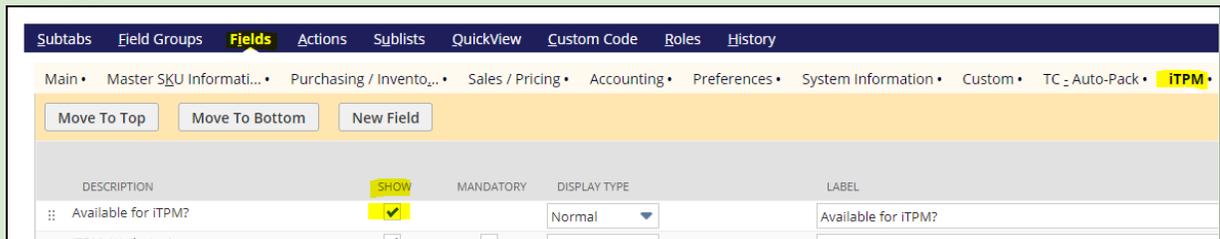
7. Click **SAVE**
8. Return to your check list and view the Statement Charge or item that you were working on. The *i*TPM subtab should now be visible and the "*Available for iTPM?*" checkbox is now available for you to check.

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

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

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

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

1. Click on **Lists –> Accounting -> items -> new**
2. Click on **Non-Inventory Item for SALE**
3. Complete the form, item name is "***Deductions for iTPM***"   (See example below)

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

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

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4.3   Step 3: Setup *i*TPM Preferences

> ⓘ **Helpful Hint:**   This section assumes that you already populated the script parameters when you installed or updated *i*TPM. Populating the script parameters in iTPM Preferences is in the *iTPM Install and Release Notes*, section 2.3 A.

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

To setup and/or change *i*TPM preferences:

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

In NetSuite OneWorld:

- iTPM Preferences   More

[New Preference] [Cancel]

Click here to update iTPM configurations for all subsidiaries.

SUBSIDIARY *

Preference Records ▪

EDIT | VIEW	INTERNALID	SUBSIDIARY	DEFAULT EXPENSE ACCOUNT	DEDUCTION ACCOUNT	SETTLEMENT ACCOUNT	ITPM DISCOUNT ITEM	ITPM STATEMENT CHARGE ITEM	ITPM VERSION	APPROVAL 1	APPROVAL 2	APPROVAL 3	APPROVAL 4 ▲
Edit |View	1	Honeycomb Holdings Inc.						26.1.1				
Edit |View	2	Honeycomb Holdings Inc. : Honeycomb Mfg.	6014 Trade fees	1200 Open Deductions (new)	1201 iTPM Settlement Account	iTPM_OI_Percent0	Statement charge item	26.1.1	10,000	20,000	50,000	100,000
Edit |View	101	Honeycomb Holdings Inc. : test sub	6014 Trade fees	1200 Open Deductions (new)	1201 iTPM Settlement Account	Off-invoice EDLP	Statement charge item	26.1.1	10,000	20,000	50,000	100,000

In a NON-One-World account:

- iTPM Preferences   More

[Cancel]

Preference Records ▪

EDIT | VIEW	INTERNALID	DEFAULT EXPENSE ACCOUNT	DEDUCTION ACCOUNT	SETTLEMENT ACCOUNT	ITPM DISCOUNT ITEM	ITPM STATEMENT CHARGE ITEM	ITPM VERSION	APPROVAL 1	APPROVAL 2	APPROVAL 3	APPROVAL 4 ▲
Edit |View	1	6031 Advertising : Misc. Trade Expense	1140 Open Deductions	1140 Open Deductions	Off-invoice	Statement charge item	25.2.2	1,000	2,500	5,000	10,000

> ⚠ **Note**: The Subsidiary field in **NetSuite NON-One World** accounts may not be populated on the first install in NetSuite. This results in some *i*TPM features not working as expected.
>
> If you are unable to populate the subsidiary using *iTPM -> Setup -> Preferences*, then enter "iTPM Preferences" in the NetSuite global search, and use the alternative page to populate the subsidiary field.

1. **Default allowance type:** Rate per UOM or % discount. To save mouse clicks, select the most common allowance type for your promotions. This just determines the default value. The user can change it.

2. **Default price level:** Select from a list of your price levels. To save mouse clicks, select the most common price level that *i*TPM discounts will be applied to. This just determines the default value when there is no default price level on the customer record. The user can still change it.

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

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

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

3. ***i*TPM discount item*:** This is the default discount item if *i*TPM applies discounts to sales orders.   This is used if the promotion type does not have a discount item. NetSuite associates a GL-account with each discount item.

4. ***i*TPM** Statement charge item: This item is used in statement charges to reinvoice deductions.

5. **Default Expense Account**: This is the default GL-account for deductions that don't have a reason code that you resolve by journal entry. (Not matched to a promotion, and not re-invoiced to the customer.)

6. **Deduction Account:** Select a GL-account where you want to report the open balance of deductions before they are in the process of being researched and resolved. **DO NOT CHANGE THIS after going live without contacting support@cgsquared.com.**

7. **Settlement Account:** This is the GL-account that *i*TPM will use for manual KPI adjustments created using the *ADJUST SPEND* button.

8. **Remove Customer from Split Deduction Transactions?** If checked, the customer will only appear on the original parent deduction, and not on all the split transactions.

9. **Apply *i*TPM discounts only to list price*?** If checked, *i*TPM discounts will only be applied to the sales order if the item's price on the order is the list price.

10. *i*TPM **discount dates*:** This shows what type of dates are used to apply off-invoice and net-bill allowances to a sales order. Currently *Ship dates* is the only available selection.

11. **Promotion Approval levels** 1, 2, 3 and 4. These are threshold maximum approval levels you can set for approving promotions. iTPM does not validate the values you enter. Each level must have a value greater than the previous level. For example, Level 2 should be greater than level 1. If you don't use threshold levels, just enter 1, 2, 3, and 4 as values in each level.

    Level 1 threshold value corresponds to the "*- iTPM Promotion Approver L1*" permission.
    Level 1 is the maximum Estimated spend that a level 1 promotion approver can approve.

    You can also control if a user has the permission to approve back-dated promotions, and if the user can approve promotions they create by the record permission:
    - L1 = CREATE, can approve FUTURE promotions with estimated spending up to the L1 threshold.
    - L1 = EDIT can approve ALL promotions owned by other people with estimated spending up to the L1 threshold.
    - L1 = FULL can approve ALL promotions, including ones they create with estimated spending up to the L1 threshold.

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

See sections 2.17 and 4.21 for more details on deductions that include tax.

12. **Default Deductions to include tax.** This defaults to unchecked. If all of your deductions include tax, newly created deductions will have "*Deduction includes tax*" checked by default when this *i*TPM Preference is checked.

13. **Tax Code.** If some or all of deductions in this subsidiary include tax, then this is the tax code *i*TPM will use to create tax journals. This is a required field if any deductions include tax. (Netsuite does not support tax on custom transactions.)

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

> ⓘ **Helpful Hint:** The version of *i*TPM is shown in the last column of the list *i*TPM preferences.

4.4   Step 4: Setup Promotional Activity Tracking (Optional)

> **NOTE:** You can skip ahead to section Step 5 if you do not plan to track promotional activity for any of your promotions! Setting up promotional activities to track is optional. If you don't track promotional activity, do not select any of the groups in the "Valid Merchandising Types" when creating your promotion types.
>
> You can **SKIP this step if you are ONLY configuring *i*TPM for deduction management.**

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

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

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

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

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

The following fields are example groups for *i*TPM Promotional Activities:

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

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

- iTPM merch

Page: **- iTPM Merch Type**

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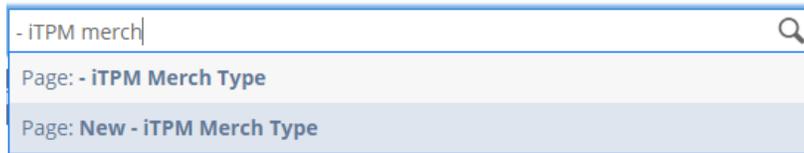
There are no right or wrong ways to track promotional activity at retail. Below are **examples** of how you could track your trade promotion activity at retail:

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

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

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

4.5   Step 5: Setup *i*TPM Promotion Types

You can **SKIP this step if you are ONLY configuring *i*TPM for deduction management.**
Click on   *i*TPM -> *Setup -> Promotion Types* to see a list of your promotion types:

EDIT | VIEW	INTERNAL ID	NAME ▲	FINANCIAL IMPACT	METHODS OF PAYMENT	DEFAULT ACCOUNT	SUBSIDIARY	AVAILABLE
Edit | View	4	Display & EDLP (BBOI)	Expense	Bill-Back,Off-Invoice	6013 Trade Promotion : Open Deductions	Honeycomb Holdings Inc. : Honeycomb US-East	Yes

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

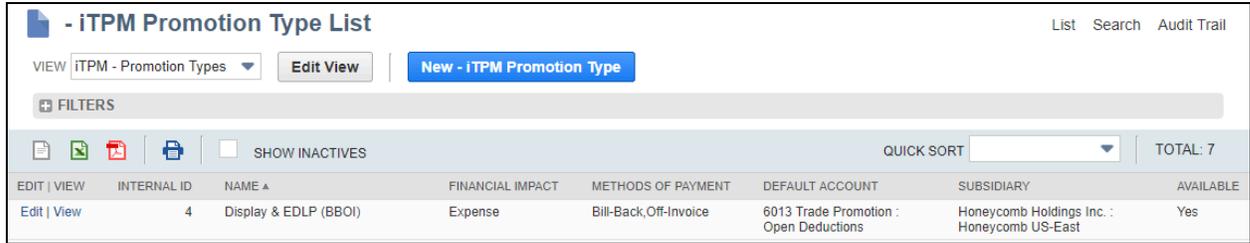| Configuration *Examples* (* denotes required field)	EDLP	Hi / Low / Ad	Indirect Customers	Scan Down	Slotting
Valid NetSuite Accounts*	OI	Trade	Trade	Trade	Slotting
Default Account*	Trade	Trade	Trade	Trade	Slotting
Methods of Payment*	OI, NB	OI, BB,	BB	BB	BB
Other reference					
Valid Merchandising Types*	EDLP	Ad, Display	Other	Scan	Other
# of days before Autoclosure?	90	90	90	90	90
Show order dates?					
Show performance dates?		Checked	Checked	Checked	
Show Retail Activity Sub-tab?					
Valid for indirects?			Checked	Checked	?
Allow settlements for active promotions?	Checked	Checked	Checked		Checked
Do NOT update liability based on Sell-in shipments.			Checked	Checked	Checked
True-Up Liability using Sell-through data			Checked	Checked	
Update liability using Sell-through data			Checked	Checked	
Apply % allowances as % discounts?	Checked	Checked	Checked	Checked	Checked
Base deal?	Checked				
Require Estimated quantity?					
Plan incremental separate from total?	Checked	Checked	Checked	Checked	
Stackable?, Stackable with?	Configuration setting for future functionality				
Available for new Promotions?	Checked	Checked	Checked	Checked	Checked
Require promotion period share	Checked	Checked	Checked	Checked	Checked
Create allowances for only the 1st item in a group?			?	?	
Discount Item for Off-invoice OR Markup item					
Inactive item substitution	Item 123	Item 123	Item 123	Item 123	Item 321
Auto-approve level 1 promotions?					
Process Plan: Exclude items not Sold last 52 weeks					
Track only, do not apply OI, NB, FP to sales orders.					
Use different GLs if promotion is not in current year					
Header level discounts?					
If settlements are taxable, fill in tax configurations.					

Use the following worksheet to plan your promotions types BEFORE you create them in *i*TPM:

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

⚠️ **Note**: If you use *i*TPM to apply discounts to sales orders, we strongly recommend that you do not include the bill-back method of payment in any discount that gets applied to sales orders. Keeping these separate will reduce processing requirements.

> ⓘ **Best Practice:** To prevent field sales and brokers from selecting the incorrect GL-account, consider using only one GL-account in each promotion type. No choice = no data entry errors.

Click on *iTPM → Setup → Promotion Types → New* to create a new promotion type using the wizard. **Select the Subsidiary** for your new promotion type:
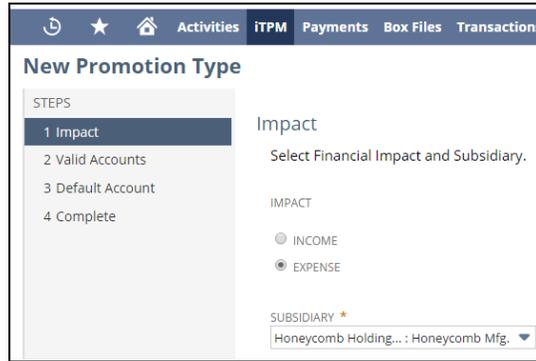
> ⓘ **Helpful Hint:** Selecting the option *Financial Impact =Income* may be a future enhancement.

After each selection, click on NEXT to continue through the wizard.
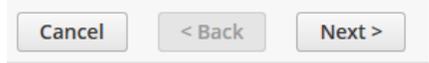
Next, select all of the GL-accounts that you want to use with the promotion type:
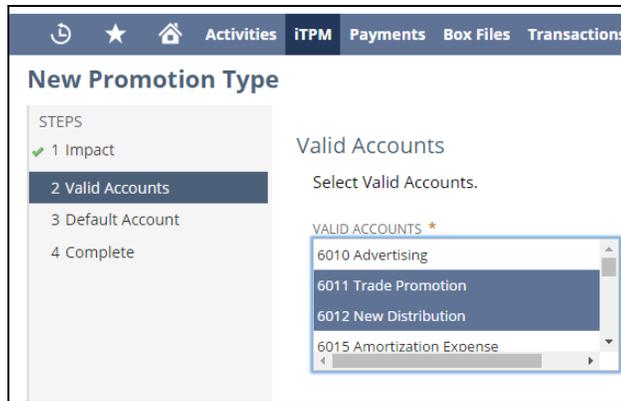
> ⚠ **NOTE**: If this is the second promotion type you are creating, NetSuite remembers your previous GL account selections. To wipe out previous selections, don't hold down the CTRL key when you click the first time.

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

Select the default GL-account for this promotion type. To save mouse clicks and prevent data entry errors, this account will automatically be selected when users create allowances. Users can override the default and select one of the other valid accounts selected in the previous screen:
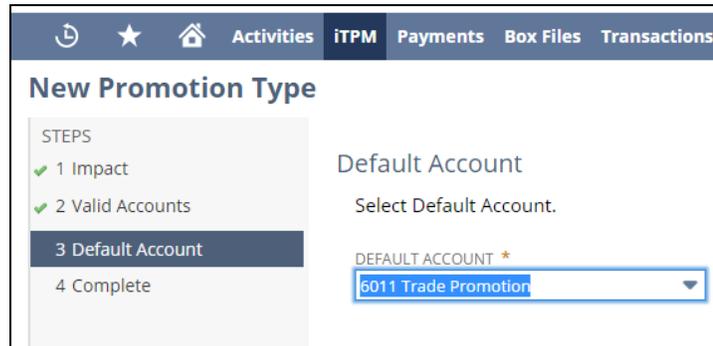
> ⚠️ **NOTE**: If this is the second promotion type you are creating, NetSuite remembers your previous GL account selections.
>
> To confirm this promotion type ONLY has the GL accounts you want, ALWAYS click on the down arrow and see the list of default accounts. This is a good way to see a list of the GL accounts you selected for your promotion type.

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

After these selections, click FINISH to save the record. Remember that you will not be able to change the GL-accounts after the promotion type is saved.
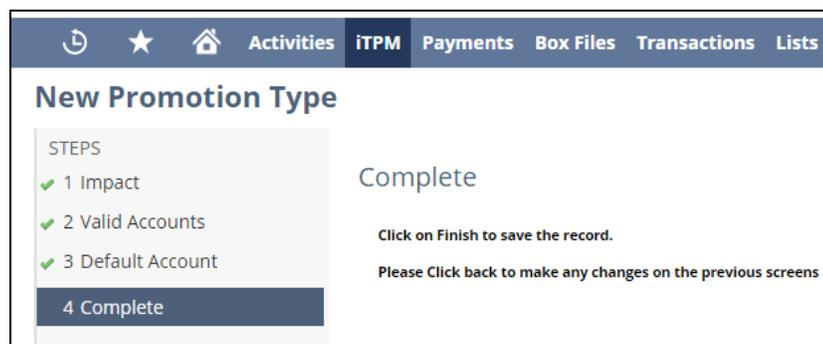
Make selections in the "*Additional Promotion Information*" section on the form and **click SAVE**.

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

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

> ⚠️ **Note**: If you use *i*TPM to apply discounts to sales orders, we strongly recommend that you do not include the bill-back method of payment in any discount that gets applied to sales orders. Keeping these separate will reduce processing requirements.

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

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

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

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

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

> ⓘ **Helpful Hint:** Don't forget to set up your promotion type for the accrual log if you want to keep track of how much estimated bill-back liability is open and should be covered by accruals.
> You can see accrual information for your promotion type under the ACCRUAL subtab.
> (See Step 15: Configure Event-Based Accruals (Optional))
>
> Note: If you check "Use Debit GLs from Event Accruals if promotion is not in current year", you must populate GLs in the Event-Based Accrual configuration.
> See section 2.3 in the *iTPM Accrual User Guide* for details.

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

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

To create new reason codes to manage your deductions,

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

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

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

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

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

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> ⚠️ **Note:** *i*TPM does not allow you to use the *i*TPM open deduction clearing account GL or *i*TPM Settlement GLs in reason codes.

> ⚠️ **Note:** Department in the reason code overrides the department in the deduction when creating JE resolutions.

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

📄 **- iTPM DDN Research Status List**   List   Search   Audit Trail

VIEW Default ▾   **Customize View** | **New - iTPM DDN Research Status**

➕ FILTERS

📄 📊 📕 🖨️   ☐ SHOW INACTIVES   EDIT ⬭✖   QUICK SORT [▾]   TOTAL: 4

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

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

📄 **- iTPM Deduction Next Steps List**   List   Search   Audit Trail

VIEW Default ▾   **Customize View** | **New - iTPM Deduction Next Steps**

➕ FILTERS

📄 📊 📕 🖨️   ☐ SHOW INACTIVES   EDIT ⬭✖   QUICK SORT [▾]   TOTAL: 5

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

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

📄 **- iTPM Deduction Group List**   List   Search   Audit Trail

VIEW Default ▾   **Customize View** | **New - iTPM Deduction Group**

➕ FILTERS

📄 📊 📕 🖨️   ☐ SHOW INACTIVES   EDIT ⬭✖   QUICK SORT [▾]   TOTAL: 3

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

4.7   Step 7: Flag Items available for *i*TPM allowances

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

To make items eligible for *i*TPM allowances,
1.   Go to **Lists-> Accounting -> Items**   *(*Use the *"- iTPM item view for Available in iTPM?"* view)
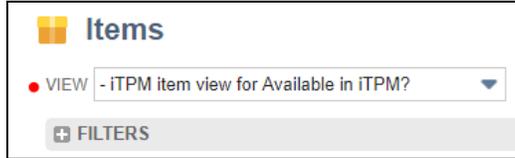
2.   **EDIT** an item you want to be available for iTPM allowances.
3.   Go to the *i*TPM subtab*, and **check the box,** "*Allow in iTPM*?"
      See also 1.17   'Dummy items' for lump sum

Every item with this checked will appear in the list when adding new allowances to an *i*TPM promotion:
If the *i*TPM subtab is not on your item form, go to Helpful Hints: How to make the iTPM subtab visible

> ⚠️ **Note: Unchecking the "*Allow in iTPM?*" checkbox for an item DOES NOT remove this item from existing *i*TPM allowances.** Unchecking this box ONLY prevents this item from being available for new allowances created AFTER you uncheck the box.
>
>   ***i*TPM does NOT filter out items with a zero price** when creating NetSuite item groups. If the "*Allow in *i*TPM?*" is checked, the item will be skipped if used to create *i*TPM allowances.
>
>   **Do not make any items used for *i*TPM allowances inactive** before all settlements to that promotion are done. Inactive items in a promotion will cause the promotion to get stuck in processing status. Email support@cgsquared.com if you need to make *i*TPM items inactive.

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

> ⚠️ **Note: *i*TPM does not work with Kits before *i*TPM version 2024.2.2.** Supported unit types are inventory, assembly, and non-inventory items for sale, and now also Kits. If UOM is missing in the item record, *i*TPM assumes a unit-of-measure conversion factor of 1.0.

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

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

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

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

> **Helpful Hint:** *i*TPM shows both the item name and description, so don't duplicate the name in the description, as it will display twice in the promotion planning rows
> Go to Creating Promotions using Item Groups to see item group limitations.

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

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

If you do not anticipate using _i_TPM to apply off-invoice or net-bill allowances to your orders, you can skip to 4.10 Step 10.

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

Task 1: We suggest you default your sales order form to have the "apply _i_TPM allowances" checkbox checked by default when creating new sales orders. For details, go to the option to auto-apply iTPM allowances to new sales orders.

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

To change the default sales order status, click on **Setup -> Accounting -> Accounting Preferences,** *then click on the* **Order Management sublist** to see a list of preferences.
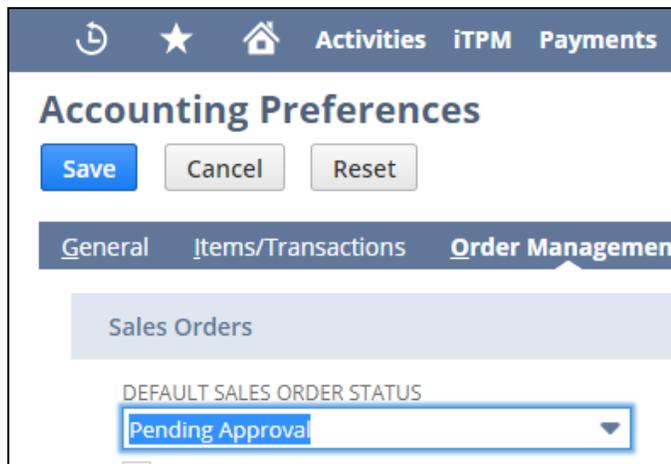
Task 3: Ask your iTPM team to deploy - *iTPM UE Salesorder Apply Discount* if you want the sales order to be re-priced every time you save a sales order that is in Pending Approval or Pending Fulfillment status.

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

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

*i*TPM

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

You can skip this task if you already did this in section 2.3 when you first installed iTPM.
These are the steps to confirm that the "*iTPM Discounts Applied?*" field is applied to the sales order transaction lines.

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

Transaction Line Fields

New

FILTERS

SHOW INACTIVES

#	DESCRIPTION	FROM BUNDLE ▲	ID	INTERNAL ID	TYPE
14	iTPM Discounts Applied? 🔒	312604	custcol_itpm_discounts_applied	8216	Check Box

- Click the "Apply to Forms" button

Transaction Line Field 🔒

Apply to Forms | Actions ▾

LABEL
iTPM Discounts Applied?

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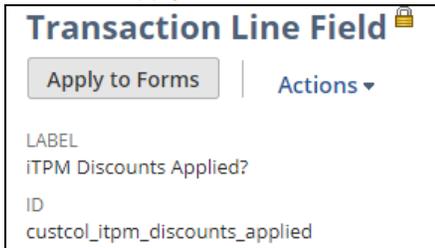
- Make sure this field is applied to your sales order form.

Items • Expenses •

Mark All | Unmark All | Reset Labels

FORM NAME	FORM TYPE ▾	SHOW
Z - Work Order	Work Order	☐
Work Order with Quality Control	Work Order	☐
HM Vendor Return Authorization	Vendor Return Authorization	☐
HM Transfer Order	Transfer Order	☐
BOGO Online Order - Cash Sale	Sales Order (External)	☑
Distribution Online Order	Sales Order (External)	☑
Distribution Online Cash Sale	Sales Order (External)	☑
Custom Online Order - Cash Sale	Sales Order (External)	☑
Z - HM Sales Order Form	Sales Order	☑
Multi-Ship To / Multi Location Order	Sales Order	☑
HM Sales Order - Cash Sale	Sales Order	☑
Z - HM Cash Sale	Sales Order	☑
Custom Sales Order - Invoice	Sales Order	☑
HM Sales Order Form	Sales Order	☑
Basic Sales Order Form	Sales Order	☑
HM Sales Order - Gross Profit	Sales Order	☑

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

> **Step 1**: Go to **iTPM -> Setup -> Preferences** (Admin role permissions required.)
> **Step 2**: "*Click here to update iTPM Configurations for all Subsidiaries*"
> **Step 3**: Populate these values under the *Off-Invoice Configuration* section
> **Step 4**: Save Configuration.

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

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

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

- After that a new transaction line field page gets opened.
- Add the data as shown in the screenshot below, and click "Save & Apply to Forms".

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Task 6 (Optional): If your organization uses *i*TPM to apply discounts to sales orders, deploy the "- *iTPM UE Salesorder Apply Discount*" script. This script will check the "*Apply iTPM Discounts*" checkbox on the sales order when the sales order is saved and the sales order status is "*Pending Approval*" or "*Pending Fulfillment*". See the *iTPM Release & Install User Guide*, section 2.3 D for more detailed instructions.

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

*i*TPM

4.10 Step 10: Set up *i*TPM roles and permissions

You have two ways to give users access to *i*TPM:

- **Customize standard *i*TPM roles.** (See instructions in this section and example iTPM roles in section 5.2)
- Add permissions to your existing roles. (See 5.0 Setup Permissions)
- See 1.14 Promotion Approval Permissions, Thresholds and Auto-approve for planning roles.

Use these steps to customize standard *i*TPM roles for your users:

1. **Decide what *i*TPM roles you need**, and what users will be assigned to those roles.

   Chapter 5 describes our *i*TPM roles and permissions in detail.

2. Use the NetSuite Admin role to **VIEW the *i*TPM standard role you want to customize:**

   Setup -> Users/Roles -> Manage Roles

EDIT	INTERNAL ID	NAME	FROM BUNDLE ▲	CUSTOM/STANDARD	CENTER TYPE
Customize	1013	- iTPM Administrator 🔒	312604	Custom	Accounting Center
Customize	1133	- iTPM Broker (Adv. Partner Center, only Planning) 🔒	312604	Custom	Advanced Partner Center
Edit	1252	- iTPM Broker + DDN view (APC Custom Center)	312604	Custom	- iTPM Broker + DDN view (APC Center)
Edit	1147	- iTPM Broker Partner (APC Custom center)	312604	Custom	iTPM Broker APC Center
Customize	1137	- iTPM Customer Service SO 🔒	312604	Custom	Support Center
Customize	1138	- iTPM Deduction Approver 🔒	312604	Custom	Sales Center
Customize	1136	- iTPM Deductions 🔒	312604	Custom	Accounting Center
Edit	1254	- iTPM Deductions + Settlements (Limited Access)	312604	Custom	- iTPM Planning + DDNs (Limited Access)
Edit	1253	- iTPM Planning + DDN view (Limited Access)	312604	Custom	- iTPM Planning + DDNs (Limited Access)
Customize	1132	- iTPM Planning, Settlements, DDNs (non-admin) 🔒	312604	Custom	Accounting Center
Customize	1135	- iTPM Promotion Planner 🔒	312604	Custom	Sales Center
Customize	1141	- iTPM Promotion Planner & Approve (+backdated) 🔒	312604	Custom	Sales Center
Customize	1140	- iTPM Promotion Planner & Approve ALL 🔒	312604	Custom	Sales Center
Customize	1131	- iTPM Promotion Planner & Standard Approver 🔒	312604	Custom	Sales Center
Customize	1129	- iTPM Settlements & Deductions (3) 🔒	312604	Custom	Accounting Center
Customize	1142	- iTPM Settlements & Deductions (Admin) 🔒	312604	Custom	Accounting Center
Customize	1134	- iTPM Settlements & Deductions MINUS Apply Void 🔒	312604	Custom	Accounting Center
Edit	1124	- iTPM Support Admin (Scripts run-by ID)	312604	Custom	Classic Center
Customize	1130	- iTPM View Only 🔒	312604	Custom	Sales Center

3. **Customize the standard role, and change permissions as necessary.**
   - **Click *CUSTOMIZE*** next to the standard *i*TPM role
   - Change permissions as needed (OPTIONAL)
   - **Change the name of your role**:

     Example, change - *iTPM Promotion Planner* to *MyCompany iTPM Planner*
   - Click "***SAVE***"

     (If the role is unlocked, you should use **SAVE AS** so you don't overwrite the existing role.)
   - You now have a new customized role for your *i*TPM users.
   - **Note the CONTROL CENTER for your customized role**. You'll need this for the next step.

*i*TPM

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

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

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

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

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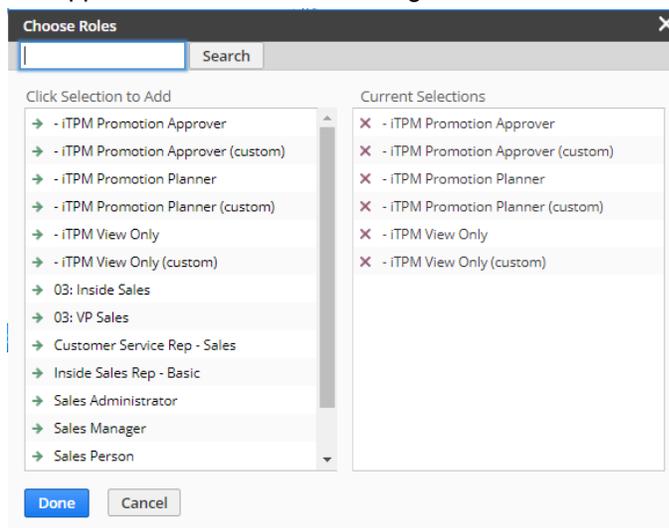
*i*TPM

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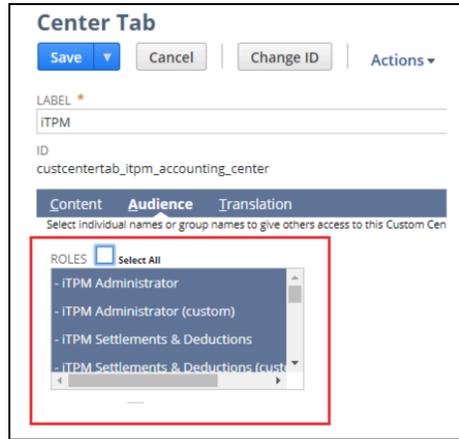
E. When done adding roles, click **SAVE**.

5. Use the NetSuite Admin role to **assign the appropriate *i*TPM roles to your users.**

   Setup -> Users/Roles -> Manage Users

   Example below: Sales manager has been given the *i*TPM Promotion Planner role

> **Helpful Hint:** Customizing *i*TPM roles to provide access may be less work than using Chapter 4 to add the appropriate permissions to your existing NetSuite roles. If you choose to add *i*TPM permissions to your existing NetSuite roles, users will not need to switch roles to use *i*TPM .

*i*TPM

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

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

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

Alternative: Run the report and click [Customize]

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

C. Click on the ***MORE OPTIONS*** button.
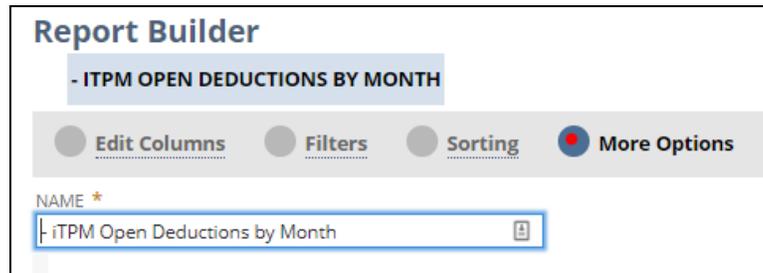
D. Under the subtab ***AUDIENCE***, click on the ⌄ double down arrow.
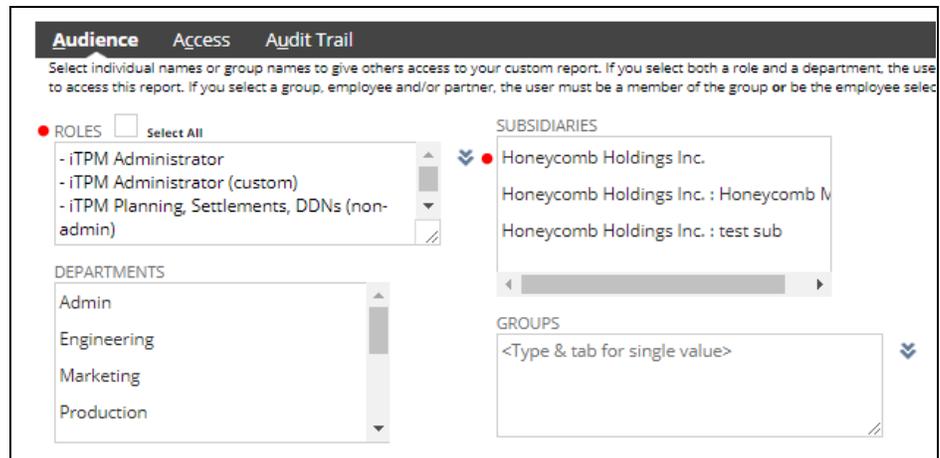
*i*TPM

E.   In the left window, click on any custom role that you want to grant access to the *i*TPM report. Then click **DONE**.
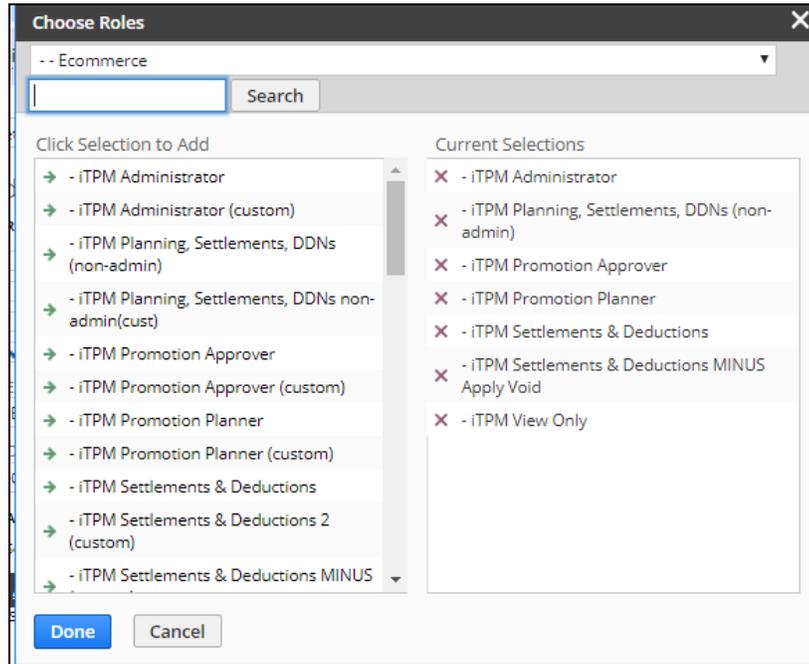
Note: If your account is not One-World, you may not have the   double down arrows. Hold down your CONTROL key and click on the roles you want to have access.
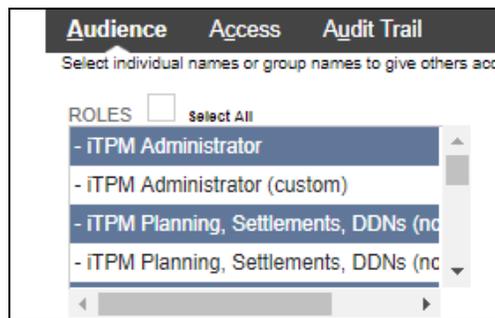
6. Click SAVE and then OK to overwrite the existing *i*TPM report.
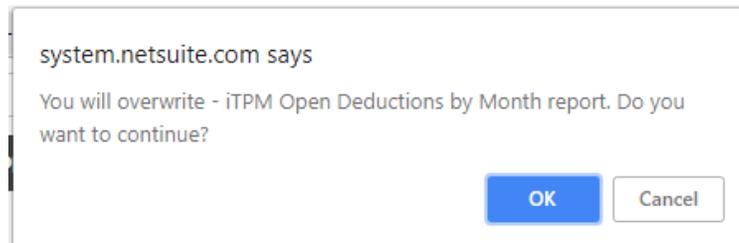
*i*TPM

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

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

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

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

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

When users select items, they will see the item code followed by the display name.

4.12 Step 12: Setup Accounting Preference for JE Bulk Approvals

If you require all journal entries to be approved, this should have been set before you installed *i*TPM. Make sure this accounting preference, "*Allow user events on bulk journal approval*" is checked.

See Section 2.15 to configure iTPM to auto-approve expense journals created by iTPM.

Setup -> Accounting -> Accounting Preferences
> Under the ***General*** subtab, check "*Allow user events on bulk journal approval*"

Accounting Preferences

Save Cancel Reset

General Items/Transactions Order Management Time & Expe

General Ledger

☑ USE ACCOUNT NUMBERS
☐ USE LEGAL NAME IN ACCOUNT
☐ SHOW ALL TRANSACTION TYPES IN RECONCILIATION
☑ EXPAND ACCOUNT LISTS
☐ CASH BASIS REPORTING

AGING REPORTS USE

◯ TRANSACTION DATE
◉ DUE DATE
☑ VOID TRANSACTIONS USING REVERSING JOURNALS
☐ SET REVERSAL VARIANCE DATE EQUAL TO THE REVERSING JOURNAL DATE
☑ REQUIRE APPROVALS ON JOURNAL ENTRIES
☑ ALLOW USER EVENTS ON BULK JOURNAL APPROVAL

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

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

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

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

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

⚠️ **Note:** If your promotion order dates are blank, *i*TPM will use your ship dates as order dates.

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

1. View the customer record.   One way is **Lists -> Relationships -> Customer**
2. EDIT
3. Go to the *iTPM* subtab
4. Check the "*Use Ship date to apply iTPM Discounts?*" and the "*Do not apply iTP off-invoice*" checkboxes.
5. SAVE

Information	Financial	Address	Access	Workflow	Info	Web Activity	iTPM
☐ USE SHIP DATE TO APPLY ITPM DISCOUNTS?				☐ DO NOT APPLY ITPM DISCOUNTS TO SALES ORDERS?			

If the iTPM subtab is not visible on the customer record, you'll need to edit the customer form and make it visible.

The steps are the same as what you did for the item form. Helpful Hints: How to make the iTPM subtab visible.

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

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

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

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

A. Using standard NetSuite functionality, create your Portlet by using the **saved search: - iTPM Item detail search**
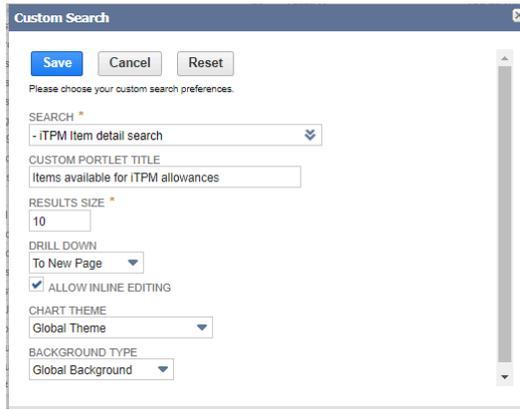
B. Publish and make the portlet available to *i*TPM roles and users. Below is an example of the dashboard view. Use this view to see item descriptions available for *i*TPM allowances.
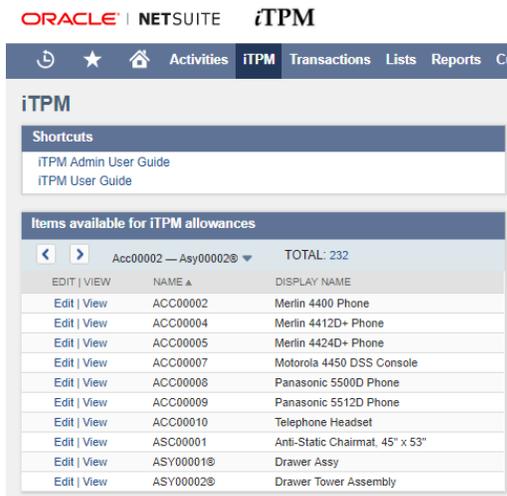
4.15 Step 15: Configure *i*TPM Accruals (Optional)

SKIP ahead to step 15c if you are ONLY configuring *i*TPM for deduction management.

This section was moved to the iTPM Accrual User Guide.

In NetSuite, go to ***iTPM -> Help -> Accrual User Guide***

4.15A: Configuration: Turn on only Event-Based Accrual LOG: (No financial impact)

See section 2.3 in the iTPM Accrual User Guide.

4.15B: Configure Event-Based Financial Accruals by promotion type

See section 2.3 in the iTPM Accrual User Guide.

4.15C: Program Financial Accruals (Formerly known as Period Accruals)

See section 3.1 in the iTPM Accrual User Guide.

4.16 Step 16: Update your new Item checklist / workflow

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

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

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

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

4.17 Step 17: Update your Month-end close checklist

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

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

To prevent creating 'bad' data, make sure the "*Allow non-G/L changes*" is checked when
- **When locking ANY transactions in an accounting period.**
- **When closing an accounting period.**
- Example: In the screenshot below, *i*TPM will NOT be able to EDIT deductions, VOID settlements and CREATE deductions in these periods without the "Allow non-G/L changes" checked.

We recommend "*Allow Non-GL changes is set by Default*" is checked:
   Setup -> Accounting -> Accounting Preferences.
   The checkbox is under the *General* subtab in the *General Ledger* section.

4.18 Step 18: Options for legacy deductions and *i*TPM cut-over date

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

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

Use Credit memos applied to invoices

- If you have been using NetSuite before you implemented *i*TPM, you already have a process in place to process promotional deductions.   Use that same process to resolve deductions for promotions before the cut-over date.
- If you just changed your ERP to NetSuite, you can create a credit memo for legacy promotions and apply it to the partially-paid invoice(s)
- On the credit memo, we have a check box that tells *i*TPM to automatically create the *i*TPM deduction when the deduction is first created and saved.
- Email support@cgsquared.com if you need to use the *'Auto-create on next save'* feature. This is only recommended one-time for creating deductions from legacy ERP deductions.
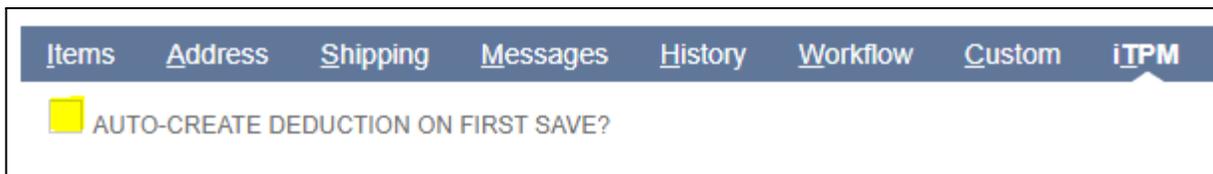
Here's how you could use this feature to save time creating legacy deductions in NetSuite:

1. Create a CSV import file to create all the credit memos. Use one line in each CM, using the item "*Deductions*". This could be a summary of deductions, or one credit memo per deduction taken.
2. In the saved CSV import mapping, be sure to check the "*Auto-create deduction on first save*?" checkbox.
3. When importing, make sure to run the server-side scripts so *i*TPM can auto-create the deduction.
4. When the CSV import is done, each credit memo will be an *i*TPM deduction.

Option 1 to resolve legacy deductions: Use the Expense button to resolve it with a Journal Entry

- View the legacy promotional deduction, click Expense. *i*TPM will prepopulate a Journal Entry. Change the GL-account to the appropriate account for legacy promotional expenses.

Option 2 to resolve legacy deductions Create summary, catch-all promotions.

- Focus on your top volume customers for this approach, as it is more work creating one promotion for each customer.
- Use this approach if you need to keep track of legacy spending by customer and you don't want to use reason codes and journal entries to resolve the legacy deductions.
- From an accrual standpoint, use lump-sum for back-dated legacy promotions. Backdated promotions only include accruals for shipments starting with the day the promotion status was approved, not the starting date of the promotion. However, lump-sum is included in the accrual for back-dated promotions.

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4.19 Step 19: Test Your *i*TPM Setup

CG Squared TPM consultants will work with your organization to help configure *i*TPM for your organization. While the CG2 staff knows *i*TPM and the CPG industry, they do not know your organization as well as you and your staff. At this point in your setup, consider these insights:

- Don't be afraid to make changes to override configurations that don't work or are too complex. Sometimes what is discussed and sounds good, doesn't work in practice.

- Prioritize quality, not the deadline. Don't rush to put *i*TPM into live production until it's ready. Get the configuration right the first time. No one will remember a delay going into production, but everyone will remember a bad software implementation.

- Share your suggestions, workarounds, and enhancement ideas with your CG[2] team.

- Don't just focus on the software. Your configurations may be what's needed, but your organization may resist change. Change management of business processes and expectations within your organization are critical to realizing the benefits of trade promotion management.

- As you work on the checklist below, be sure to involve and get sign-off from all the TPM stakeholders. Changes to workflow and configurations are always easier before go-live.

	Example *i*TPM Setup Testing Checklist	Comments
	Create promotions for each promotion type for a few customers and items.	Skip if deduction mgt only
	Copy promotions, use overlapping deal subtab to review overlaps.	Skip if deduction mgt only
	Workflow: Test submitting, approving, closing and voiding promotions.	Skip if deduction mgt only
	Review and confirm KPIs show expected results.	Skip if deduction mgt only
	Setup reminders and iTPM workbooks on your dashboard.	
	Apply off-invoice to sales orders.	Skip if you don't use this
	Review Event-based accruals if configured for bill-back promotions..	Skip if you don't use this
	Configure and create Period-Based accruals.	Skip if you don't use this
	Create deductions from credit memos.	
	Use 'Non-G/L Change' to Assign some deductions for follow-up.	
	Split some deductions. (Quick Split, Split, and CSV split if appropriate)	
	Resolve deductions using the QUICK EXPENSE and/or EXPENSE buttons.	
	Dispute Re-Invoice disputed deductions.	
	Import some 3rd party data and True-up KPIs in sell-through promotions	Skip if deduction mgt only
	Start on the deduction: Resolve deduction by matching it to a promotion.	Skip if deduction mgt only
	Start on the promotion: Select deductions to resolve and match to the promotion.	Skip if deduction mgt only
	Create a Settlement Adjustment from the promotion. Apply it to a bill or check.	Skip if deduction mgt only
	Use a workbook to validate the ending balance of the iTPM Clearing account.	

*i*TPM

4.20 Step 20: Document your transition plan for promotions & deductions

Document your *i*TPM implementation, configurations and business process decisions:

- Documentation makes it easier to spot changes to your configurations if you have multiple *i*TPM administrators.
- Supports a scalable and repeatable process for training new *i*TPM users
- Long after the implementation it documents why you made specific decisions, so you don't make changes unaware of considerations previously discussed.
- CG Squared will document your decisions in a Google Sheets online document, and provide a web link to your team to access and update as needed.
- Utilize the Excel promotion planner template to import your current promotions. See chapter 6 in the Annual Planner User Guide. In NetSuite, go to **iTPM -> Help -> Annual Planning**.

4.21 SuiteTax & GST Configurations (Optional)

SuiteTax configurations for subsidiaries where deductions and settlements are NOT taxable:

If you use SuiteTax, you may need to make these configurations for *i*TPM:

Configure your non-inventory item from Step 2c as **NON-taxable**. That way your credit memo and *i*TPM deduction will not be taxable.

1. Go to **Setup -> SuiteTax Engine -> Non Taxability Rules**
2. For each Country and Nexus where deductions and settlements are NOT taxable:
   a. EDIT
   b. ADD the item you use in credit memos to create *i*TPM deductions.
   c. Enter the *valid from* and *valid to* dates.
   d. SAVE

> **ⓘ** **Helpful Hint:** Test the REINVOICE button on deductions to confirm your Statement Charge item for *i*TPM created in Step 2 doesn't need to be added to the non-taxable SuiteTax configuration.

> **ⓘ** **Helpful Hint:** Section 3.5 in the *Deductions and Settlements User Guide* has more information on how to manage deductions that include tax.

Configurations for subsidiaries where some or all of your deductions MAY include tax.

If you use SuiteTax or native NetSuite for tax reporting, the following pages show the one-time configurations and process you'll follow when some or all of your deductions include tax:

> ⚠ **Note:** Because Native NetSuite tax functionality does not support custom transactions, the following functionality has been added to *i*TPM for countries and subsidiaries where deductions can include taxes like GST.

One-time configuration: iTPM Preferences (If all your deductions include tax)

- Check "Default Deductions to include tax".
  - This is only used to check the "Deduction includes tax" checkbox in the deduction.
  - Users can override this default by editing the deduction and unchecking the checkbox.
- Identify the NetSuite tax code that is included in most or all of your deductions.
  - This is only used to calculate the estimated net tax of your deduction.
  - The actual tax code and tax rate in your promotional settlement is determined by the tax code in your promotion type.

If only some or all of your deductions do NOT include tax, keep this UNCHECKED.

One-time: Reason Codes for GST

Create a reason code for the tax that's included in your deductions.
- The GL account should correspond to the same GL that's linked to the NetSuite tax code.
- Confirm you selected the correct GL by comparing it to the GL displayed in the promotion type.
- You'll need to create a reason code for each subsidiary where deductions include tax.
- See 4.6 Setup Deduction Reason Codes on how to create reason codes.

One-time configuration: Promotion Type

Populate these fields in each promotion type where you want *i*TPM to automatically create a journal entry for the GST in your deduction.

For GST, **these fields need to be available and visible in journal entries f**or *i*TPM to process Deductions that include tax. The list shown below is under the '*Screen Fields*' subtab and the CUSTOM sublist.

	LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT
	Total Credit amount	☐	☐	Normal ▾	
	Stored Credit Amount	☐	☐	Normal ▾	
	Date Last Resolved	☐	☐	Normal ▾	
	Date Previous Resolved	☐	☐	Normal ▾	
	Date Reopened	☐	☐	Normal ▾	
	Created By QuickSplit	☐		Normal ▾	Use Field Default ▾
	Taxable	☐		Normal ▾	Use Field Default ▾
	iTPM settlement tax	☑		Disabled ▾	Use Field Default ▾
	Tax For iTPM Settlement	☑	☐	Normal ▾	
	Used to Create iTPM Deduction	☑		Normal ▾	Use Field Default ▾

Tabs   **Field Groups**   **Screen Fields**   **Actions**   **Sublists**   **Custom Code**   **Roles**

Main •   System Information •   **Custom** •   *i*TPM •   Lines •

Move To Top   Move To Bottom   New Field

4.22 Ongoing do's and don'ts (i.e. Don't hide *i*TPM fields!!)

> ⚠️ **NOTE:** If you customize an *i*TPM form, **email support@cgsquared.com before you** HIDE any *i*TPM field. Hiding a field, even if you don't use it, could result in the creation of bad *i*TPM data. Instead, we recommend just moving the field under the System Information subtab.

4.23 Multiple currencies are natively supported in *i*TPM 23.1.1 & newer

If you use *i*TPM in multiple subsidiaries with different currencies, *i*TPM 21.2.1 and older versions need modifications to these and other Map Reduce scripts. Undeploy these scripts when you update to *i*TPM.
- - iTPM - Deduction Buttons Support
- - iTPM - MR Deduction Split Process Supp

***i*TPM does not directly support multiple currencies within one subsidiary.** If you have a customer with a currency that is different from the default currency of the subsidiary, below is a short-term work-around until you create a separate subsidiary for that currency.

One-time configuration: Create a sub-customer with the currency that's different from the default of the subsidiary. Example: Subsidiary is USD. Customer "A" is CAD. Create sub-customer"B" with USD.

Situation: You have a credit memo "#1" for customer "A" in CAD in a subsidiary that is in USD. This credit memo uses "Deduction for iTPM". This credit memo puts the debit of the transaction into the iTPM clearing account, and the NetSuite period is closed.

1. Create an invoice sub-customer "B" in USD for the customer "A" credit memo "#2" for iTPM in CAD.
    ○ Get the GL impact of the CM in USD at the time it was created.
    ○ Use that USD amount to create an invoice, and use the "OPEN DEDUCTION" item in the CM.
2. Create a new credit memo for the new invoice that's in USD
    ○ Apply this CM #2 to the invoice created in step 1.
    ○ This CM #2 is in USD, and can be split and managed
    ○ The GL impact of the CM is the mirror image of step one.
3. No net GL impact combining step 1 and step 2
    ○ You must use the "Open Deductions" item in the CM, and
    ○ The CM USD amount must match the CM CAD amount in the original credit memo.
    ○ GL impact of step 1 and step 2: No net GL impact.
    ○ The GL impact will be the resolutions of the deduction, which will reduce the clearing account.

    Advantages of this workaround vs. other approaches:
    - This keeps all the transactions for CDC deductions under the parent customer for reporting.
    - This approach also prevents NetSuite from changing the amount of the *i*TPM resolutions and splits by re-calculating CAD to USD.
    - This works without any *i*TPM script changes.

    Disadvantage: There's no validation that the invoice has the correct USD amount for the credit memo.

    If you have this situation, email support@cgsquared.com for help.

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4.24 Change the deduction default assign-to (optional)

The default is to assign newly created deductions to the user that creates them.

Step 1: Go to *iTPM -> Setup -> Preferences*

Step 2: EDIT the subsidiary, or use the link to edit ALL subsidiaries.

Step 3: In the "Deduction Management Configuration" section,

- Check or uncheck "iTPM Deduction assign to Customer sales rep when created or Split"
- Check or uncheck "iTPM Deduction Do not change Assign to on split"

Step 4: Click SAVE CONFIGURATION

*i*TPM

4.25 Configure Related Promotions for settlements (optional)

By default, the Related Promotions button for promotional settlements will show promotions for all customers with the same sales rep.

Email support@cgsquared.com if you need help configuring this script.

The example below is the default values for using the Sales Rep that's stored in the customer record.

6. Repeat the above steps for the '- iTPM - Deduction Promotion List' **Suitlet**.

4.26 Show *i*TPM Customer in NetSuite Financial Reports (Optional)

For various reasons, some *i*TPM transactions may not show the customer name in the report by default. Sometimes the *i*TPM customer is in the header record and not the transaction lines, and vice versa. The *i*TPM customer can be a NetSuite customer entity, or it could be a NetSuite CRM lead or prospect if the promotion was created for a Retail indirect customer or Foodservice operator.

The following steps documentation how to add a iTPM Customer column to your reports:

Step 1: Goto the *Reports* center tab, and view a report.   *Reports -> Reports Overview*
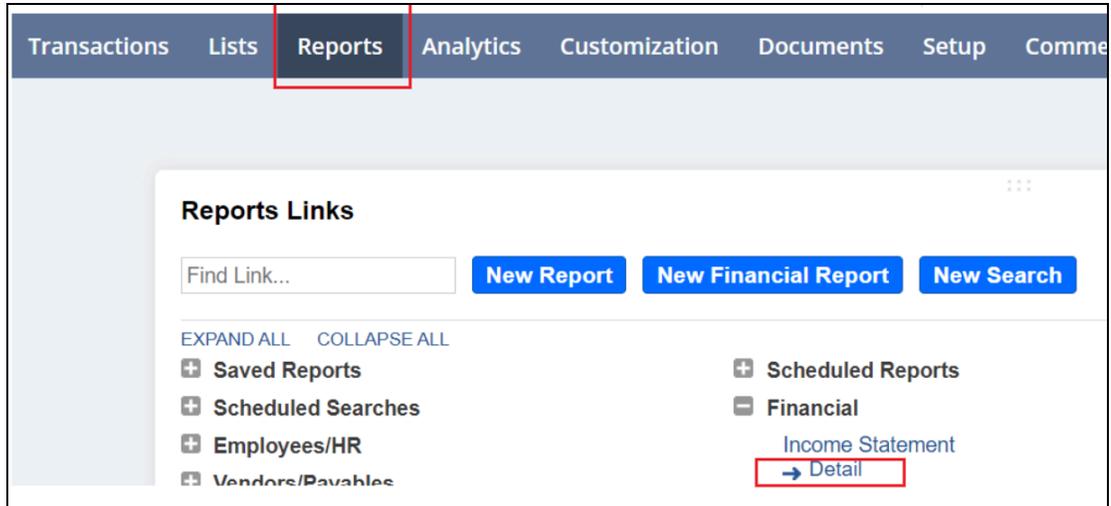
Step 2: Click on the *Customize* button to see the screen that enables you to edit the report.
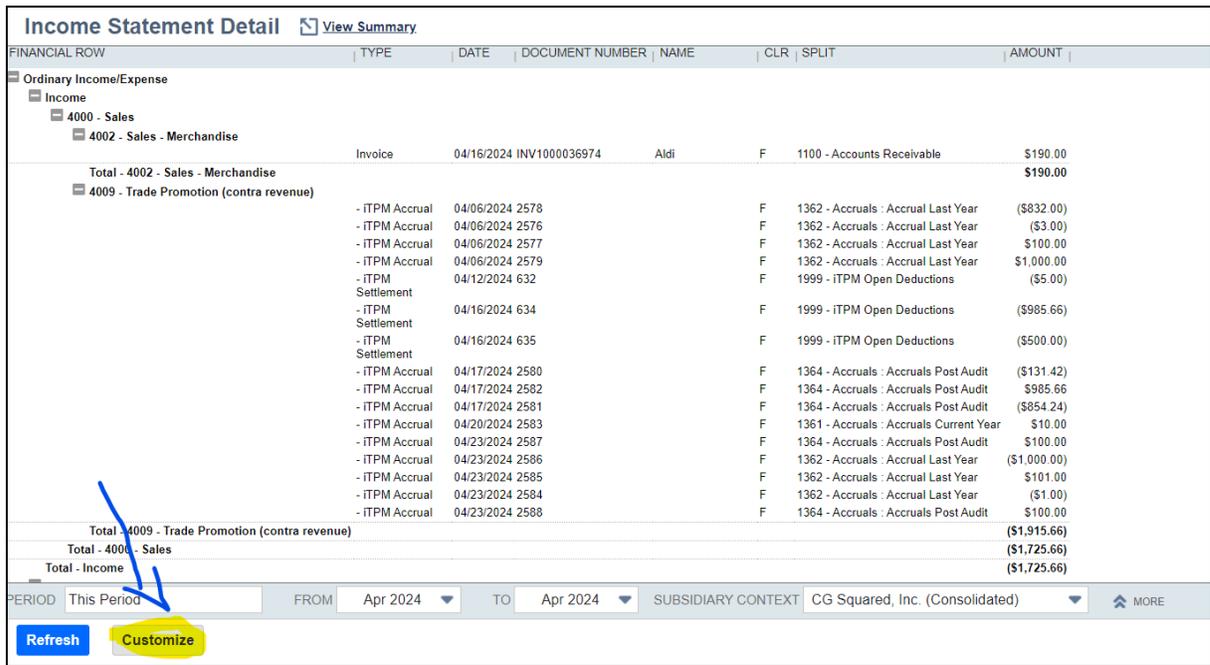
Step 3: Click on the *EDIT Column* **radio button** to see the screen that enables you to edit the report.
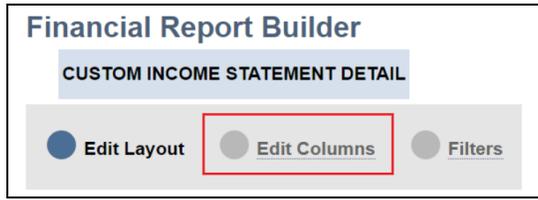
Step 4: In the ADD FIELDS column, click the '+' next to *Financial* to view more fields under Financial.
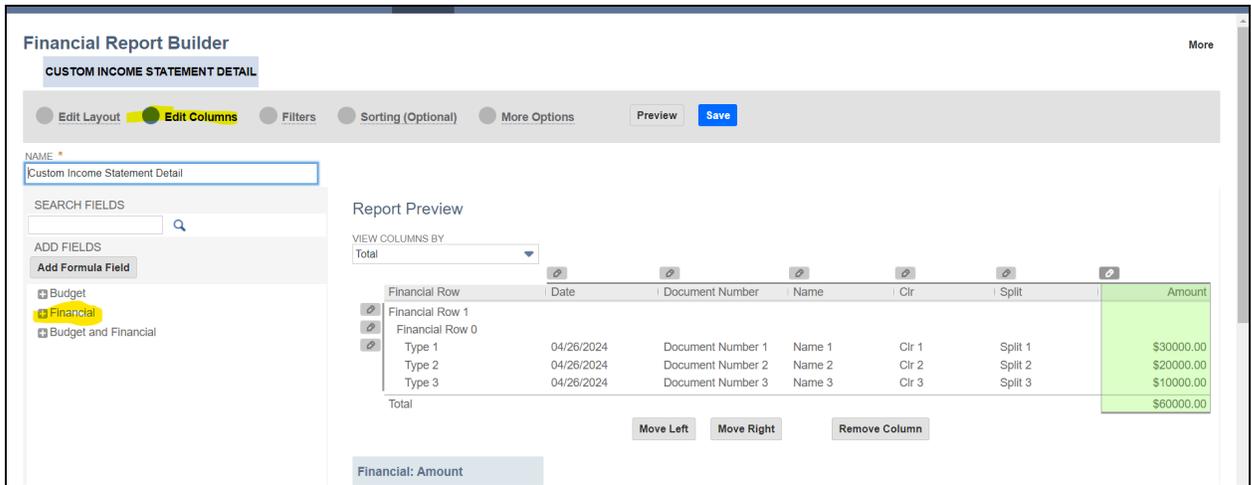
Step 5: Scroll down in the 'add fields' menu and look for *Entity (line),* and **click the "+" sign**.
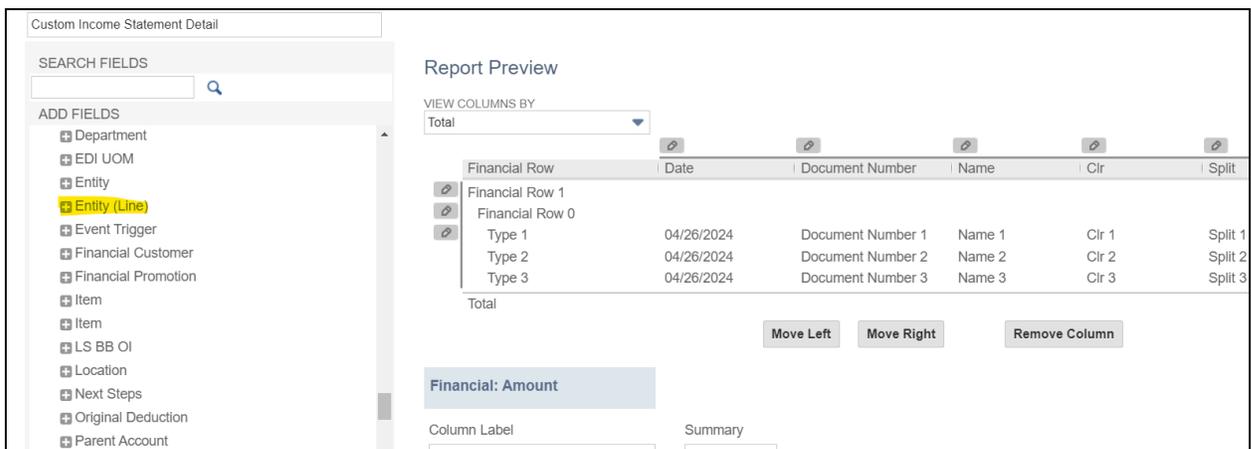
Step 6: Find and **click on the** *"Name (Grouped)"* **field**

Step 7: Enter "iTPM Customer" or similar name for the column label.

*i*TPM

Step 8: Click PREVIEW to confirm everything looks correct before you SAVE your report.
- The red box below shows a blank for *i*TPM financial settlements.
- The green box shows the *i*TPM Customer, which may be a direct customer, indirect customer, or Foodservice operator.

*i*TPM

4.27 Create deductions from Journal Entries (Optional)

The default configuration is to only create deductions from credit memos.
These are the steps to configure iTPM so you can create deductions from journal entries:

Step 1: Go to *iTPM -> Setup -> Preferences*

Step 2: EDIT the subsidiary, or use the link to edit ALL subsidiaries.

Step 3: In the "Deduction Management Configuration" section,

- Make sure the "iTPM Create DDN JE Permission Rec Type ID" is populated, and
- Check "Deduction Button enabled on Journal Entries"

Step 4: Click SAVE CONFIGURATION

5.0 Setup Permissions

5.1   Workflow Tasks

The following table identifies important tasks that you should discuss with all of the TPM stakeholders in your organization before you set up _i_TPM roles. Discussing who will perform these tasks will help you decide what roles you need to customize, and who will use these roles to access _i_TPM.

Workflow Tasks	Description for PROMOTION WORKFLOW Tasks
VIEW, REFRESH KPIs Promotions	All TPM stakeholders need the ability to see promotions for their customers and product items, including all sub-tabs and attachments.
CREATE, PROCESS PLAN EDIT, SUBMIT and **CLOSE, and** Promotions See also **Back-to-Draft** and **Delete**	Users that need the ability to CREATE promotions for their customers and items, will also have the ability to EDIT and SUBMIT them for approval when permitted by promotion workflow rules. Promotions are not official until they are approved. Promotions CANNOT be approved by the person who creates the promotion unless that permission is added to the role. NetSuite and _i_TPM administrators can approve their own promotions. A typical user can create and submit backdated promotions. These are promotions where the starting date is before today's date. Approval of backdating is reserved for NetSuite and _i_TPM administrator privileges, and roles with appropriate promotion approval role permissions. To create a new promotion or edit an existing promotion, the user must have NetSuite permissions to view the customers and products in the promotion. The ability to CLOSE promotions is a specific permission you can add to any role. Note: REOPEN is a NetSuite Admin or _i_TPM Admin permission. (Ability to EDIT the promotion type custom record.)
APPROVE, REJECT Promotions	**This is an important permission to manage.** Any user that has this permission has the ability to approve discounts that will directly impact your company's bottom line. **Best business practice:** Keep the promotion submitter and approver roles separated. Even If you don't keep these roles separated, _i_TPM will keep these tasks separate by not allowing someone to approve their own promotions. Separation of duties is required for SSAE 16 compliance. Requiring another person to approve promotions reduces the risk of fraud and sub-optimum business decisions.

The following table identifies important tasks you should discuss with all of the TPM stakeholders in your organization before you set up *i*TPM roles:

Workflow Tasks	Description of Settlement and Deduction WORKFLOW tasks
Create a new DEDUCTION	When applying the customer's payment to your invoice, the amount received is less than the amount due. Processing the short-pay closes the invoice and creates a deduction with an open balance equal to the amount of the short-pay.
EDIT, Non GL Change, SPLIT, SPLIT LINES, QUICK SPLIT, and CSV Split Deductions	The workflow of deductions requires editing to update deduction attributes, including follow-up date, assignment of responsibility, notes, and other information. Splitting deductions is sometimes necessary to break down a short-pay into smaller parts that are better aligned with resolutions and the people that need to research the deduction.
CREATE, EDIT, SUBMIT Settlements to resolve open deductions	There are three different workflows for creating settlements: • View a promotion, click RESOLVE DEDUCTIONS. • View a deduction, click on SETTLEMENTS. • Create a CSV Bulk Settlement file to process large numbers of deductions using the NetSuite CSV import functionality.
VOID settlements	This is a separate permission which allows the user to correct promotional settlements that are created in error.
ADJUST SPEND	Use the ADJUST SPEND button on a promotion to adjust the KPIs on a promotion. This is typically used to include checks and payments in the KPIs without any G/L impact.
Create a non-promotion EXPENSE, CSV Bulk Expense	Small short pay amounts may not be worth the effort to research. Sometimes small rounding errors create an open balance. While you could create a credit-memo to resolve the amount, the *i*TPM QUICK EXPENSE button is an easy way to expense deductions to the GL-account associated with the deduction reason code. This task resolves the open deduction balance, and increases the expense by the same amount.
RE-INVOICE Disputed Deductions	Some disputed deductions may be invoiced to recover the short-pay. The process of invoicing resolves the deduction, and creates a receivable in the amount of the disputed deduction. This workflow uses standard native NetSuite functionality.

⚠ **NOTE:** The standard *i*TPM roles give access to *i*TPM for only the subsidiary in the employee record. Using the standard *i*TPM role you may be able to view deductions and promotions in other subsidiaries, but you may not be able to create deductions, split them, etc.

You can make a copy of the standard *i*TPM role, then change it to include the appropriate subsidiaries to give access.

⚠ **NOTE:** As *i*TPM administrator, you are responsible for managing *i*TPM permissions to your NetSuite users.

*i*TPM

5.2 Example *i*TPM Roles

These are example *i*TPM roles you can use as templates**.**

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
*i*TPM Administrator	Sales or Finance	*i*TPM Admin	Accounting	Has all *i*TPM permissions, including managing other people's promotions. Can reopen promotions.	Manages all *i*TPM Configurations. Can create & manage deductions, create & void settlements.
Sales VP	Sales	Planner & & Approve ALL	Sales	Create promotions, and can approve any promotion, any condition.	View Only
Sales Region Manager	Sales	Planner & Approver (+backdated)	Sales	Creates, submits, and closes promotions. Can approve other people's back-dated promotions.	View Only
Sales Manager	Sales	Planner & Standard Approver	Sales	Creates, submits, and closes promotions. Approves future promotions created by other people.	View Only
Sales Planner	Sales	Promotion Planner	Sales	Creates, submits, and closes promotions.	View Only
Trade Marketing Manager	Sales	Planning, Settlements & DDN (non-admin)	Sales	Creates, submits, and closes promotions.	Can split and manage deductions, create and void settlements.
Accounts Receivable	Finance	Manage Settlements, deductions	Accounting	Only views promotions	Can split and manage deductions, create and void settlements.
Accounts Receivable	Finance, no *i*TPM promotions	*i*TPM Deductions ONLY	Accounting	No promotions in *i*TPM, therefore no view of promotions.	Deductions only, NO settlements
Accounts Receivable	Finance	Settlements, Deductions (minus void)	Accounting	Only views promotions	Can create and manage deductions, create and apply settlements, **but no journals**. May create Settlement Adjustments linked to payments
Finance Manager	Finance	Settlements, Deductions (Admin)	Accounting	Only views promotions	Can create, manage and **delete** deductions, settlements, journal entries, statement charges, and accruals.
Finance Manager	Finance	Manage Settlements, deductions	Accounting	Only views promotions	Can create and manage deductions, create, apply and void settlements, & create JEs.
Broker	Sales	Broker Partner (APC Custom Center)	Advanced Partner	Creates, submits, and closes promotions.	View Only
Broker	Finance	Broker + DDN view (APC Custom Center)	Advanced Partner	Only views promotions	Manages deductions, creates settlements.
Broker	Sales	Planning + DDN View (Limited Access)	Custom Center	Creates, submits, and closes promotions.	View Only
Broker	Finance	Deductions + Settlements (Limited Access)	Custom Center	Only views promotions	Manages deductions, creates settlements.
Operations	Operations	*i*TPM View Only	Sales	Views incremental volume on promotions to anticipate production needs for demand planning.	View Only
Customer Service	Finance or Operations	Customer Service SO	Support	Applies off-invoice to sales orders. Views promotions when needed.	View only
Deduction Approver	Sales team	Deduction Approver	Sales	Can approve, not-approve deductions, and Non G/L changes, add notes	View only

For instructions on customizing roles, see the NetSuite help topic *Customizing or Creating NetSuite Roles*.

When creating a NetSuite login for a broker, don't create a password. Just invite the broker. This will enable the broker to switch between NetSuite accounts for their principals.

> **Helpful Hint:** Go to **Setup > Users/Roles > Show Role Differences** to open the *Show Permission Differences Between Roles* page.

> ⚠ **NOTE:** As *i*TPM administrator, you are responsible for managing *i*TPM role permissions.

Example *i*TPM roles you can use to customize:

Step 10 of your initial *i*TPM setup-up describes how to customize existing *i*TPM standard roles:

Add *i*TPM center tab access to any custom NetSuite role:

> If *i*TPM is not visible for any users on the NetSuite center tab, follow this link for instructions on how to add *i*TPM to the center tab of any custom role.

Add *i*TPM reports to any NetSuite custom role:

> If *i*TPM reports are NOT visible for any users or not accessible under NetSuite saved reports, follow this link for instructions on how to grant access to any custom role access to *i*TPM reports.

5.3 Form Permissions for *i*TPM

There are no form permissions in *i*TPM.

5.4 *i*TPM Record Permissions

The following is standard NetSuite functionality:

You can set permissions for any role on the Permissions subtab of the Role record in ***Setup > Users/Roles> Manage Roles.***

Permissions are divided into four different types on the Transactions, Reports, Lists, Setup, and Custom Record subtabs:

- **To add a permission**, do one of the following:
  - Click a line in the list, select a permission, and then click *Insert*.
  - Click *Add Row* at the bottom of the list, select a permission, and then click *Add*.
- **To remove a permission**, select a permission from the list, and then click *Remove*.
- **To set the level of access for** each permission, click a line in the list, and then select the level of access from the Level column. For information about these access levels, see the help topic *Access Levels for Permissions*.
- **For Custom Record permissions**, you can select a value in the *Restrict* column to limit a role's access to custom records. (Each custom record permission provides access to a custom record type.)
  - Viewing and Editing — Restricts the role to view or edit only the records (of this type) that they or their subordinates created.
  - Editing Only — Restricts the role to edit only the records (of this type) that they or their subordinates created. They can view all records of this type.

For more information on record permissions, go to SuiteAnswers.

5.5 Example Roles for *i*TPM

5.5 A: *i*TPM Record Permissions by Sublist, Record, Type and Role:

*i*TPM Module	Sublist	Record / Type	Minimum Level	Comments	Recommended Level
Promotions	Transactions	Invoice	VIEW	**Optional** but recommended: Required to be able to use the sales reports on Promotion records	VIEW
Promotions	Transactions	Item Fulfillments	VIEW	**Optional** but recommended: Required to be able to use the sales reports on Promotion records	VIEW
All	Lists	Documents and Files	VIEW	Required for access to attached client scripts	
All	Lists	Classes	VIEW	If the feature is enabled	
All	Lists	Customer	VIEW	NOTE: Broker users may be restricted so they can not view all customers.	
All	Lists	Departments	VIEW	If the feature is enabled	
Promotions	Lists	Items	VIEW	This is the minimum level of permission required to be able to create *i*TPM Allowance records, *i*TPM Estimated Quantity records, *i*TPM Retail Information records and *i*TPM KPI records	
All	Lists	Export Lists	Create	OPTIONAL: Add this so users can export *i*TPM lists to EXCEL. Helpful for the Promotion Comparison and Calendar views.	OPTIONAL
All	Lists	Locations	VIEW	If the feature is enabled	
All	Lists	Perform Search	VIEW	Required for viewing the list of deductions and settlements from the menu. Also required for Promotion Comparison. May be required for executing searches for saved search fields	
All	Lists	Subsidiaries	VIEW	Required for user to be able to select (or default to) a subsidiary on *i*TPM records. This is required even if the role is restricted to a particular subsidiary, since without this permission the subsidiary field on *i*TPM records will be blank and disabled and will therefore not populate dependent fields (like customer, transaction, etc.). Any role that will CREATE or EDIT any *i*TPM records should have this permission. ***This is only required for NetSuite OneWorld accounts.***	
All	Lists	Units	VIEW		
Promotions	Custom Record	- iTPM Calendar	VIEW	Required to view promotion calendar reports. Edit to create new report views. For broker role, be sure to restrict view to only those created by user.	EDIT
Promotions	Custom Record	- iTPM KPI Queue	EDIT	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
Promotions	Custom Record	- iTPM KPI Queue Detail	VIEW	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
All	Custom Record	- iTPM Preferences	VIEW		*
All	Custom Record	- iTPM Promotion Type	VIEW		*
Promotions	Custom Record	- iTPM Promotion Activity	VIEW		*
Promotions	Custom Record	- iTPM Promotion Planning	VIEW	Edit permission is required for any role that is creating and managing promotions.	*
Settlements	Custom Record	- iTPM Resolution Queue	VIEW		*

* Some roles may require a higher permission level. See each example role for details.

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
All				If you have not done so already, **add the permissions required for all iTPM users**, plus the ones below:	
Promotions	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	VIEW	Required to set up iTPM accruals, and edit the accruals logs.	VIEW
Promotions	Custom Record	- iTPM Allowances	EDIT	Required for creating iTPM Allowance records. However, EDIT is recommended.	EDIT
Promotions	Custom Record	- iTPM Estimated Quantity	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Estimated Quantity records.	EDIT
Promotions	Custom Record	- iTPM Retail Event Information	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Retail Event Information records.	EDIT
Promotions	Custom Record	- iTPM KPI	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM KPI records.	EDIT
Promotions	Custom Record	- iTPM Promotion	EDIT	Required to create a new iTPM Promotion record	EDIT
Promotion	Custom Record	- iTPM Promotion Approver	EDIT	**OPTIONAL: For this role to approve promotions of other people, access must be EDIT for this custom record.**	EDIT
Promotions	Custom Record	- iTPM Promotion Planning	EDIT	Edit permission is required for any role that is creating and managing promotions.	EDIT
Promotions	Custom Record	- iTPM Promotion Close Permission	FULL	Optional: This permission enables the person to close promotions	FULL

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
Settlements Deductions	Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Settlements	Transactions	- iTPM Settlement	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.	EDIT
Settlements	Transactions	Make Journal Entry	CREATE	Required for expensing deductions, applying settlements to a check or deduction, voiding settlements, match to credit-memo and Re-Invoicing iTPM Deductions.	CREATE
Settlements	Transactions	Customer Payment	VIEW	Required to process short pays taken across multiple invoices.	VIEW
Deductions	Transactions	Invoice	VIEW	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	VIEW or higher
Deductions	Transactions	- iTPM Deduction	EDIT	**Recommended is EDIT since the iTPM Deduction needs to be resolved when Expensed, Re-Invoiced or Settled. This level should be set along with Make Journal Entry to avoid bad data and errors.** To delete deductions, set to FULL	EDIT
Settlements	Transactions	Statement Charge	CREATE	Needed to reinvoice invalid deductions	EDIT
Deductions	Setup	Import CSV file	FULL	Needed to use CSV Split and Bulk CSV Expense & Settlements	FULL
Deductions	Setup	Allow Non G/L changes	FULL	Needed to manage deductions in closed periods	FULL
Finance	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	EDIT	Required to set up iTPM accruals, and edit the accruals logs.	EDIT
Deductions	Custom Record	-iTPM Deductions Permission	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	EDIT
Deductions	Custom Record	-iTPM Deduction Reason Codes	EDIT	Edit is required to create and change reason codes	EDIT
Deductions	Custom Record	-iTPM Deduction Split	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions	Custom Record	-iTPM Discount Log, -iTPM Log lines	EDIT	Edit is required to apply off-invoice and net-bill allowances on sales orders	EDIT
Deductions	Custom Record	-iTPM Deduction Split Line	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Settlements	Custom Record	-iTPM Settlements Permissions	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.	EDIT
Settlements	Custom Record	-iTPM Resolution Queue	EDIT	Ability to see the processing queue for CSV bulk settlements and CSV bulk expenses, and CSV Splits	EDIT
Deductions	Custom Record	- iTPM Create DDN from JE permission	EDIT	This permission enables the role to create a deduction from a journal entry (... as lon as the JE is approved, and the role has the other required DDN permissions.)	EDIT

5.5 B: *i*TPM Administrator example role

The example role below also has *i*TPM Administrator rights to Promotions, Settlements and Deductions, *i*TPM preferences, promotions types, and other *i*TPM configurations.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
*i*TPM Administrator	Sales or Finance	*i*TPM Admin	Accounting Center	Has all *i*TPM permissions, including managing other people's promotions. Can reopen promotions.	Manages all *i*TPM Configurations. Can create and manage deductions, create, apply, and void settlements.

Role 🔒   ←   →   List   Search   System Notes

⌄ General

NAME
- iTPM Administrator

ID
customrole_itpm_administrator_2

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE

INTERNAL ID
1013

☐ CORE ADMINISTRATION PERMISSIONS

⌄ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

⌄ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

> ℹ️ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> ℹ️ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

Permissions by subtab follow on the next few pages…..

5.5 B: *iTPM Administrator* role permission for **TRANSACTIONS**:

⚠️ **NOTE: The** *- iTPM DEDUCTION* **and** *- iTPM Settlement* **record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	Full
- iTPM Deduction	Full
- iTPM Settlement	Full
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	Full
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Edit
Sales Order	Edit
Statement Charge	Edit

5.5 B: *i*TPM *Administrator* role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 B: *iTPM Administrator* role permission for **LISTS**:

5.5 B: *iTPM Administrator* role permission for **SETUP**:

> ⚠ **NOTE:** The *Allow Non G/L Changes* permission is needed to manage deductions in closed periods.
> **The *"Allow Non G/L changes"* permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

Note: If your *iTPM* Admin role does not see the all of the *iTPM* menu, (example, *iTPM -> Setup -> Deduction Reason Codes*), you need this permission: under ***Permission-> Setup: Custom Lists > VIEW***

Note: *SuiteScript Scheduling* permission = VIEW is required for the "*Process EVENT Plan*" button.

*i*TPM

5.5 B: *iTPM Administrator* role permissions for **CUSTOM RECORDS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | **Custom Record** • |

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	Edit	
- iTPM Accrual Log	Edit	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	
- iTPM Calendar Summary	Edit	
- iTPM Close Promotion Permission	Full	
- iTPM Deduction Mass Expense Queue	Full	
- iTPM Deduction Reason Codes	Edit	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Full	
- iTPM Deductions Delete Permission	Full	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	Edit	
- iTPM Discount Log Lines	Edit	
- iTPM Estimated Quantity	Full	
- iTPM Expense Queue	Edit	
- iTPM Item Period Share	Edit	
- iTPM KPI Queue	Edit	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	

RECORD	LEVEL	RESTRICT
- iTPM Mass Status Change Promo	Full	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	Edit	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Plan	Edit	
- iTPM Planning Permission	Full	
- iTPM Preferences	Edit	
- iTPM Program Accrual Setup	Full	
- iTPM Promo Status Update Queue	Edit	
- iTPM Promotion	Full	
- iTPM Promotion Activity	Full	
- iTPM Promotion Approver L1	Full	
- iTPM Promotion Approver L2	Full	
- iTPM Promotion Approver L3	Full	
- iTPM Promotion Approver L4	Full	
- iTPM Promotion Approver L5	Full	
- iTPM Promotion Period Share	Full	
- iTPM Promotion Planning	Full	
- iTPM Promotion Type	Full	
- iTPM Resolution Queue	Edit	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

5.5 C: *i*TPM Promotion Planner (*CREATE* and *SUBMIT* promotions) example role

Add these NetSuite permissions to the role for users that create *NEW* promotions and *SUBMIT* them for approval, and need READ ONLY access to settlements and deductions:

This example role can create and submit promotions, but has VIEW ONLY rights to Settlements and Deductions**.**

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Sales Planner	Sales	*i*TPM Promotion Planner	Sales Center	Creates, submits, and closes promotions.	View Only

> **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

5.5 C: *i*TPM Promotion Planner *role permissions for* **TRANSACTIONS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | Custom Record • |

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

5.5 C: *i*TPM Promotion Planner role permissions for **REPORTS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | Custom Record • |

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 C: *i*TPM Promotion Planner *role permissions for* **LISTS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | Custom Record • |

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

5.5 C: *i*TPM Promotion Planne*r* role permissions for **SETUP**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | Custom Record • |

PERMISSION	LEVEL
Custom Lists	View

5.5 C: *iTPM Promotion Planner* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

| Transactions • | Reports • | Lists • | Setup • | **Custom Record •** |

RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	None	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Edit	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE:

- If you want this role to be able to CLOSE promotions, add "- iTPM Close Promotion Permission" = FULL.
- The role above does NOT have access to the UPDATE ESTIMATE button on promotions. To give this role the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from EDIT to FULL.
- The above role can MODIFY approved promotions they own. Changes will not be applied until approved.

5.5 D: *i*TPM *VIEW* ONLY example role

Add these NetSuite permissions to the role for users that ONLY *VIEW* *i*TPM promotions, settlements and deductions:

The example role below has VIEW ONLY rights to Promotions, Deductions, and Settlements.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Operations	Operations	*i*TPM View Only	Sales Center	Views incremental volume on promotions to anticipate production needs for demand planning.	View Only

> **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

iTPM

5.5 D: *iTPM View Only* role permissions for **TRANSACTIONS**:

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

5.5 D: *iTPM View Only* role permissions for **REPORTS**:

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

5.5 D: *iTPM View Only* role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Calendar	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Income Registers	View
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

iTPM

5.5 D: *iTPM View Only* role permissions for **SETUP**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	**Setup •**	Custom Record •	

PERMISSION	LEVEL
Custom Lists	View
Custom Transaction Fields	View

5.5 D: *iTPM View Only* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	**Custom Record •**	

RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Mass Expense Queue	Create	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	View	
- iTPM Deduction Split Line	View	
- iTPM Deductions Permission	View	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	View	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPIs	View	
- iTPM Mass Status Change Promo	None	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	View	
- iTPM Statement Charge Change	View	

5.5 E: Three Example Promotion Planning + Approve example roles

Add these NetSuite permissions to the role for users that plan and approve promotions. You have the ability to configure promotion approval permissions for up to five approval thresholds. For each of those levels, you can also configure if the role can approve back-dated promotions, and if they can approve promotions they create. For more details, see section 1.14 on approval thresholds.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Sales VP	Sales	*i*TPM Planner & & Approve ALL	Sales Center	Create promotions, and **can approve any promotion, any condition.**	View Only
Sales Region Manager	Sales	*i*TPM Planner & Approver (+backdated)	Sales Center	Creates, submits, and closes promotions. **Can approve other people's back-dated promotions.**	View Only
Sales Manager	Sales	*i*TPM Planner & Standard Approver	Sales Center	Creates, submits, and closes promotions. **Approves future promotions created by other people.**	View Only

*i*TPM Promotion Planner & Standard Approver Role permissions

> **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

5.5 E: *iTPM Promotion Planner & Standard Approver* Role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	
Transactions •	Reports •	Lists •	Setup •	Custom Record •					

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

5.5 E: *iTPM Promotion Planner & Standard Approver* Role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	
Transactions •	**Reports •**	Lists •	Setup •	Custom Record •					

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

5.5 E: *iTPM Promotion Planner & Standard Approver* Role permissions for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	
Transactions •	Reports •	**Lists •**	Setup •	Custom Record •					

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

5.5 E: *iTPM Promotion Planner & Standard Approver* Role permissions for **SETUP**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   Lists •   **Setup** •   Custom Record •

PERMISSION	LEVEL
Custom Lists	View

This role uses saved CSV imports to upload Event Plans and Monthly Base Forecasts from an *i*TPM Excel planner template, so that's why this permission under the SETUP sublist:

PERMISSION	LEVEL
Import CSV File	Full

If you want this role to also use the "**PROCESS EVENT PLAN**" button on Event Plans, add this permission under the SETUP sublist:

SuiteScript	View

5.5 E: *iTPM Promotion Planner &* *Standard Approver* Role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions • Reports • Lists • Setup • **Custom Record •**

RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	View	
- iTPM Promotion Approver L2	View	
- iTPM Promotion Approver L3	View	
- iTPM Promotion Approver L4	View	
- iTPM Promotion Approver L5	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

Notes:
- The role above can APPROVE any promotion, with any Estimated Spend (Thresholds 1 through 5) as long as the promotion is FUTURE condition and the promotion was created by someone else.
- The role above does NOT have access to the UPDATE ESTIMATE button on promotions. To give this role the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- *iTPM Estimated Quantity*" record from EDIT to FULL.
- If you want this role to be able to CLOSE promotions, add "- *iTPM Close Promotion Permission*" = FULL.
- The above role can use the MODIFY button to request changes to approved promotions where they are the owner, and where they are the Sales rep in the customer record.
- To see the MODIFY button on all promotions, & to APPROVE or REJECT changes to approved promotions (including promotions not owned by the user), "- *iTPM Promotion Planning*" must be FULL.
- The *"- iTPM Mass Status Change Promo"* permission = EDIT allows the role to mass submit and mass close promotions they own and mass approve other people's promotions. If changed to FULL, this role can mass change any promotions as allowed by validations.

5.5 E: *iTPM Promotion Planner &* **Approve +backdated** Role permissions for **CUSTOM RECORDS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | **Custom Record •** |

RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	Edit	
- iTPM Promotion Approver L2	Edit	
- iTPM Promotion Approver L3	Edit	
- iTPM Promotion Approver L4	Edit	
- iTPM Promotion Approver L5	Edit	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE:
- The role above can APPROVE any promotion, with any Estimated Spend (Thresholds 1 through 5) as long as the promotion was created by someone else.
- The role above HAS access to the UPDATE ESTIMATE button on promotions. To remove the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from FULL to EDIT.
- If you want this role to be able to CLOSE promotions, add "- *iTPM Close Promotion Permission*" = FULL.
- The above role can use the MODIFY button to request changes to approved promotions where they are the owner, and where they are the Sales rep in the customer record.
- To see the MODIFY button on all promotions, & to APPROVE or REJECT changes to approved promotions (including promotions not owned by the user), "- *iTPM Promotion Planning*" must be FULL
- The *"- iTPM Mass Status Change Promo"* permission = EDIT allows the role to mass submit and mass close promotions they own and mass approve other people's promotions. If changed to FULL, this role can mass change any promotions as allowed by validations.

5.5 E: *iTPM Promotion Planner & Approve ALL* Role permissions for **CUSTOM RECORDS**:

RECORD	LEVEL	RESTRICT
Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • **Custom Record •**		
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Full	
- iTPM Monthly Base forecast	View	
- iTPM Plan	View	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver L1	Full	
- iTPM Promotion Approver L2	Full	
- iTPM Promotion Approver L3	Full	
- iTPM Promotion Approver L4	Full	
- iTPM Promotion Approver L5	Full	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

NOTE:
- The role above can APPROVE any promotion, any condition, with any Estimated Spend (Thresholds 1 through 5), including promotions created by the user.
- The role above HAS access to the UPDATE ESTIMATE button on promotions. To remove the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- *iTPM Estimated Quantity*" record from FULL to EDIT.
- To give a planning role the ability to edit and manage promotions created by other people, the "- *iTPM Promotion Type*" custom record permission must be EDIT or higher.
- This example role can close promotions they own because "- *iTPM Close Promotion*" permission is EDIT.
- The above role can use the MODIFY button to request changes to approved promotions where they are the owner, and where they are the Sales rep in the customer record.
- To see the MODIFY button on all promotions, & to APPROVE or REJECT changes to approved promotions (including promotions not owned by the user), "- *iTPM Promotion Planning*" must be FULL
- The *"- iTPM Mass Status Change Promo"* permission = EDIT allows the role to mass submit and mass close promotions they own and mass approve other people's promotions. If changed to FULL, this role can mass change any promotions as allowed by validations.

5.5 F: *i*TPM Broker Partner (APC Custom Center) **broker** example role

> ℹ️ **Helpful Hint:** For broker access, we recommend using the (Limited Access) role, and NOT this Advanced Partner Center Role. For pros and cons on what role to use, email support@cgsquared.com.

> ⚠️ **NOTE: Do not add global search (Search = View) permission to your broker users.**
> Adding VIEW to this permission gives your broker partners access to the NetSuite global search.

> ⚠️ **NOTE**: Brokers are not your employees. Be sure to use this (**APC Custom Center)** role along with standard NetSuite permissions functionality to restrict the Broker access to only what they need. This custom center and custom role restricts users from seeing data for customers that are not owned by their broker organizations.
> Always test to confirm your NetSuite configurations do not allow brokers access to any data you do not want them to see.

> ⚠️ **IMPORTANT:** The "- *iTPM Broker (Adv. Partner Center, only Planning)*" role is recognized by NetSuite as using the less expensive NetSuite Advanced Partner Center role. **However, this role can not be completely locked down.** This uses the native NetSuite "Partner" field in the customer record.
>
> The "- *iTPM Broker (APC Custom center)*" role has the same *i*TPM functionality, and with the custom center it prevents brokers from access beyond *i*TPM promotion planning. Although this custom center role has less functionality, from a license perspective, NetSuite considers it a full NetSuite user license. Contact your CG Squared and NetSuite representative for financial considerations.   This role uses the "iTPM Partner" custom field in the customer record for filtering access.

This is a role for brokers that create *NEW* promotions and *SUBMIT* them for approval, and need READ ONLY access to settlements and deductions:

This role can create and submit promotions, but has VIEW ONLY rights to Settlements and Deductions**.**

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Broker This role uses an Advanced Partner Center login ID.	Sales	Broker Partner (APC Custom Center)	Custom Center, Only APC users.	Creates, submits, and closes promotions. To see promotions, access to the customer must be given to the broker user's APC login ID.	View Only To see deductions, access to the customer must be given to the broker user's APC login ID.

5.5 F: For broker partners to use *i*TPM, enable the Netsuite Feature "**Advanced Partner Access"**.
- Go to *Setup -> Company -> Enable Features*
- Go to the *Web Presence* subtab, and scroll down to the *Access* section.
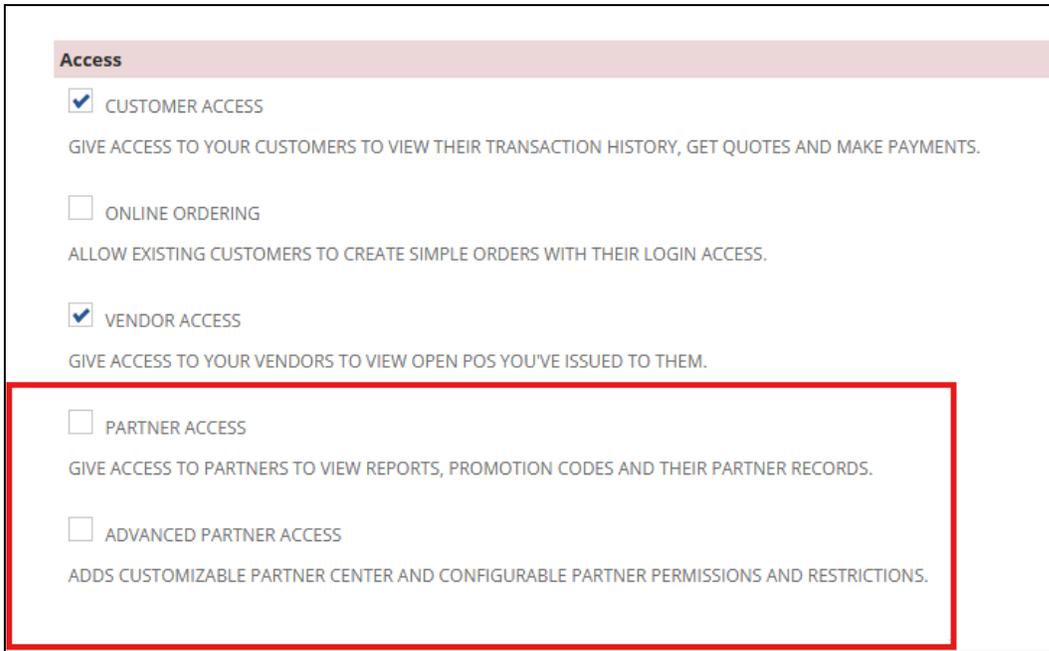
5.5 F: Testing your broker role access:

Here are steps to login as your broker to confirm your broker as appropriate access to plan promotions
1. Login using a role that has access to view employee records.
2. Search and view a partner record. Global search example: Partner: ABC Broker
3. Go to the ACCESS subtab.
4. Click on "Login as partner"
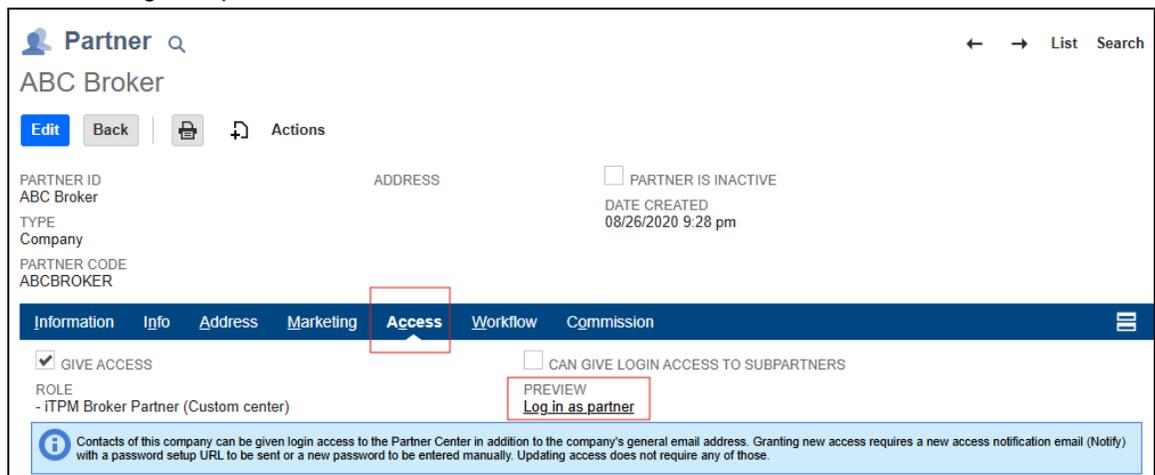
There are several saved searches that are specific to the broker partner role. These are used to prevent brokers from seeing promotions that's not 'owned' by their broker organization.

The "*iTPM Partner*" field is used in the customer record to restrict access.
If you want a broker to see and manage promotions for a customer, populate the broker partner name into the "*iTPM Partner*" field in the customer record.

5.5 F: Example The saved search called "*- iTPM Partner Promotion List (iTPM)*" prevents broker partner users from seeing promotions for customers that are not 'owned' by their broker organization. This saved search is used under the Searches subtab, Custom Records sublist on the role.

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role (**continued**)

Note: If your NetSuite account was provisioned after 2017.1, you may not have the Partner Role checkbox.
Until this feature is available, be sure to lock down all permissions so brokers have appropriate access.

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role **TRANSACTIONS**:

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role **REPORTS**:

*i*TPM

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Customers	View
Documents and Files	View
Export Lists	Create
Items	View
Notes Tab	Create

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role **SETUP**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Accounting Lists	View
Custom Lists	View
Custom Record Types	View

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports	Lists •	Setup •	Custom Record •

RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Calendar Summary	Edit	Viewing and Editing
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Modify Approved Promotion	Edit	
- iTPM Monthly Base forecast	View	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	None	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

*i*TPM

5.5 F: *i*TPM Broker Partner (APC Custom Center) Role (**continued**)

Be sure to review and remove ALL of the permissions in ALL of the subtabs and sublists for a broker role.

These are important restrictions to limit the broker view to only their customers:

> **Helpful Hint:** The two broker roles use a different file in the customer record. Be aware of these differences so you know which field to populate:
>
> The "- *iTPM Broker (Adv. Partner Center, only Planning)*" role uses the native NetSuite "Partner" field in the customer record. We do not recommend using this role. This role gives access to NetSuite data that is not appropriate for brokers.
>
> The "- *iTPM Broker (APC Custom center)*" role uses the "iTPM Partner" custom field in the customer record for filtering access.

> **Helpful Hint: For broker access, we recommend using the (Limited Access) roles**, and NOT the Advanced Partner Center Role. For pros and cons on what role to use, email support@cgsquared.com.

*i*TPM

5.5 F: How to provide Broker Access to Specific Customers

Visibility to NetSuite Limited Access roles is controlled by a field in the customer record.

To give a broker visibility to a customer for promotions, deductions, and settlements.

Step 1: *Lists -> Relationships -> Customers*

Step 2: **EDIT** the customer

Step 3: Go to the *iTPM* **subtab**, and **select the broker IDs that need access**.
   The field is "iTPM Partner", which is a list of your APC brokers.
   In this APC role, only one broker can be selected for a customer.

Step 4: **Save**

> **Helpful Hint:** Instead of using the APC broker role, we recommend using the Limited Access roles, which supports multi-select, allowing you to assign multiple broker login IDs to the same NetSuite customer.

> **Helpful Hint:** If you need to give your brokers access to many customers, you can populate the "*iTPM Include Employees*" field using a standard NetSuite CSV import. For help, email support@cgsquared.com.

5.5 G: iTPM Broker + DDN View (APC Custom Center) example broker role

This role is similar to the iTPM Broker Partner (APC Custom Center) Role. In addition to promotion planning, this role provides view access to deductions.

> **ⓘ Helpful Hint: For broker access, we recommend using the (Limited Access) roles**, and NOT the Advanced Partner Center Role. For pros and cons on what role to use, email support@cgsquared.com.

Role

← → List Search System Notes

[Edit] [Back]

∨ General

NAME
- iTPM Broker + DDN view (APC Custom Center)
ID
customrole_itpm_broker_ddn_view_cc_role
CUSTOM/STANDARD
Custom
CENTER TYPE
- iTPM Broker + DDN view (APC Center)
EMPLOYEE RESTRICTIONS
own and subordinates only   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☑ RESTRICT TIME AND EXPENSES
☑ SALES ROLE
☐ SUPPORT ROLE
☑ PARTNER ROLE
☐ INACTIVE
INTERNAL ID
1252
☐ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
 ALL
 ACTIVE
X USER SUBSIDIARY
 SELECTED
☐ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required
DURATION OF TRUSTED DEVICE
Per session

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History

Transactions • Reports Lists • Setup • Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View

*i*TPM

5.5 H: *i*TPM Planning + DDN View (Limited Access) example broker role

This is a role for brokers that create *NEW* promotions and *SUBMIT* them for approval, and need READ ONLY access to settlements and deductions:

This example role can create and submit promotions, but has VIEW ONLY rights to Settlements and Deductions.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Broker This role uses a standard employee login ID.	Sales	Planning + DDN View (Limited Access)	Custom Center to limit access to only what is needed for a broker.	Creates, submits, and closes promotions. To see promotions, access to the customer must be given to the broker user's employee' login ID.	View Only To see deductions, access to the customer must be given to the broker user's employee' login ID.

Role

← → List Search System Notes

Edit   Back

∨ General

NAME
- iTPM Planning + DDN view (Limited Access)
ID
customrole_itpm_planning_ddns_cus_ct
CUSTOM/STANDARD
Custom
CENTER TYPE
- iTPM Planning + DDNs (Limited Access)
EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE
INTERNAL ID
1253
☐ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
X ACTIVE
USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required
DURATION OF TRUSTED DEVICE
Per session

ⓘ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

ⓘ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

5.5 H: *iTPM Planning + DDNs (Limited Access)* role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	View
- iTPM Settlement	View
Bills	View
Check	View
Credit Memo	View
Customer Payment	View
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	View
Posting Period on Transactions	View
Statement Charge	View

5.5 H: *iTPM Planning + DDNs (Limited Access)* for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 H: *iTPM Planning + DDNs (Limited Access)* for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tax Records	View
Tax Schedules	View
Unbilled Receivable Registers	View
Units	View

5.5 H: *iTPM Planning + DDNs (Limited Access)* for **SETUP**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •   Reports •   Lists •   **Setup** •   Custom Record •

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

5.5 H: *iTPM Planning + DDNs (Limited Access)* for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •   Reports •   Lists •   Setup •   **Custom Record** •

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Calendar Summary	Edit	Viewing and Editing
- iTPM Close Promotion Permission	Edit	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	View	
- iTPM Deduction Split Line	View	
- iTPM Deductions Permission	View	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	Edit	
- iTPM Expense Queue	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Edit	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Plan	Edit	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	
- iTPM Statement Charge Change	View	

*i*TPM

5.5 H: NOTE on Custom Record Access (previous page):

- If you want this role to be able to CLOSE promotions, add "- iTPM Close Promotion Permission" = FULL.
- The role above does NOT have access to the UPDATE ESTIMATE button on promotions. To give this role the ability to update estimated quantity and lump-sums in an approved promotion, change the permission of the "- iTPM Estimated Quantity" record from EDIT to FULL.
- The above role can MODIFY approved promotions they own. Changes will not be applied until approved.

5.5 H: How to provide Broker Access to Specific Customers

Visibility to NetSuite Limited Access roles is controlled by a field in the customer record.

To give a broker visibility to a customer for promotions, deductions, and settlements.

Step 1: *Lists -> Relationships -> Customers*
Step 2: **EDIT** the customer
Step 3: Go to the *iTPM* subtab, and **multi-select the broker IDs that need access**.
Step 4: **Save**

> **(i)** **Helpful Hint:** Populating the Broker ID in the "*iTPM Include Employees*" field in the customer record provides access to both limited access roles.

> **(i)** **Helpful Hint:** If you need to give your brokers access to many customers, you can populate the "*iTPM Include Employees*" field using a standard NetSuite CSV import. For help, email support@cgsquared.com.

*i*TPM

5.5 I: *i*TPM Deductions + Settlements (Limited Access) example broker role

This role has VIEW only for promotions, can manage settlements & deductions, including creating and resolving deductions, and voiding applied settlements. This example role below has VIEW ONLY rights to Promotions.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Broker	Deduction Team	Deductions + Settlements (Limited Access)	Custom Center	Only views promotions To see promotions, access to the customer must be given to the broker user's employee' login ID.	Can create and manage deductions, create, apply and void settlements, & create JEs. To see deductions, access to the customer must be given to the broker user's employee' login ID.

ℹ️ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

ℹ️ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

⚠️ **NOTE: If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**

5.5 I: *iTPM Settlements + Deductions (Limited Access)* role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

⚠️ **NOTE: The** *- iTPM DEDUCTION* **and** *- iTPM Settlement* **record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

5.5 I: *iTPM Settlements + Deductions (Limited Access)* role permissions for **REPORTS**:
(Account Detail permission is required to view the Open Deductions by Month report)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 I: *iTPM Settlements + Deductions (Limited Access)* role permissions for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tax Records	View
Tax Schedules	View
Unbilled Receivable Registers	View
Units	View

5.5 J: *iTPM Settlements + Deductions (Limited Access)* role permissions for **SETUP**:

       (The **IMPORT CSV File** permission is required to use CSV Bulk Expense and CSV SPLIT)

       (The **Set Up Company = VIEW** permission is required for checking date formats on CSV Splits.)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Delete Event	Full
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

⚠️   **NOTE: The *"Allow Non G/L changes"* permission must be FULL to prevent creating bad data when editing deductions in closed periods.** We recommend using the "Non G/L Change" button to change attributes of deductions in closed periods.

5.5 I: *iTPM Settlements + Deductions (Limited Access)* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions •   Reports •   Lists •   Setup •   **Custom Record •**

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Calendar Summary	Edit	Viewing and Editing
- iTPM Close Promotion Permission	View	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Mass Status Change Promo	View	
- iTPM Modify Approved Promotion	View	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	View	
- iTPM Plan	View	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	View	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Edit	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

> **ⓘ**   **Helpful Hint:** This deduction role must have EDIT permission to the '- *iTPM Promotion*' record to enable *i*TPM scripts to update stored KPIs of PENDING and REQUESTED amounts in real time. EDIT access to the promotion header alone does not give this role the ability to create complete promotions.

5.5 I: How to provide Broker Access to Specific Customers

Visibility to NetSuite Limited Access roles is controlled by a field in the customer record.

To give a broker visibility to a customer for promotions, deductions, and settlements.

Step 1: *Lists -> Relationships -> Customers*
Step 2: **EDIT** the customer
Step 3: Go to the *iTPM* **subtab**, and **multi-select the broker IDs that need access**.
Step 4: **Save**
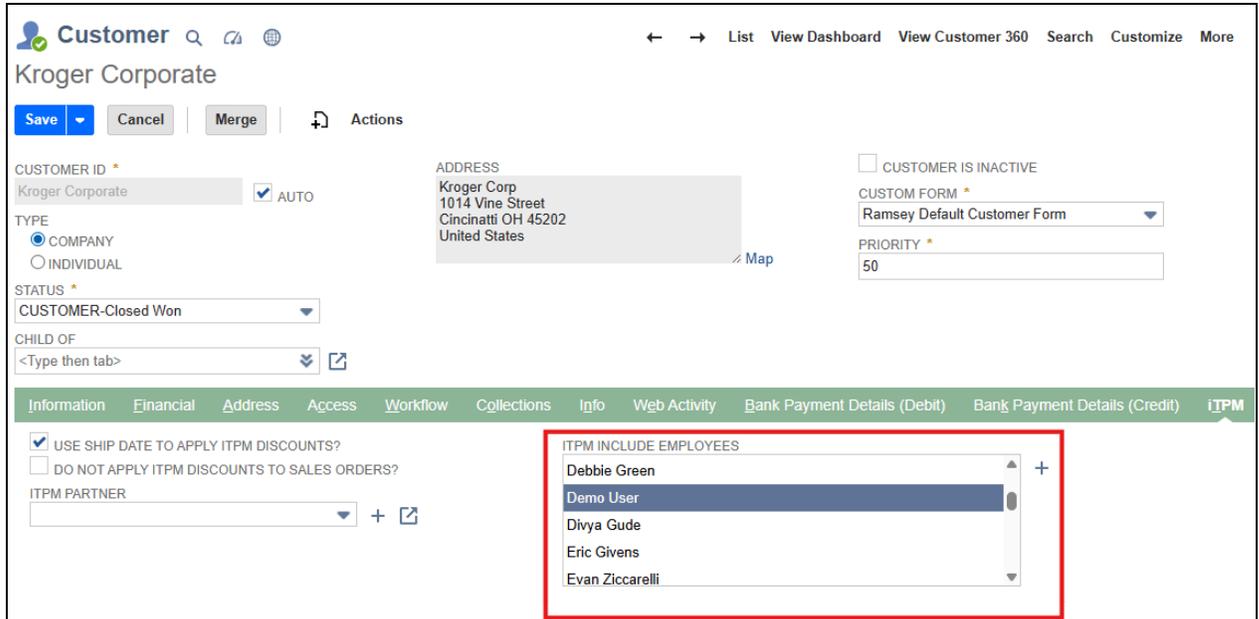
> **Helpful Hint:** Populating the Broker ID in the "*iTPM Include Employees*" field in the customer record provides access to both limited access roles.

> **Helpful Hint:** If you need to give your brokers access to many customers, you can populate the "*iTPM Include Employees*" field using a standard NetSuite CSV import. For help, email support@cgsquared.com.

*i*TPM

5.5 J: *i*TPM Manage Settlements & Deductions example role

This role has VIEW only for promotions, can manage settlements & deductions, including creating and resolving deductions, and voiding applied settlements. This example role below has VIEW ONLY rights to Promotions.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Accounts Receivable	Finance	*i*TPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can create and manage deductions, create, apply and void settlements, & create JEs.

Role 🔒

List   Search   System Notes

∨ General

NAME
- iTPM Settlements & Deductions

ID
customrole_itpm_settlements_deducti_2

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ INACTIVE

INTERNAL ID
1862

☐ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

☐ ENABLE ESTIMATED LANDED COST
☐ ENABLE CUSTOMER PART NUMBER

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

☐ ENABLE ITEM SUBSTITUTION
☐ CASH 360 ACCESS

> ℹ️ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> ℹ️ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

> ⚠️ **NOTE: If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**

*i*TPM

5.5 J: *i*TPM *Manage Settlements & Deductions* role permissions for **TRANSACTIONS**:

> ⚠️ **NOTE: The** *- iTPM DEDUCTION* **and** *- iTPM Settlement* **record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Fulfillment	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

5.5 J: *i*TPM *Manage Settlements & Deductions* role permissions for **REPORTS**:
   (Account Detail permission is required to view the Open Deductions by Month report)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 J: *iTPM Manage Settlements & Deductions* role permissions for **LISTS**:

Transactions •   Reports •   **Lists** •   Setup •   Custom Record •

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Unbilled Receivable Registers	View
Units	View

5.5 J: *iTPM Manage Settlements & Deductions* role permissions for **SETUP**:
(The **IMPORT CSV File** permission is required to use CSV Bulk Expense and CSV SPLIT)
(The **Set Up Company = VIEW** permission is required for checking date formats on CSV Splits.)

> ⚠ **NOTE: The** *"Allow Non G/L changes"* **permission must be FULL to prevent creating bad data when editing deductions in closed periods.   We recommend using the "Non G/L Change" button to change attributes of deductions in closed periods.**

Transactions •   Reports •   Lists •   **Setup** •   Custom Record •

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

5.5 J: *iTPM Manage Settlements & Deductions* role permissions for **CUSTOM RECORDS**:

| Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History | ☰ |

| Transactions • | Reports • | Lists • | Setup • | **Custom Record •** |

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	

RECORD	LEVEL	RESTRICT
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Create	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

ℹ **Helpful Hint:** This deduction role must have EDIT permission to the '- *iTPM Promotion*' record to enable *i*TPM scripts to update stored KPIs of PENDING and REQUESTED amounts in real time. EDIT access to the promotion header alone does not give this role the ability to create complete promotions.

*i*TPM

5.5 K: *i*TPM Manage Settlements & Deductions ADMIN (UNDO option) example role

This role has VIEW only for promotions, full management of settlements & deductions, including creating and resolving deductions, and voiding applied settlements. This role can delete deductions, settlements and journal entries. This role can also change the customer in a deduction, and Mass Expense deductions through the UI.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Finance Manager	Finance	*i*TPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can create and manage deductions, create, apply and void settlements. Extra JE approval permission needed to use the UNDO button on JEs.

Role 🔒

← → List Search System Notes

✓ General

NAME
- iTPM Settlements & Deductions (Admin)
ID
customrole_itpm_setl_and_ddn_admin
CUSTOM/STANDARD
Custom
CENTER TYPE
Accounting Center
EMPLOYEE RESTRICTIONS
none - no default ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE
INTERNAL ID
1142
☐ CORE ADMINISTRATION PERMISSIONS

✓ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

✓ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required
DURATION OF TRUSTED DEVICE
Per session

ℹ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

ℹ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

⚠ **NOTE: If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**

5.5 K: *iTPM Manage Settlements & Deductions ADMIN* role permissions for **TRANSACTIONS**:

> ⚠️ **NOTE: The _- iTPM Deduction_ and _- iTPM Settlement_ record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions • Reports • Lists • Setup • Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	Full
- iTPM Deduction	Full
- iTPM Settlement	Full
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Edit
Posting Period on Transactions	Edit
Statement Charge	Full

> ℹ️ **Helpful Hint:** To use the UNDO EXPENSE button on a journal entry created by *i*TPM, the role will need the "Journal Approval" permission of EDIT or higher:
>
> Your admin team may also need to change the "- iTPM SU Undo Expense" Suitelet to execute as role "Administrator".
>
> | ● Journal Approval ● | ● Edit |
> |---|---|
> | Make Journal Entry | Edit |
>
> If your organization created customized workflows for journal entry approval, changes are needed for journal entries created by *i*TPM. Email support@cgsquared.com for for more information.

5.5 K: *iTPM Manage Settlements & Deductions ADMIN* role permissions for **REPORTS**:
    (Account Detail permission is required to view the Open Deductions by Month report)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

Transactions • **Reports •** Lists • Setup • Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 K: *iTPM Manage Settlements & Deductions ADMIN* role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Unbilled Receivable Registers	View
Units	View

(Tabs shown: Permissions, Restrictions, Forms, Searches, Users, Preferences, Dashboard, Translation, History)
(Sub-tabs: Transactions • Reports • **Lists •** Setup • Custom Record •)

5.5 K: *iTPM Manage Settlements & Deductions ADMIN* role permissions for **SETUP**:
    (The *IMPORT CSV File* permission is required to use CSV Bulk Expense and CSV SPLIT)
    (The *Set Up Company* = **VIEW** permission is required for checking date formats on CSV Splits.)

⚠️ **NOTE:** The *"Allow Non G/L changes"* permission must be FULL to prevent creating bad data when editing deductions in closed periods.   We recommend using the "Non G/L Change" button to change attributes of deductions in closed periods.

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

(Tabs shown: Permissions, Restrictions, Forms, Searches, Users, Preferences, Dashboard, Translation, History)
(Sub-tabs: Transactions • Reports • Lists • **Setup •** Custom Record •)

*i*TPM

5.5 K: *iTPM Manage Settlements & Deductions ADMIN* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   Lists •   Setup •   **Custom Record •**

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	Edit	
- iTPM Accrual Log	Full	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Mass Expense Queue	Full	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Edit	
- iTPM Deductions Delete Permission	Full	
- iTPM Deductions Permission	Full	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Mass Status Change Promo	None	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Full	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Create	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Full	
- iTPM Statement Charge Change	Edit	

Helpful Hint: Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict brokers to only those customers & data you want them to access.

*i*TPM

5.5 L: *i*TPM Manage Settlements & Deductions (MINUS VOID) example role

This EXAMPLE role below has VIEW ONLY rights to Promotions, EDIT and SPLIT deductions and create and resolve deductions. This role CANNOT create, expense, or resolve deductions, and can NOT VOID settlements.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Accounts Receivable	Finance	*i*TPM Settlements, Deductions (minus void)	Accounting Center	Only views promotions	Can create and manage deductions, create and apply settlements, but no journals. May create Settlement Adjustments linked to payments

Role 🔒

← →   List   Search   System Notes

∨ General

NAME
- iTPM Settlements & Deductions MINUS Apply Void

ID
customrole_itpm_settddn_noapplyvoid

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE

INTERNAL ID
1134

☐ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required
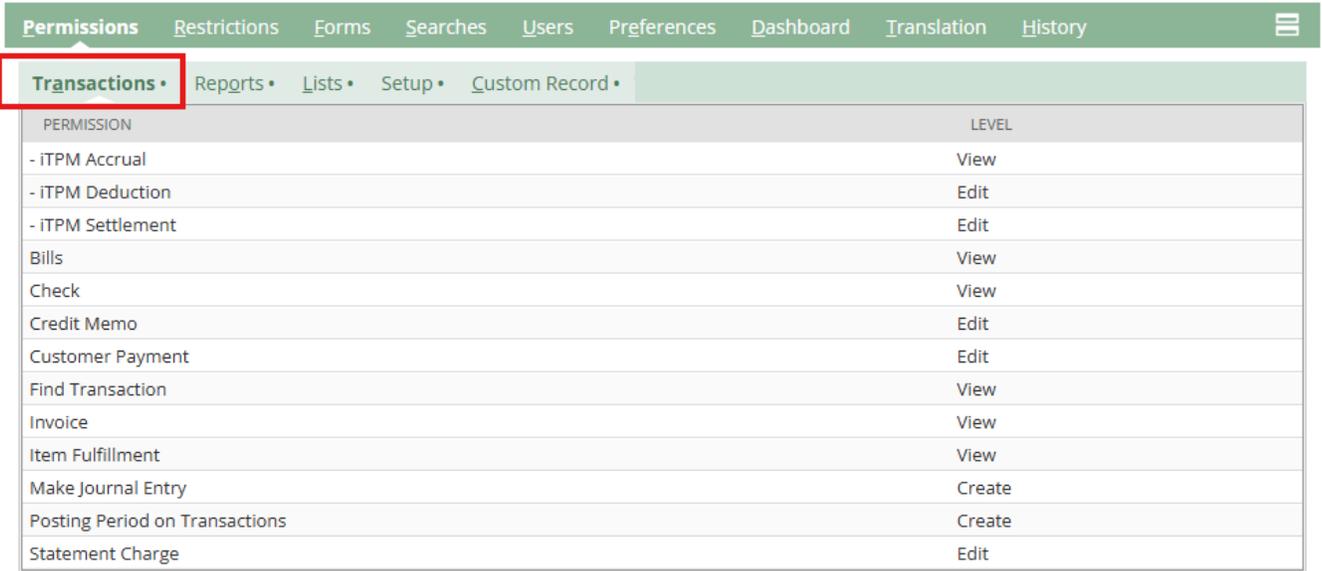DURATION OF TRUSTED DEVICE
Per session

ⓘ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

ⓘ **Note:** This role is called "MINUS Void" because promotionals settlements can be created, but not voided. This is because the permission for "- iTPM Settlement' is only CREATE, not EDIT.
This role CANNOT resolve non-promotional deductions, because this role does not have permission to create Journal Entries.

⚠️ **NOTE: If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**
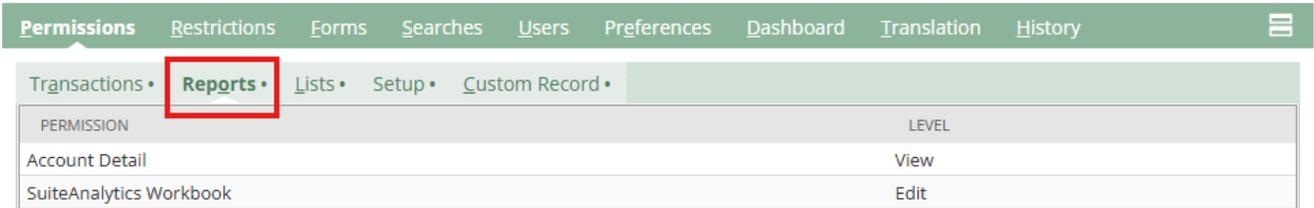
5.5 L: *iTPM Settlements & Deductions MINUS Void* role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

| Transactions • | Reports • | Lists • | Setup • | Custom Record • | |

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Create
Bills	View
Check	View
Credit Memo	View
Customer Payment	View
Find Transaction	View
Invoice	View
Item Shipment	View
Statement Charge	Create

⚠️ **NOTE:** The **- *iTPM* DEDUCTION record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate this custom transaction permission. **Failure to correctly set these permissions can result in the creation of bad data in NetSuite.**

5.5 L: *iTPM Settlements & Deductions MINUS Void* role permissions for **REPORTS**:
(Account Detail permission needed to view Open Deductions by Month Report)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

| Transactions • | Reports • | Lists • | Setup • | Custom Record • | |

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

iTPM

5.5 L: *iTPM Settlements & Deductions MINUS Apply Void* role permissions for LISTS:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   **Lists** •   Setup •   Custom Record •

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Units	View

5.5 L: *iTPM Settlements & Deductions MINUS Void* role permissions for **SETUP**:
(The *IMPORT CSV File* permission is required to use CSV Bulk Expense and CSV SPLIT)
(The *Set Up Company* VIEW permission is required for checking date formats on CSV Splits.)

⚠️ **NOTE: The** *"Allow Non G/L changes"* **permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   Lists •   **Setup** •   Custom Record •

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
SuiteScript	View
SuiteScript Scheduling	Full

5.5 L: *iTPM Settlements & Deductions MINUS Void* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	☰

| Transactions • | Reports • | Lists • | Setup • | **Custom Record •** |

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	Create	
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

> ℹ️ **Helpful Hint:** Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict brokers to only those customers & data you want them to access.

5.5 M: *i*TPM Manage Promotions, Settlements & Deductions (Not Admin) example role

This EXAMPLE role below can create and submit promotions, create, manage and resolve deductions, void applied settlements, and use CSV Bulk Imports including Split, Expense and Settlements.

This example role does NOT have permissions to approve promotions. This is easy to add: Add VIEW or higher permission to the custom record - *iTPM Promotion Approval*.

This example role is NOT an *i*TPM admin role. It does NOT have permission to create and edit any of the *i*TPM configurations. This role does NOT have the ability to edit other people's promotions.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Trade Marketing Manager	Sales	*i*TPM Planning, Settlements & DDN (non-admin)	Sales Center	Creates, submits, and closes promotions.	Can split and manage deductions, create and void settlements.

Helpful Hint: If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

Helpful Hint: Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

NOTE: **If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**

5.5 M: *iTPM Planning, Settlements, DDNs (non-admin)* role permissions for **TRANSACTIONS**:

⚠️ **NOTE: The - *iTPM Deduction* and - *iTPM Settlement* record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Accrual	View
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Bills	View
Check	View
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Shipment	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

5.5 M: *iTPM Planning, Settlements, DDNs (non-admin)* role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 M: *iTPM Planning, Settlements, DDNs (non-admin)* role permissions for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Unbilled Receivable Registers	View
Units	View

5.5 M: *iTPM Planning, Settlements, DDNs (non-admin)* role permissions for **SETUP**:
(The *IMPORT CSV File* permission is required to use CSV Bulk Expense and CSV SPLIT)
(The *Set Up Company* VIEW permission is required for checking date formats on CSV Splits.)

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

> ⚠️ **NOTE: The *"Allow Non G/L changes"* permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

5.5 M: *iTPM Planning, Settlements, DDNs (non-admin)* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions • Reports • Lists • Setup • **Custom Record** •

RECORD	LEVEL	RESTRICT
- iTPM Event Accrual Setup	View	
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Calendar Summary	Edit	Editing Only
- iTPM Close Promotion Permission	Edit	
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	Edit	
- iTPM Expense Queue	Edit	
- iTPM Item Period Share	View	
- iTPM KPI Queue	Create	
- iTPM KPI Queue (Draft Promotions)	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	

RECORD	LEVEL	RESTRICT
- iTPM Mass Status Change Promo	Edit	
- iTPM Modify Approved Promotion	Edit	
- iTPM Monthly Base forecast	View	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Plan	Edit	
- iTPM Planning Permission	Edit	
- iTPM Preferences	View	
- iTPM Program Accrual Setup	Full	
- iTPM Promo Status Update Queue	Create	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Period Share	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	Edit	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	Edit	
- iTPM Statement Charge Change	Edit	

NOTE: If you want to customize this role and add promotion approvals, details are in section 1.14, promotion approval permissions and thresholds. Additional examples of promotion planning permissions are in the promotion planning & approve roles:

5.5 N: *i*TPM Manage Deductions (Includes APPLY, VOID) example role

This role can create, manage and resolve deductions. (Does NOT include resolution with settlements, and does NOT include promotion viewing.)

This example role has ONLY permissions to create deductions, resolve them, but does NOT include settlements.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Accounts Receivable	Finance, no *i*TPM promotions	*i*TPM Deductions ONLY	Accounting Center	No promotions in *i*TPM, therefore no view of promotions.	Deductions only, NO settlements

Role 🔒   ←   →   List   Search   System Notes

∨ General

NAME
- iTPM Deductions

ID
customrole_itpm_deductionsonly

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE

INTERNAL ID
1136

☐ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

> ℹ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> ℹ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

> ⚠ **NOTE: If deductions are taxable, "Bad Data" can be created if you do not have all suggested iTPM role permissions added to roles that create settlements and manage deductions.**

5.5 N: *iTPM Manage Deductions* role permissions for **TRANSACTIONS**:

⚠️ **NOTE: The** *- iTPM DEDUCTION* **and** *- iTPM Settlement* **record permissions MUST be correct for your role.** NetSuite does not enable *i*TPM to validate these two custom transaction permissions. **Failure to correctly set these two permissions can result in the creation of bad data in NetSuite.**

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   Lists •   Setup •   Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Make Journal Entry	Create
Posting Period on Transactions	Create
Statement Charge	Edit

ℹ️ **Helpful Hint:** To use the UNDO EXPENSE button on a journal entry created by *i*TPM, the role will need the "*Journal Approval*" permission and the "*Make Journal Entry*" permissions = EDIT or higher.

● Journal Approval ●	● Edit
Make Journal Entry	Edit

5.5 N: *iTPM Manage Deductions* role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   **Reports •**   Lists •   Setup •   Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit

5.5 N: *iTPM Manage Deductions* role permissions for **LISTS**:

PERMISSION	LEVEL
Accounts	View
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Units	View

5.5 N: *iTPM Manage Deductions* role permissions for **SETUP**:

'Import CSV File' permission is required to use **CSV** Bulk Expense and CSV Split features:
    (The *Set Up Company* VIEW permission is required for checking date formats on CSV Splits.)

⚠️ **NOTE: The** *"Allow Non G/L changes"* **permission must be FULL to prevent creating bad data when editing deductions in closed periods.**

PERMISSION	LEVEL
Allow JS / HTML Uploads	Full
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View
Import CSV File	Full
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

5.5 N: *iTPM Manage Deductions* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History

Transactions •   Reports •   Lists •   Setup •   **Custom Record •**

RECORD	LEVEL	RESTRICT
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Change Cust Permission	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Expense Queue	Edit	
- iTPM NonGL MassUpdate Queue	Edit	
- iTPM Preferences	View	
- iTPM Resolution Queue	Create	
- iTPM Settlements Permission	Edit	

*i*TPM

5.5 O: *i*TPM Customer Service SO (apply OI to sales orders) example role

This example role has permissions to only view *i*TPM promotions, settlements and deductions.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Customer Service	Finance or Operations	*i*TPM Customer Support	Support Center	Applies off-invoice to sales orders. Views promotions when needed.	View only

Helpful Hint: If you need to make this *i*TPM standard role visible to a team that manages sales orders that uses the 'shipping' custom center, use these steps to make the *i*TPM menu visible:
- Go to *Customizations -> Centers and Tabs -> Center Tabs*
- EDIT the *i*TPM center tab menu for the *Support Center*, and
- Change the CENTER to *Shipping* … or the center used by your team.

Center Tab

Save ▾ Cancel Change ID | Actions

LABEL *
iTPM

CENTER *
Support Center

Role 🔒   ← →   List   Search   System Notes

∨ **General**

NAME
- iTPM Customer Service SO

ID
customrole_itpm_customer_service

CUSTOM/STANDARD
Custom

CENTER TYPE
Support Center

PARENT ROLE
Support Person

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☑ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE

INTERNAL ID
1137

☐ CORE ADMINISTRATION PERMISSIONS

∨ **Subsidiary Restrictions**

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☑ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ **Authentication**

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

Helpful Hint: Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

iTPM

5.5 O: *iTPM Customer Support SO* role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Credit Memo	Create
Customer Payment	View
Find Transaction	Full
Invoice	View
Receive Order	Full
Receive Returns	Create
Refund Returns	Full
Return Auth. Approval	Full
Return Authorization	Full
Sales Order	Full

5.5 O: *iTPM Customer Support SO* role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
Sales Order Fulfillment Reports	View
Sales Order Reports	View
Sales Order Transaction Report	View
SuiteAnalytics Workbook	Edit
Support	View
Transaction Detail	View

5.5 O: *iTPM Customer Support SO* role permissions for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Customers	Edit
Departments	View
Documents and Files	Full
Export Lists	Create
Items	View
Mass Updates	Edit
Notes Tab	Create
Perform Search	Full
Subsidiaries	View
Tasks	Full
Units	View

5.5 O: *iTPM Customer Support SO* role permissions for **SETUP**:

PERMISSION	LEVEL
Custom Body Fields	View
Custom Entity Fields	View
Custom Entry Forms	View
Custom Fields	View
Custom Lists	View
Custom Sublist	View
Custom Transaction Fields	View
Custom Transaction Forms	View
Set Up Company	View
SuiteScript	View
SuiteScript Scheduling	Full

NOTE: If you want this role to also use the "**Process OI Now**" and "**Apply or ReApply Discounts**" buttons on sales orders, add this permission under the SETUP sublist: SuiteScript = VIEW

5.5 O: *iTPM Customer Support SO* role permissions for **CUSTOM RECORDS**:

RECORD	LEVEL	RESTRICT
- iTPM Allowances	View	
- iTPM Calendar	View	Editing Only
- iTPM Calendar Summary	View	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deductions Permission	View	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Planning Permission	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	View	

iTPM

5.5 P: *i*TPM Deduction Approver example role

This example role has permissions to only view iTPM promotions, settlements and Non G/L changes to deductions, which includes changing the Deduction Research Status to Approved or Rejected.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
Deduction Approver	Sales team	*i*TPM Deduction Approver	Sales Center	Can approve, not-approve deductions, and Non G/L changes, add notes	View only

Role 🔒

← → List Search System Notes

⌄ General

NAME
- iTPM Deduction Approver

ID
customrole_itpm_ded_approvalrole

CUSTOM/STANDARD
Custom

CENTER TYPE
Sales Center

EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☑ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE

INTERNAL ID
1138

☐ CORE ADMINISTRATION PERMISSIONS

⌄ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
X USER SUBSIDIARY
SELECTED
☐ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

⌄ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

> ℹ **Helpful Hint:** If you have multiple subsidiaries, you may need to check the "Allow cross-subsidiary record viewing" checkbox on the role to view deductions, settlements, etc.

> ℹ **Helpful Hint:** Section 5.7 Adding iTPM permissions to your custom roles shows you how to compare your custom role to a standard *i*TPM role so you know what permissions to add to your role.

5.5 P: *iTPM Deduction Approver* role permissions for **TRANSACTIONS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Shipment	View
Statement Charge	View

5.5 P: *iTPM Deduction Approver* role permissions for **REPORTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Account Detail	View
SuiteAnalytics Workbook	Edit
Transaction Detail	View

5.5 P: *iTPM Deduction Approver* role permissions for **LISTS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	Custom Record •

PERMISSION	LEVEL
Address List in Search	Full
Bulk Processing Submissions	View
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Entity-Subsidiary relationship	View
Income Registers	View
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Tax Records	View
Tax Schedules	View
Units	View

5.5 P: *iTPM Deduction Approver* role permissions for **SETUP**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	**Setup** •	Custom Record •		
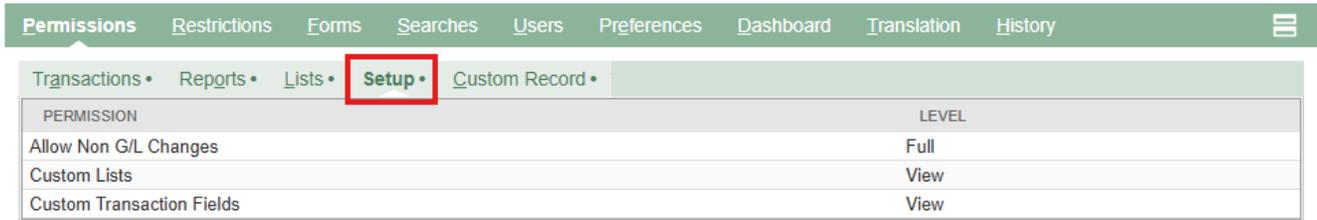
PERMISSION	LEVEL
Allow Non G/L Changes	Full
Custom Lists	View
Custom Transaction Fields	View

5.5 P: *iTPM Deduction Approver* role permissions for **CUSTOM RECORDS**:

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History	

Transactions •	Reports •	Lists •	Setup •	**Custom Record** •	

RECORD	LEVEL	RESTRICT
- iTPM Deduction Approval by Sales	Create	
- iTPM Deductions Permission	Create	

5.5 Q: iTPM Support Admin (Scripts run-by ID) role used *i*TPM scripts

Some *i*TPM Suitelets and user Event scripts need specific NetSuite permissions to work.

Example TPM Stakeholder	Team	*i*TPM Example Promotion Role	NetSuite Role Center Type	Example *i*TPM Promotion Tasks	Example *i*TPM Settlements & Deductions Tasks
None	This role is only used by your CG Squared support staff, and to execute select *i*TPM Suitelets and User Event Scripts.	**None**	Classic Center	All permissions. No restrictions! All subsidiaries.	All permissions. No restrictions! All subsidiaries.

⚠️ **NOTE:** The *"- iTPM Support (Admin)"* role has all NetSuite permissions, similar to NetSuite Admin role. This is not intended to be an end-user role.

Do not remove or change *"- iTPM Support (Admin)"* role permissions. Doing so may break *i*TPM functionality.

Role

Edit   Back

∨ General

NAME
- iTPM Support Admin (Scripts run-by ID)
ID
customrole_itpm_supportadmin
CUSTOM/STANDARD
Custom
CENTER TYPE
Classic Center
EMPLOYEE RESTRICTIONS
none - no default   ☐ ALLOW VIEWING

☐ DO NOT RESTRICT EMPLOYEE FIELDS
☐ RESTRICT TIME AND EXPENSES
☐ SALES ROLE
☐ SUPPORT ROLE
☐ PARTNER ROLE
☐ INACTIVE
INTERNAL ID
1124
☑ CORE ADMINISTRATION PERMISSIONS

∨ Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
X ALL
ACTIVE
USER SUBSIDIARY
SELECTED
☐ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

∨ Authentication

☐ SINGLE SIGN-ON ONLY
☐ WEB SERVICES ONLY ROLE
☐ RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required
DURATION OF TRUSTED DEVICE
Per session

5.6 Suggested Dashboard Portlets & Reminders

NetSuite has many standard ways to customize your dashboard. Here are a few suggestions using the native NetSuite functionality, and pre-built *i*TPM saved searches. An *i*TPM KPI template scorecard is also available for your dashboard.

The *iTPM Analysis User Guide* shows how to create and put NetSuite workbooks on your dashboard.

As an administrator, portlets can help you look for and correct 'bad data'. The following are suggested portlets and saved searches to identify issues that need additional attention:

Suggested Portlets and saved searches for your *i*TPM Administrative Dashboard

Draft and Pending Deals that are 'Active' or 'Completed'. The owners or approvers of these promotions have failed to move these promotions through the *i*TPM workflow.

- Deals with an Active or Completed condition have a start date that's before today's date.
- **Draft** deals that are 'active' or 'completed' were created but never submitted for approval before they started. Most likely these deals should be voided. They are not valid.
- **Pending** deals that are 'active' or 'completed' were submitted, but not approved before they started. These deals should be voided. They are not valid.

Approved Deals with an end-date older than 90 days ago. Use this list to proactively ask the owner if these promotions need to be open. If no further settlements are anticipated, then these promotions should be closed to prevent users from resolving open deductions to these events.
- (Change '90 days' to a value appropriate to your settlement times)

Suggested Portlets and saved searches for your *i*TPM Administrative Dashboard

Settlements:
 Settlements that are Processing:
  - Settlements should only be in this status for 15 minutes or less. Something isn't working correctly if they are in this status for over 30 minutes.
Deductions:
 List of *OPEN* Deductions ending Approval status that were are more than "x" days old
  - Deductions should be *Resolved* and should not stay in this status indefinitely.
  - Establish a 'maximum' aging for deductions, after which a resolution will be made whether or not the research has been successful.
 Deductions Pending Status
  - These deductions have journal entries that are pending approval
 Deductions Processing
  - These are deductions in the queue to be split
  - If a deduction is in the queue for more than 1 hour, the split may be stuck
Period Close
 Periods that don't have "Allow non G/L changes" checked
  - Two reminders, one for the current period, and one for the last period.
 Reconciliation
  - Credit memos that hit the iTPM clearing account, but aren't deductions yet.

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Promotions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these *i*TPM dashboards in each of the example *i*TPM published roles.

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	New measure: Number of promotions waiting approval	# promotions waiting for approval (All users)	iTPM Promotion approver, iTPM Admin	- iTPM All Promotions Pending Approval	customsearch_itpm_promo_pendingapproval
Reminders	# of promotions waiting for approval where I am the owner	# promotions waiting for approval (Mine)	iTPM Planner	- iTPM My Promotions Pending Approval	customsearch_itpm_promo_pendinapprov_own
List	List of promotions active today where I am the owner	Active Promotions (All status)	iTPM Planner	- iTPM My Active Promotions	customsearch_itpm_promo_activeowner
List	List of promotions active today (all users)	Active Promotions (All status)	iTPM Admin	- iTPM Promotions Active Today	customsearch_itpm_promo_active
List	List of backdated promotions (all users)		iTPM Admin	- iTPM Backdated Promotions	customsearch_itpm_promotions_backdate
Reminders	List of promotions that will start in the next 30 days (not active today, but between tomorrow and the next 30 days)	Upcoming Promotions	iTPM Planner, iTPM Promotion approver	- iTPM Promotions Active in Next 30 days	customsearch_itpm_promo_active_in_30
Reminders	Number of promotions submitted BUT active or completed (only admin role can approve or reject)	Promotions active/completed but pending approval	NS Admin and iTPM admin	- iTPM Active / Completed Promotions Pending Approval	customsearch_itpm_promo_pending_acticomp
List	Number of promotions being copied		NS Admin and iTPM admin	- iTPM Promotions being Copied	customsearch_itpm_promo_copyinprogress
Reminders	# of APPROVED promotions 90 days or older (mine), where end ship date compared to today's date is 90 days or greater	# of APPROVED promotions 90 days or older (mine)	Promotion Planner	- iTPM MY Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysown
Reminders	# of APPROVED promotions 90 days or older	# of APPROVED promotions 90 days or older (All users)	iTPM Admin	- iTPM Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysold
Reminders	Shows the promotions that have estimated quantity being updated		Promotion Planner	- iTPM Promotion Update Estimate in progress	customsearch_itpm_promtion_update_est
Reminders	Show approved promotions that have changes pending approval		All planning roles	- iTPM Promotion Changes Pending	

The *i*TPM Analysis User Guide** shows how to create and put NetSuite workbooks on your dashboard.

Settlements & Deductions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these *i*TPM dashboards in each of the example *i*TPM published roles.

Note: There are additional saved searches for month-end data close listed in the *iTPM Month-End Reconciliation User Guide*, available online at www.i-TPM.com/admin-training-resrouces

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	# of OPEN deductions assigned to ME	# of OPEN deductions assigned to ME	Settlements & Deductions, both roles	- iTPM My Open Deductions	customsearch_itpm_ddn _open_assigntome
Reminders	# of OPEN deductions 91+ days	iTPM Open Deductions (91+ Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (90+ Days)	customsearch_itpm_ddn _open_over90daysold
Reminders	# of OPEN deductions 61 to 90 days	iTPM Open Deductions (61 - 90 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (60 - 90 Days)	customsearch_itpm_ddn _open_btween60to90
Reminders	# of OPEN deduction 31 to 60 days	iTPM Open Deductions (31 - 60 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (30 - 60 Days)	customsearch_itpm_ddn _open_btween30to60
Reminders	# of OPEN deduction 0 to 30 days	iTPM Open Deductions (0 - 30 Days)	Settlements & Deductions, both roles	- iTPM Open Deductions (0 - 30 Days)	customsearch_itpm_ddn _open_lessthan30
List	Number of settlements in processing status		NS Admin and iTPM admin	- iTPM Settlements in Processing	customsearch_itpm_set_in processing
List	Number of deductions in processing status		NS Admin and iTPM admin	- iTPM Deductions in Processing	customsearch_itpm_ddn_i nprocessing

5.7   Adding *i*TPM permissions to your custom roles

If you don't want to use the *i*TPM standard roles described in this chapter, this chapter will show you how to identify what permissions to add to your existing roles.

Step 1: Identify an example iTPM role that has the permission you want your user to have.

Step 2: Go to **Setup -> Users/Roles -> Show Role Differences**

Step 3: Select your organization's custom role as the "Base Role"

Select an iTPM role as the "Compare To" role, then click SHOW
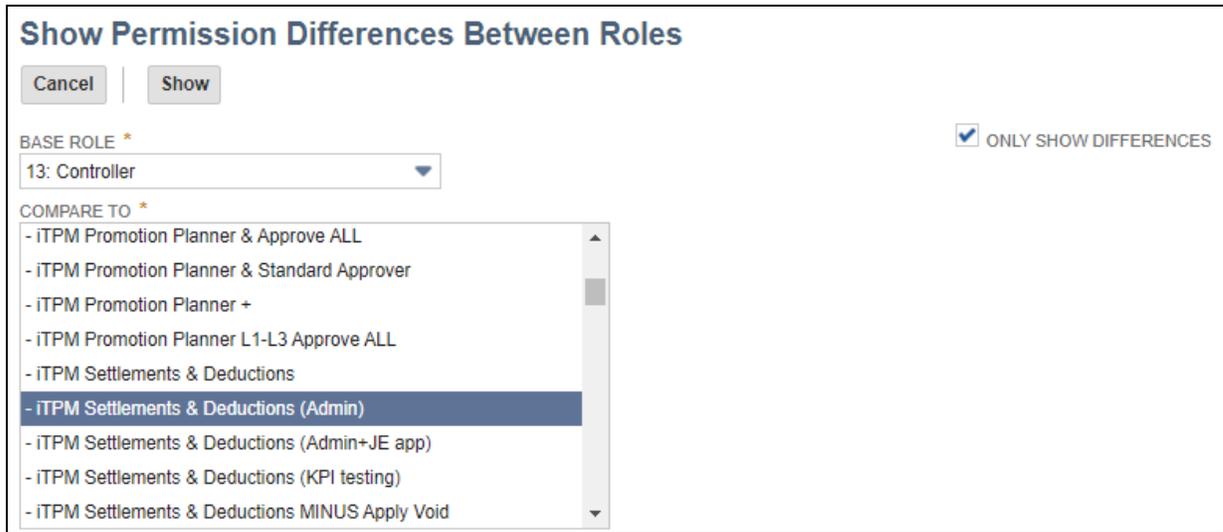
Step 4: Click the Excel icon to download the list to your computer.
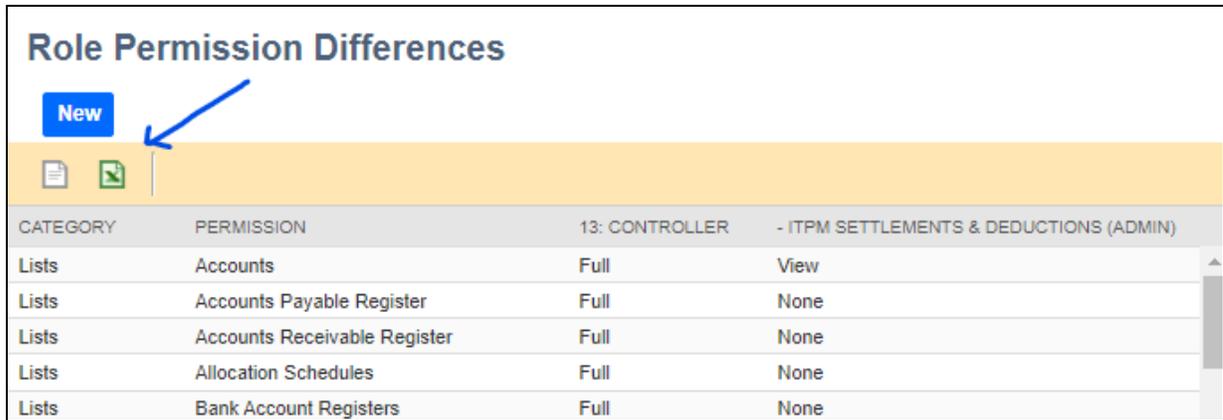
Step 5: Open the downloaded file into Excel
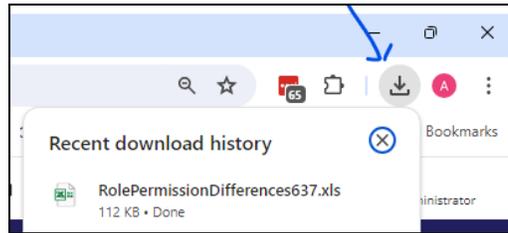
Step 6: Copy the following into the FORMULA field into column "E", row 2 to see the role difference for each row.

=IF(C2="None",0,IF(C2="View",1,IF(C2="Create",2,IF(C2="Edit",3,IF(C2="Full",4)))))-IF(D2="None",0, IF(D2="View",1,IF(D2="Create",2,IF(D2="Edit",3,IF(D2="Full",4)))))

Step 7: If you put the iTPM example role in column C, then filter column to see only rows > 0.
If you put the iTPM example role in column D, then filter column to see only rows < 0.
This filter will show you only role permissions that are less than your example iTPM role.
In the screenshot above, only the permission in row 6 is less than iTPM's example role.
In the screenshot below, we only see the permission that needs to be updated in the role.

Step 8: Now you have a list of only the permissions you need to add or change in your custom role.

Add the *i*TPM permissions to your custom role if it is missing.

Change the level in existing permission records to match the iTPM role. For example, VIEW to CREATE.

⚠ **NOTE:** The NetSuite "Show role differences" does NOT include custom transaction records. You must add *i*TPM Deduction and *i*TPM Settlement permission under both the TRANSACTIONS and the CUSTOM RECORD sublists in the role.

The *i*TPM Deduction and *i*TPM Settlement permission must appear to both sublist:
- Permissions -> Transactions
- Permissions -> Custom Record

NOTE: 'Show roles differences' does not include custom transaction records in the comparison report.

6.0 Reference Section

6.1 Help!

Here are several ways for *i*TPM users to get help.

End user documentation is accessible online.

- Includes User Manual PDFs and Training Videos
- Users can directly create *i*TPM support tickets by emailing support@cgsquared.com.

Administrators

- Documentation is separate from end-users
- Includes setup instructions and ongoing administrative tasks.

Support Response Levels: When an *i*TPM support ticket is created, CG Squared will assess the severity of the issue ticket to determine the appropriate response. The table below represents the minimum response time and resolution approach:

	Severity of *i*TPM Support Issue	*i*TPM Support Response
1	**Level 1: Critical: -** One or more critical *i*TPM features are not usable due to the *i*TPM software. **Customer requests a quick solution** to continue using *i*TPM for trade promotion management.	**Call back and/or email response:** Within eight (8) hours on business days between 9am and 5pm Eastern Time. (EST / EDT) **Technical resources assigned:** Within one (1) business day or sooner. **Status Updates by telephone and/or e-mail:** Daily until resolved. **Resolution and/or work-around:** Provided as soon as possible, with the SLA goal of three (3) business days or less.*
2	**Level 2: Urgent:** One or more critical *i*TPM features are not usable due to the *i*TPM software, but there is a work-around. **Customer requests better solution** to support business operations.	**Call back and/or email response:** Within two (2) business days. **Technical resources assigned:** Within three (3) business days or sooner. **Status Updates by telephone and/or email:** Daily or as needed. **Resolution and/or work-around:** Provided as soon as possible, with the SLA goal of five (5) business days or less.*
3	**Level 3: Non-Critical:** There is a software issue with *i*TPM , but the issue is assessed as not critical. **Issue is not impacting Customer *i*TPM operations** adversely and users are able to continue utilizing *i*TPM.	**Call back and/or email response:** Within five (5) business days. **Status Updates by telephone and/or email:** Monthly, as part of the prioritization of *i*TPM enhancement requests and product roadmap features. **Resolution and/or work-around:** Customer helps prioritize the software modification, to be included in one of the scheduled *i*TPM software releases.

* NetSuite systems issues, defects, and other 3rd party system issues and defects are not covered by this SLA. CG2 cannot guarantee a fix within the SLA if an issue in *i*TPM is caused by a 3rd party app, 3rd party bundle, or a NetSuite platform issue or change, or a custom script loaded / developed / implemented by the customer.

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Get Help using *i*TPM Online Documentation:

Online *i*TPM documentation for administrators is not in the standard *i*TPM help portlet. Paste and bookmark http://i-tpm.com/admin-training-resources/ into your browser.

Non-administrative *i*TPM users:

- Click ***iTPM -> Help -> Administrator User Guides*** to open our web page with links to our User Guides and training videos.
- Paste this link into the browser: www.i-tpm.com/training-resources to access a PDF of this User Guide, along with training videos and other documentation.

Get Help By Email:

All users can email support questions or issues to **support@cgsquared.com.**

- Send an email to create a support ticket so we can answer your question or fix your issue.
- Each email gets a reply with an *i*TPM support ticket number in the subject line.
- *i*TPM support staff will follow-up with you by email, and by phone if necessary.
- Every support ticket will receive periodic email status updates until the ticket is closed.

Encourage your users to include the following in the emails to *i*TPM support:

- Tell us who they are and their role.
- Describe the issue.
- If appropriate, describe the steps or actions that led up to the issue.
- Add screenshots if possible.
- Give us contact information, along with your current time zone.
- A reply to a support email does NOT create a new support ticket, it just adds to the email thread.

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6.2   Promotional Workflow

Promotion condition is determined by comparing today's date to the promotion's start and end ship dates:

Condition	Description of Promotion Condition
Future	These are promotions that haven't started yet. By definition, these are promotions where the start date is after today's date.
Active	These promotions are in progress. The start ship date of the promotion is today or before today, and the end date is today's date or later.
Completed	This is a promotion that's over. Both the start and end ship dates are in the past.

*i*TPM has the following workflow status:

Status	Description of Promotion Status	Administrator tasks
Draft	When you create new promotions, they start in draft status. Promotions stay in draft status until the user is ready to either submit them for approval or void them.	Look for users that have many draft promotions that haven't been submitted. If there are draft promotions in active or completed condition, the user may have forgotten to submit them for approval.
Pending	Promotions in pending status have been submitted for approval, but have not yet been approved or rejected.
Promotions should only be in the pending status for a short time.	If you see promotions lingering in this pending status, it could be that the promotion creator's supervisor is not defined in NetSuite, or other visibility issues by approvers.
Approved	Promotions that are approved are available to incur promotional liability. *i*TPM keeps track of every invoice (or purchase) that may qualify for the allowances and discounts.	Look for approved promotions that ended a long time ago. These may be promotions that should be moved to closed status. Any net liability will remain open and unpaid until the promotion is closed.
Rejected	Rejected promotions are prevented from being approved. Rejected promotions do not incur any promotion liability, and are not available for settlements.	You may want to move rejected promotions to a voided status. Either way, rejected promotions do not impact your promotional spending KPIs.
(The promotion owner can edit the promotion and return it to *Draft* status.)
Voided	Like the rejected status, voided promotions do not incur any liability, and are not available for settlements.	No admin tasks are required for voided promotions.
(Use the back-to-draft button to return the promotion to draft status.)
Closed	Closing a promotion tells *i*TPM that all financial settlements are complete, and that any unpaid amounts will not be paid. Closing a promotion sets its net liability to zero, resulting in additional trade monies becoming available.	Sometimes an unexpected payment or settlement must be made for a promotion that's been closed. You may need to change the status back to Approved if the person requesting settlement doesn't have the rights to reopen the promotion for settlements.

See Section for more information on promotion workflow.

iTPM

Promotion Status Flowchart

Workflow is managed by CG Squared and not currently configurable. (Does not show Auto-approval workflow)
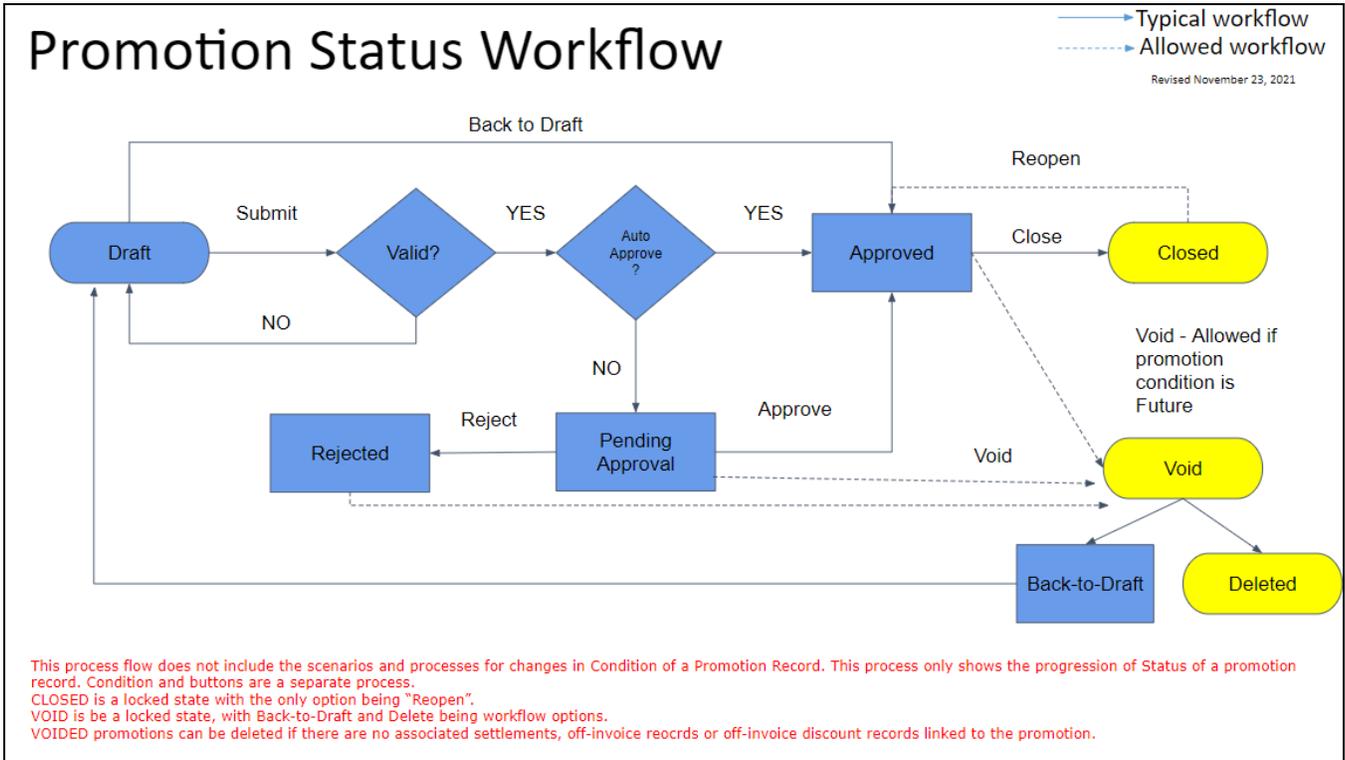
🛈 **Helpful Hint:** See also 1.14 Promotion Approval Permissions, Thresholds and Auto-approve

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🛈 **Helpful Hint:** To see the promotion audit trail, go to the Notes subtab, and System Notes sublist. The box below highlights the change from *pending approval* to approved *status*.

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*i*TPM

Workflow Buttons by Promotion Condition, Status and Role

*i*TPM manages workflow by promotion condition, promotion status and user role. As an *i*TPM administrator, you are granted access to promotional workflow allowed for any role.

The table below shows the allowed workflow for users that can create promotions, those users that plan promotions with 'standard' approval permissions, and *i*TPM or NetSuite administrators.

Workflow Buttons by Promotion Condition, Status and Role

Condition	Future			Active			Completed		
Promotion Status:	Role: Create	Role: Approve*	Role: Admin**	Role: Create	Role: Approve**	Role: Admin**	Role: Create	Role: Approve*	Role: Admin**
Draft	Submit, Void-or-Change	...	Submit, Void or Change	Submit, Void-or-Change	...	Submit, Void-or-Change	Submit, Void-or-Change	...	Submit, Void-or-Change
Pending	Void-or-Change	Approve, Reject	Approve, Reject, Void-or-Change	Void-or-Change	Approve, Reject ONLY if role can approve back-dated promotions.	Approve, Reject, Void-or-Change	Void or Change	Approve, Reject ONLY if role can approve back-dated promotions.	Approve, Reject, Void-or-Change
Approved	Void-or-Change	...	Void-or-Change	Void-or-Change if no settlements, End Promotion	...	Void-or-Change if no settlements, End Promotion	Close	...	Void-or-Change if no settlements, Close
Rejected	Void-or-Change	...	Void-or-Change	Void-or-Change	...	Void-or-Change	Void-or-Change	...	Void-or-Change
Voided	Back-to-Draft, Delete	...	Back-to-Draft, Delete	Back-to-Draft, Delete	...	Back-to-Draft, Delete	Back-to-Draft, Delete	...	Back-to-Draft, Delete
Closed	N/A	N/A	N/A	N/A	N/A	N/A	...	...	Re-Open

* Approve role: For this chart, approver has permission to approve other people's promotions.
There are five approval thresholds available based on the promotion's Estimated Spend
There are three options based on condition: Standard, + Approve Back-Dated, and approval own deals.
** Admin role: Any valid buttons for any role for that condition and status are visible for iTPM Admin and NS Admin roles.

How to 'Backdate' a promotion

Users that have permissions to create promotions are also allowed to submit backdated promotions.
- Backdating promotions is not a best-practice, but there are situations where backdating is necessary.
- Once submitted, your role requires approval permission for back-dated promotions. See section 1.14 for more details.

⚠️ **NOTE**: Once submitted, a non-admin role will NOT be able to EDIT a backdated approved promotion.
If there are no settlements associated with the promotion, the owner of the promotion can use the VOID-or-CHANGE, then BACK-to-DRAFT buttons. This will return the promotion to draft status so the user can make changes and re-submit them for approval.

If the user's role has the MODIFY permission, the user can submit changes to the approved promotion. If approved, the changes will be applied to the promotion.

NetSuite Admin can change the promotion owner

Only the NetSuite admin can edit and change the OWNER of a promotion to a different user. This is useful for some circumstances. E.g. Use this when the person that created the promotion is no longer available to manage the promotion. To do this, go to the SYSTEM INFORMATION subtab on the promotion. After version 24.1.1, promotion owner is visible in the top left corner of the promotion header.

Mark Allowance records as *INACTIVE* to remove them

You will not need to use your NetSuite admin rights to delete any incorrect allowances. When users can edit their allowances, they can mark the allowance records as *INACTIVE*. This is a standard NetSuite approach. Each night, *i*TPM has a script that runs and deletes all inactive *i*TPM records.

*i*TPM maintains data integrity with estimated quantity and retail info custom records when allowance records are marked inactive:

- If an allowance record is marked as inactive, *i*TPM checks to see if this is the only allowance for an item. If there are other allowances, only the allowance record is marked as inactive.

- If however, the newly inactive allowance is the only allowance for an item, *i*TPM will also mark the estimated quantity and the retail info custom records for that item as inactive.

Editing, Adding, Removing Allowances to promotions

Only NetSuite and *i*TPM admin roles have permissions to edit, add, and/or remove allowances to APPROVED promotions.

- While it is not a best-practice to change allowances on promotions that are active or completed, errors and mistakes happen.
- NetSuite records changes, so there is an audit trail of these changes.
- Changes may not be reflected in the KPIs for completed promotions until the KPI script runs overnight. (Active promotions KPIs will be updated every hour or so.)

⚠️ **NOTE**: Changing off-invoice and net-bill allowances on an active or completed promotion may result in missed off-invoice deductions.

6.3   Promotion KPI Measure Calculations (Key Performance Indicators)

Estimated Spend

Estimated Spend forecasts what a promotion will cost. Total Estimated Spend is the sum of both the Lump Sum and the allowances. Sometimes the "Total" is implied. However, when a report or subtab has "*w/o LS*" or "*w/o Lump Sum*" after *Estimated Spending*, the value excludes the Lump Sum.

Other names for Estimated Spend: This measure is referred to by other names in other TPM solutions. Some solutions call this *Planned* Spending, because it's based on the user's planned spending. It can also be called Forecasted Spending, because an estimate is also a forecast.   Because the Estimated Spend is the first calculated value of spending for a promotion, and because this value does NOT ever change, it can also be called *Original* Estimate or Forecast. *i*TPM calls this measure Estimated Spend for simplicity.

The calculations use estimated quantity. Quantity is referred to as *volume* in other TPM solutions. In *i*TPM, we use the term quantity because it matches the NetSuite term on orders and invoices.

Calculation: Estimated Spend is calculated the same regardless of promotion status and promotion condition. However, the calculation is different by method-of-payment. The chart below shows the difference between lump-sum and the other three method-of-payments, off-invoice, bill-back and net-bill. This chart shows all three attributes for easy comparison of calculations between Estimated Spend, Actual Spend, Expected Liability and Net Liability.

True-up using Sell-Through: If the promotion type has this option checked, then True-up quantity is used to calculate Estimated spend, and it is the maximum of either estimated quantity or Actual Retail Units stored in the Retail Information record.

Estimated Spend by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=Closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	*Estimated: Lump Sum* KPI is Lump Sum in the promotion.				
Bill-back allowances	Allowance per UOM: *Estimated Spend: BB* KPI = Estimated Promoted Quantity times Allowance per UOM (both in the same UOM) Note: All of the above must be in the same UOM to be correct Note: Estimated Promoted Quantity = Estimated Total Quantity times ((% redemption) / 100) Note: Do this calculation for each allowance within the promotion				
OI or Net-bill	% Discount: *Estimated Spend OI* KPI = Estimated Promoted Sales Amount times ((% discount) / 100) Note: Estimated Sales Amount = Estimated Quantity times Item Price Note: Estimated Promoted Sales Amount = Estimated Sales Amount times ((% redemption) / 100) Note: Which item price to use is based on the Price Type selected by user. i.e., Customer, base, or a price level *Estimated Spend NB* KPI is the same as above, but uses the net-bill allowance in the calculation.				

Latest Estimate

Latest Estimate uses the most recent information about the promotion to forecast what the entire promotion will cost when it is completed.

Other names for Latest Estimate: This measure is referred to by other names in other TPM solutions. Many TPM solutions refer to this as just "LE" for short. Other names include 'Projected' or 'Forecasted' Spending.

Calculation: The challenge of estimating a promotion's total cost changes over the life-cycle of the promotion.

- Promotions in *Voided* or *Rejected* status in any Condition: These are not official promotions, so the LE is zero.
- *Draft* Promotions in any Condition: All we know is the user's estimate, so that's what we use.
- Promotion in *approved* status are more complicated
  - If a promotion hasn't started, then all we know is the user's estimate.
  - If a promotion has started but hasn't completed, then all we can do is compare the quantity that was estimated to the users' estimate. To be financially conservative, we use the quantity that's bigger; the original user's estimate or the quantity that's actually been shipped.
  - When a promotion is completed, we now know the quantity that qualifies for the allowances. We use that to estimate the total final cost of the promotion.
- When a promotion is changed to *CLOSED* status, by definition the Latest Estimate will Equal Actual Spending. Closing tells *i*TPM that we don't anticipate any more settlements against this promotion, and reduce the net liability accordingly.

  The chart below shows the calculations by status, condition and method-of-payment:

Latest Estimate (LE) by promotion condition and status

Status ->	Voided, Rejected	Draft, Pending	Status = Approved			Status= Closed
Condition ->	Any Condition	Any Condition	Future	Active	Completed	Completed
Lump Sum	$0 by definition	*LE Spend Lump Sum* KPI = *Lump Sum* in the promotion		Use the larger amount: *Estimated Spend Lump Sum* KPI or *Actual Spend Lump Sum* KPI Paid-to-date		*LE Spend Lump Sum = Actual Paid*
Bill-back allowances*		*LE Spend BB* KPI= *Estimated Spend BB* *LE Spend OI* KPI= *Estimated Spend OI* *LE Spend NB* KPI= *Estimated Spend NB*		Use the larger amount; *Estimated Spend* or *Expected Liability* If preference "*Do not update liability using actuals*" is checked, then Always use *Estimated Spend*.	Use the larger amount: *Expected Liability* or *Actual Spend*	*LE Spend BB Sum = Actual Paid*
OI or Net-bill*						*LE Spend OI / NB Sum = Actual Paid =* (Actual Qty * Allowances)

* Calculations are for direct customers. Indirect customers have no actual volume, so **for indirect customers, use estimated quantity as actual.**

** Note: OI and Net-bill are **NOT** valid for indirect account for financial type=expense. (vendors)

Actual Spend

Actual Paid shows all settlements that have been matched and expensed to a promotion.

Other names for Actual Spend: This measure is referred to by other names in other TPM solutions. Some TPM solutions call this Actual *Paid*, Actual *Spending*, Actual *Trade Spend*, Actual *Results*, and sometimes just *Actuals*. When comparing actual paid across promotions, this is also called the historical trade spend.

Calculation: The calculation of Actual Paid is not complicated. *i*TPM summarizes all payment requests regardless of the method, including checks, ACH, etc. Also included are deduction resolutions that are matched to the promotion. Because most settlements are approved, the Actual Paid measure includes all settlements, regardless of the settlement status. If a settlement is not approved or voided, the Actual Paid amount is updated, and the audit trail shows the offsetting transactions.

> ⚠️ **NOTE**: **Actual Paid includes *ONLY* what's been officially recorded by NetSuite as of today.** The true cost of your promotion could be much higher. Use Latest Estimate to see the most likely total cost of your promotion after all claims are processed.
>
> **Actual Paid does not include short-pay deductions that have not yet been resolved.**
> Open deduction balances remain just open balances until they are resolved in one of three ways:
> - Matched to a promotion and expensed as promotional
> - Matched and expensed to a non-promotional GL-account
> - Disputed and re-invoiced

The chart below shows the calculations by status, condition and method-of-payment:

Actual Spend by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	$0 by definition No costs can be incurred because we will not allow any promotions to be pre-paid.		Sum of all checks and deduction settlements matched to the deal* This applies only to Actual Spend at the summary level.		
Bill-back allowances					
OI or Net-bill			Sum of all off-invoice and net-bill spending applied to invoices**		

* Note: Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formula works for all these conditions, so no need to change the formula by condition.

**Assumption for OI and Net-bill: iTPM will apply these allowances to the invoice during order entry and perform the associated G/L entries.

Expected Liability

Expected Liability estimates the official promotion costs you've incurred **only through today**. Use this measure to understand the liability and cost of your promotion **as of today**.

Other names for Expected Liability: This measure is called other names in other TPM solutions. Names include Promotion *Expense*, *Incurred* Expense, Promotion *Exposure*, and *Projected* Liability.

Calculation: Expected Liability must be calculated by item, by event and by method-of-payment.

- Lump Sum amounts are considered 'incurred' the day the approved promotion starts. All other allowances use actual quantities shipped to calculate Incurred Liability.

- For allowances, we know the rate, the % discount, the estimated percent redemption, and the actual quantity shipped. We use these to estimate your expected liability.

Regardless of how you pay for it, or even if you don't intend to pay it, **Expected Liability estimates what the promotion costs as of today.**

- Only approved promotions can incur liability.

- You could void a future promotion before it starts, so future promotions don't incur any liability.

- Approved or closed promotions that have started or completed use the same calculations:

    - The total lump-sum is considered incurred and payable.

    - If the promotion type is configured to update liability with actual shipments, allowances are applied to **actual quantities** invoiced and shipped **as of today**, **and adjusted by the percent redemption factor** estimated for the allowance.

- *i*TPM uses this measure to help prevent overpaying promotions, and to identify promotional claims in excess of what you owe.

The chart below shows the calculations by status, condition and method-of-payment:

Expected Liability by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	$0	$0	= Estimated Spend Lump Sum (Also known as Estimated *Fixed Fee*)		
Bill-back allowances	$0	$0	*Expected Liability BB*, and *Expected Liability OI*, and *Expected Liability NB*: Allowance per UOM: If preference "*Do not update liability using actuals*" is checked, then Estimated Quantity times allowance per UOM times ((% redemption factor) / 100) If preference is unchecked, then, Actual Quantity times allowance per UOM times ((% redemption factor) / 100) Note: Actual, Estimated Quantity and allowance per UOM must be in the same UOM % Discount: If preference "*Do not update liability using actuals*" is checked, then Estimated Sales Amount times ((% discount) / 100) times ((% redemption factor) / 100) If preference is unchecked, then, Actual Sales Amount times ((% discount) / 100) times ((% redemption factor) / 100)		
OI or Net-bill	$0	$0			

Notes: Expected Liability uses % Redemption. Maximum Liability does not.
Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill.
Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors).
Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors)
Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount.

* For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.

iTPM

Maximum Liability

Maximum Liability shows the most you should have to pay for your promotion based on what you've sold **through today.** Use this measure to understand the maximum incurred liability cost of your promotion **as of today**.

Calculation: Maximum Liability does NOT adjust for estimated liability, Expected Liability does. Other than this difference, all the calculations are the same.

For example, consider a scan-down promotion of $.50 per unit with an estimated redemption of 50% with a $500 lump-sum. The person creating this scan down estimates that only 50% of all shipments to this customer will apply or qualify for the scan-down allowance. You are now one week into the two week event, and have shipped 3,000 eaches. Here is how *i*TPM calculates the incurred liability for your promotion:

> **Maximum** Liability = $ .50 *times* 3,000 eaches *plus* $500 lump sum = $1,500
> **Expected** Liability = $ .50 *times* 3,000 eaches *times 50% redemption plus* $500 lump sum = $750

Maximum Liability uses a financially conservative approach and assumes the percent redemption is always 100%. Expected Liability assumes the user creating the promotion has a good idea of the redemption factor. Your actual promotion liability may be somewhere in between Maximum and Expected Liability. For scan promotions, your actual promotion liability when claimed could be more or less than either of these KPI measures. Percent redemption is an estimated value.

Important: The percent redemption is an estimate. You can only know your final, actual liability after the promotion is closed and all settlements are processed.

The chart below shows the calculations by status, condition and method-of-payment:

Maximum Liability by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved		Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	$0	$0	= Estimated Spend Lump Sum		

Bill-back allowances	$0	$0	*Maximum Liability BB*, and *Maximum Liability OI*, and *Maximum Liability NB*:
			
			Allowance per UOM:
			    If preference "*Do not update liability using actuals*" is checked, then
			        Estimated Quantity times allowance per UOM
			    If preference is unchecked, then,
			        Actual Quantity times allowance per UOM
			    Note: Actual Quantity and allowance per UOM must be in the same UOM		

OI or Net-bill	$0	$0	% Discount:
			    If preference "*Do not update liability using actuals*" is checked, then
			        Estimated Sales Amount times ((% discount) / 100)
			    If preference is unchecked, then
			        Actual Sales Amount times ((% discount) / 100)		

Notes: This calculation does NOT use the percent redemption to calculate maximum liability. Expected Liability does.
Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill.
Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors).
Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors)
Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount.

* For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.

Net Liability

Net Liability shows you what you owe that's not paid **as of today**.

Other names for Net Liability: This measure is referred to by other names in other TPM solutions.

Calculation: Net Liability is equal to Expected Liability MINUS all Settlements PLUS amounts overpaid.

When you overpay a promotion, you are actually paying more than you technically owe. Sometimes this is knowingly done because the promotion claim is from a valued customer, and the amount may not be material or worth the effort to dispute. When overpayments happen, the amount of the overpayment does not reduce any promotion liability for this or any other promotion event. To accurately represent what you owe, net liability must be adjusted for overpayments.

By definition, only active or completed approved promotions have a net liability greater than zero.

Unless there is an error and off-invoice or net-bill amounts are missed when invoicing, net liability for off-invoice and Net-Bill by definition will always be zero.

Net Liability also is zero for all closed promotions by definition. Net Liability represents what's not paid. When you close a promotion, you signal to *i*TPM that you do not anticipate any additional settlements, and that the promotion is paid-up in full.

The chart below shows the calculations by status, condition and method-of-payment:

Net Liability by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status= closed
Condition ->	Any Condition	Future	Active***	Completed	Completed
Lump Sum	$0 by definition		*Estimated Spend Lump Sum* minus Settlements plus any amount overpaid*		$0 by definition
Bill-back allowances			***Estimated Liability BB*** minus Settlements plus amounts overpaid**		
OI or Net-bill			*Net Liability OI*, and *Net Liability NB*, are always $0 by definition because off-invoice and net-bill are applied directly to the invoice.		

Note: These calculations can ONLY be done by event. Lump Sum must be calculated separate from bill-backs.
* Any payment in excess of the calculated liability does NOT reduce liability.
** Overpayments do not reduce liability. Overpayments must be calculated at the promotion level, not by item. Settlements may be allocated to items and are just estimates of what each item should get. Therefore *underpayments* on one or more items offsets *overpayments* on one or more other items in the deal.

Note: *** Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formulas work for all these conditions, so no need to change the formula for this Promotion Type configuration setting.

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OPTION: DO NOT Update Liability based on Sell-in Actuals

When you create promotion types, you can select how you want *i*TPM to calculate the Maximum and Expected liability for that promotion type.   All the calculations for the KPI measures described in this section 5.3 honor this configuration setting.

If your promotion type has the "*Do NOT Update Liability Based on Actuals*" checked, then the KPI measures will be equal to estimated spend regardless of how much you sell during the promotion start and end ship dates.

The KPI screenshot above has the "Do not update liability based on actuals" UNCHECKED.


□ DO NOT UPDATE LIABILITY BASED ON ACTUALS   Liability updated based on ACTUAL shipments.

☑ DO NOT UPDATE LIABILITY BASED ON ACTUALS   Liability will always equal ESTIMATED.

NOTE: This promotion type configuration does NOT affect Lump Sum Liability.

*i*TPM

KPIs refresh: Draft Promotion workflow

The flowchart below shows when promotion KPIs are updated for Draft Promotions:
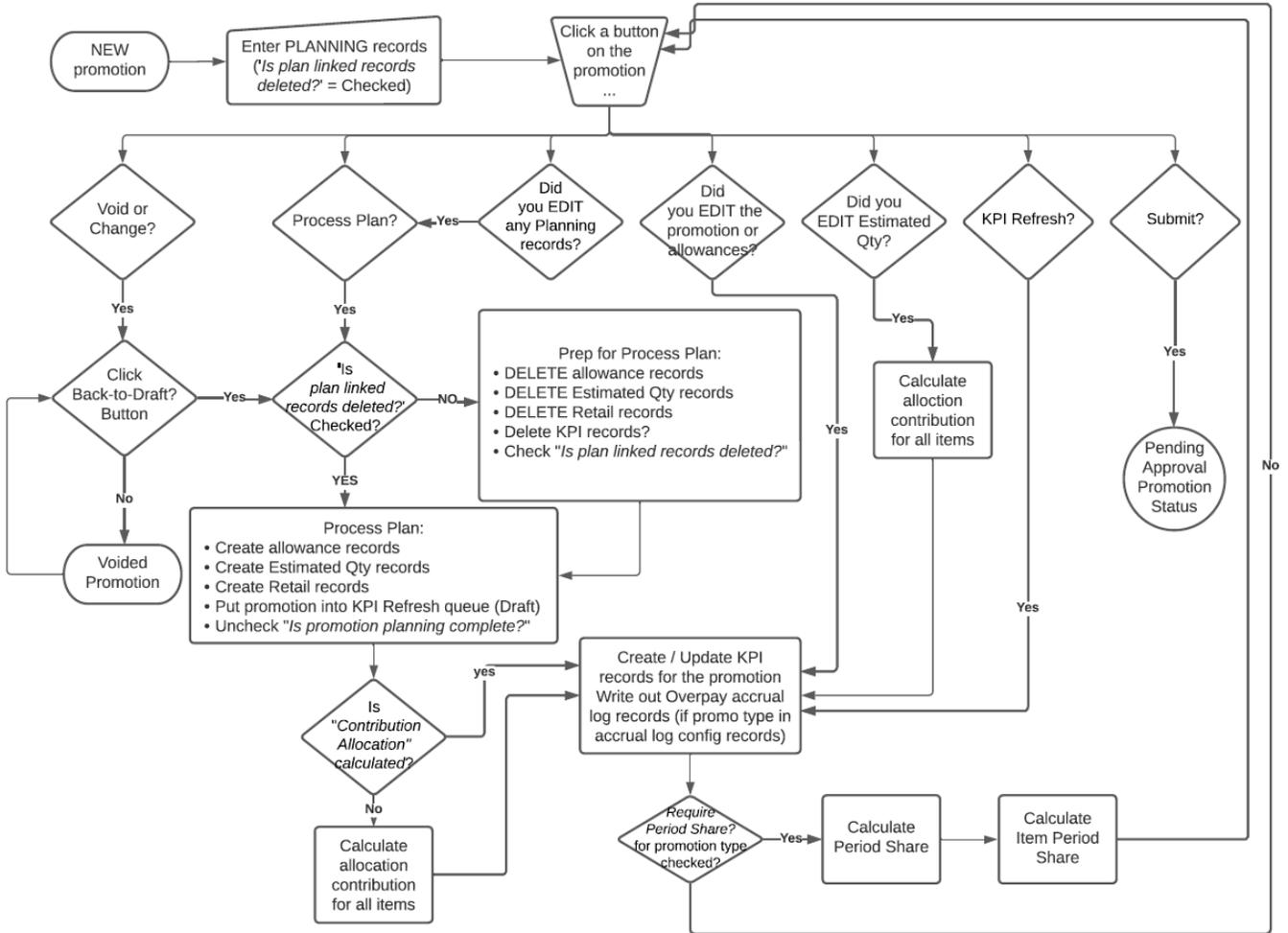
6.4 Deduction Workflow & Reason Codes
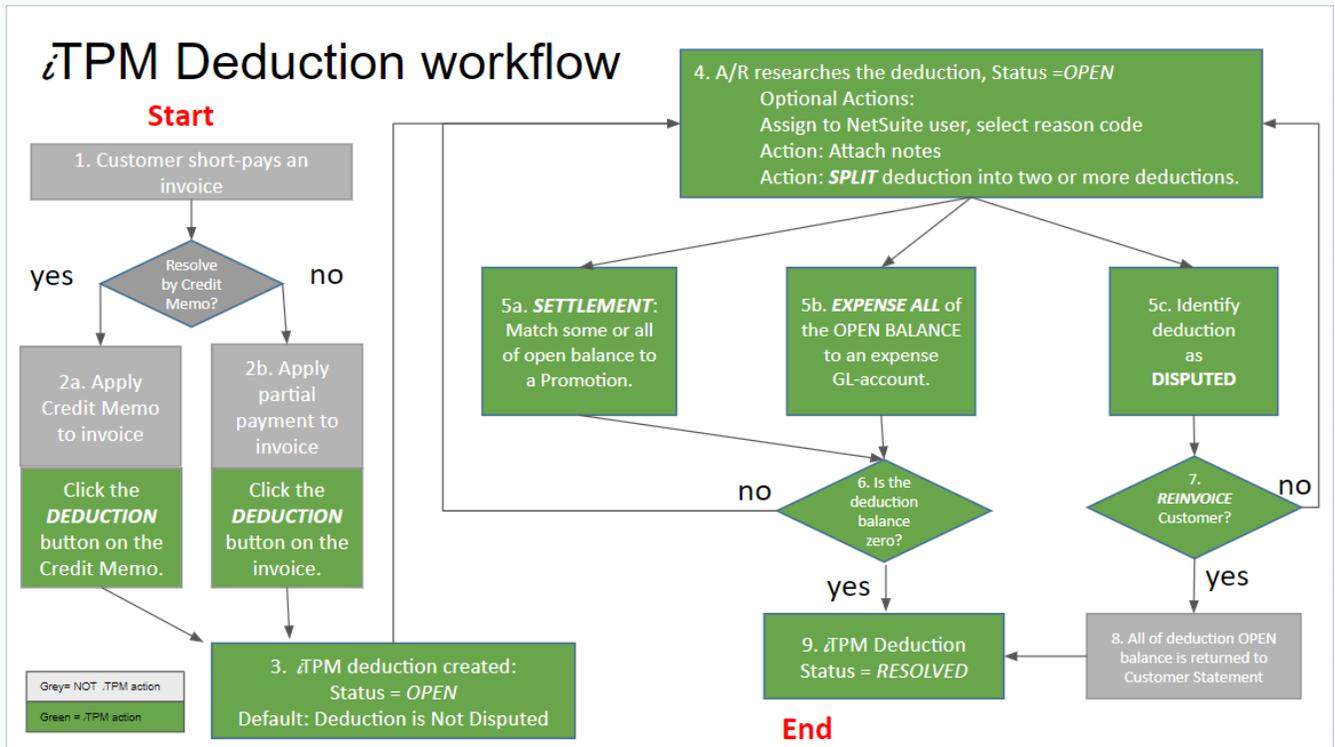
NOTE: Workflow assumes closed or locked NetSuite accounting periods have "*Allow non-G/L changes*" checked.

Step	Description	Comment
1	Customer Short-pays an invoice	Decide how to process the short pay: 2a or 2b
2a	Apply partial payment and credit memo to invoice(s)	*i*TPM deduction button is visible on the credit memo (Recommended approach)
2b	Create deduction from the invoice (NOT RECOMMENDED)	*i*TPM deduction button is visible on the invoice: Use only **for legacy ERP deductions** if CM is not an option. See 2a
3	DEDUCTION: Deduction created	*i*TPM Deduction is created with an open balance. Status = *OPEN*
4	Deduction research	Workflow includes assigned user, follow-up date, reason code, user notes, attachments and splitting of deductions.
5a	SETTLEMENT: Match deduction to one or more promotions	Deduction open balance goes down, promotion's actual expense goes up
5b	EXPENSE by journal entry	Deduction balance goes down, GL-account goes up
5c	DISPUTE a deduction	No change to the deduction; just flagged as not-valid.
6	Deduction is in OPEN status	Settlements can partially resolve a deduction
7	REINVOICE disputed short-pay	Deduction is resolved, and A/R goes up by the amount of the short-pay
8	Customer pays back short-pay	Short-pay is on customer's statement for repayment
9	Deduction resolved	Deduction status moves from OPEN to RESOLVED if the deduction balance is zero.

The following workflow describes how *i*TPM uses reason codes to populate the debit GL-account in the journal entry that expenses the deduction.

The reason code is used only to default the GL-account in the pre-populated journal entry created when using the EXPENSE button. Users can still change the GL-account before saving the journal entry.

Deduction Reason Codes and GL-accounts

Updated Feb 16, 2019

*i*TPM
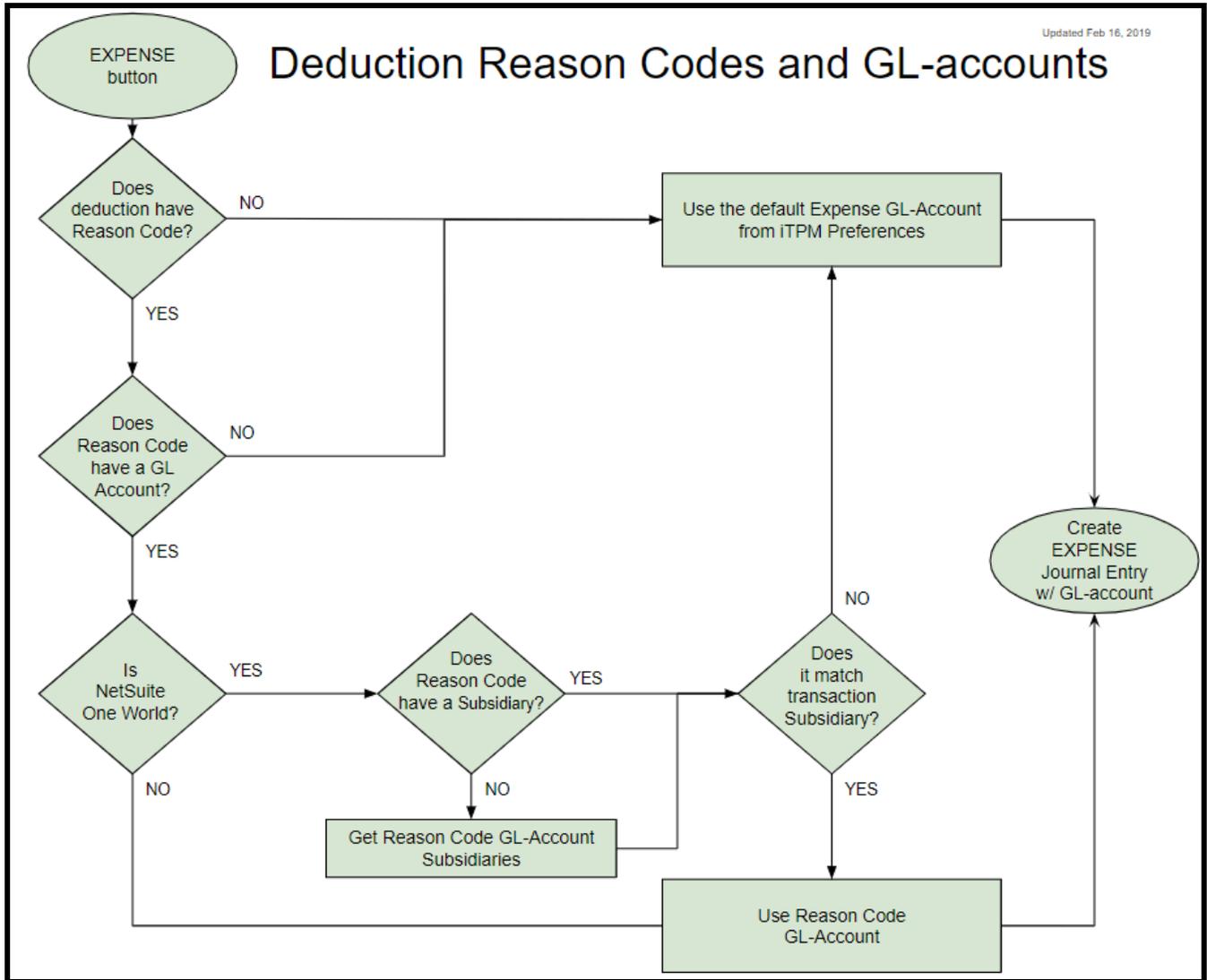
6.5   Settlement from Promotion Workflow (RESOLVE DEDUCTIONS)
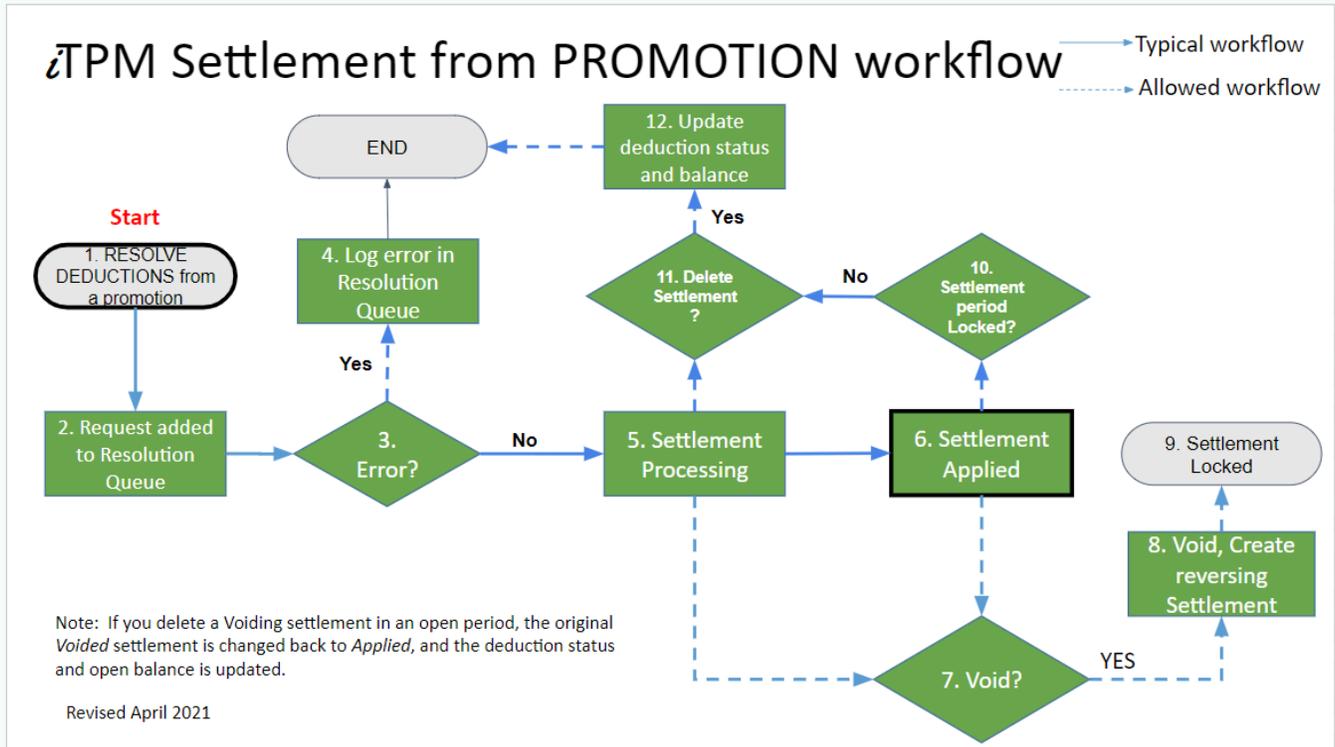
Step	Description	Comment
1	Use RESOLVE DEDUCTIONS button on a promotion	The RESOLVE DEDUCTIONS button is available on approved, active and completed promotions. Select one or more deductions to resolve.
2	Requested	The settlement requests are queued up for processing. View the queue at *iTPM-> Resolutions -> Resolutions Queue*
3	Error?	If your settlement request has errors, a settlement will not be created.
4	Error message written to log	To see the error message, go to *iTPM-> Resolutions -> Resolutions Queue* and click on the error message log for details.
5	Processing	The settlement is queued up for the allocation script, but the script has not yet run, or is working on this settlement.
6	Applied Status	Completed settlements are in Applied status, and the settlement amounts are allocated to the items in the promotion based on historical sales.
7	Void settlement?	The user must have appropriate role permissions to void settlements. (See section 5.2 for example roles)
8	Void, Reversing Settlement created	When a settlement is voided, a reversing settlement is created, and the settlement status changes to *Voided*
9	Settlement Locked	No changes are allowed to the settlement, other than voiding it.
10	Period Locked?	If the period is not locked, you have the option to delete the settlement.
11	Delete the settlement	If the settlement is in an open period, deleting the settlement will update the deduction status and open balance.
12	Update deduction status & balance	If resolved, deduction goes to open status, and open balance is updated.

*i*TPM

6.6   Settlement from Deduction Workflow: SETTLEMENT
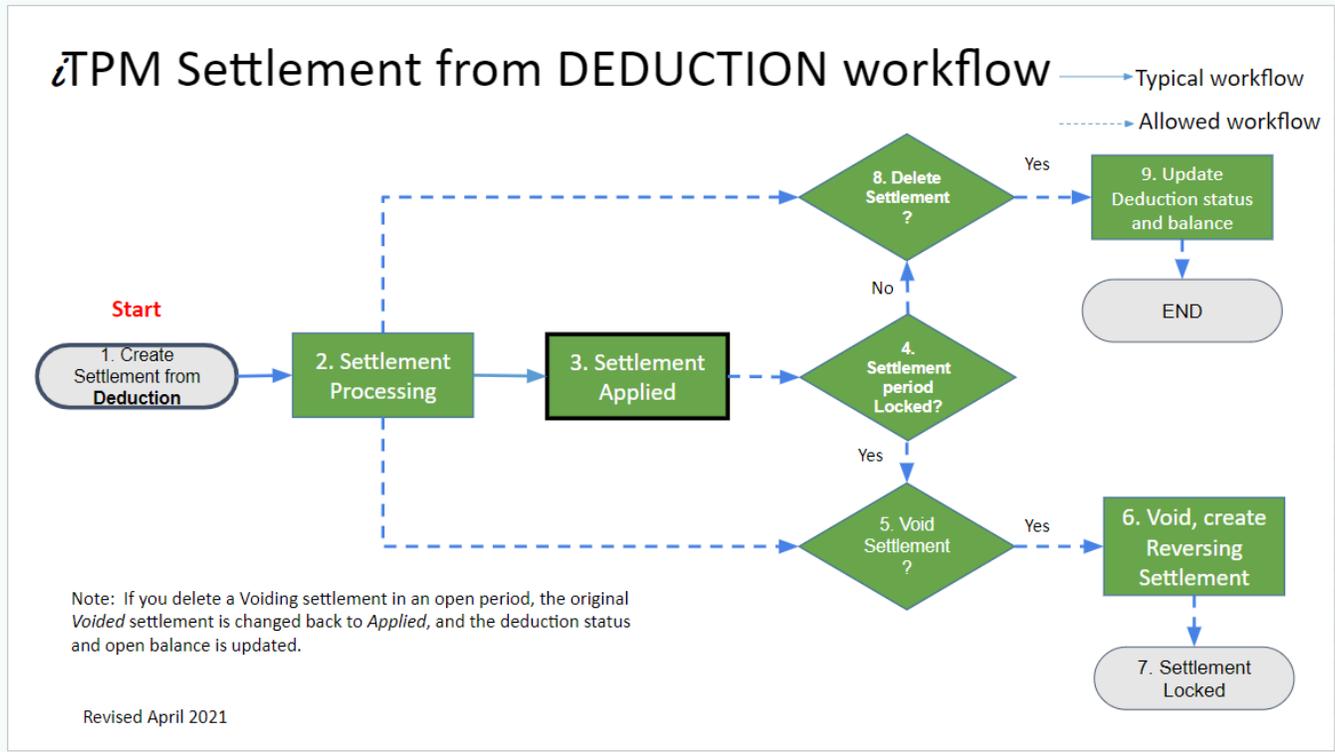
Step	Description	Comment
1	Create Settlement request while viewing a deduction	This is the settlement button on a deduction. Some or all of the deduction open balance can be matched to a promotion using a settlement.
2	Processing	A script will run and allocate the amount to the items in the promotion based on either actual sales, estimated sales, or evenly.
3	Applied	The settlement is applied, and the settlement is completed.
4	Period locked?	If the period is open, you can delete the settlement
5	VOID the settlement	If user has permissions, the VOID button is available on the settlement. (See chapter 5 for permissions by example roles.)
6	Voided Settlements	Reversing settlement is created, and the settlement status is *voided*.
7	Settlement locked	iTPM locked the voided settlement. No changes are allowed to the settlement, other than voiding it.
8	Delete the settlement	You can delete the settlement in processing and applied status if the NetSuite period is open and no transaction locked for the period.
9	Deduction status updated	Deduction open amount and status updated

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*i*TPM Quick Expense Workflow
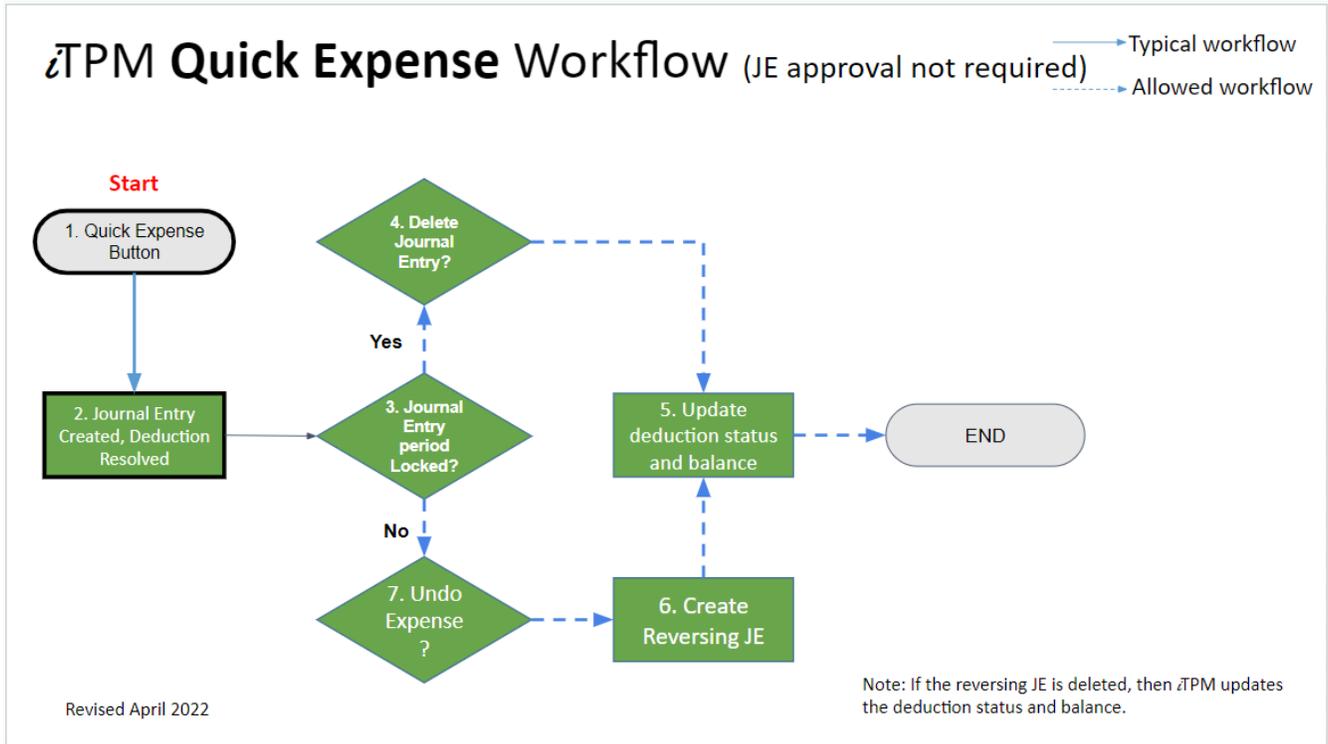
*i*TPM Expense Workflow
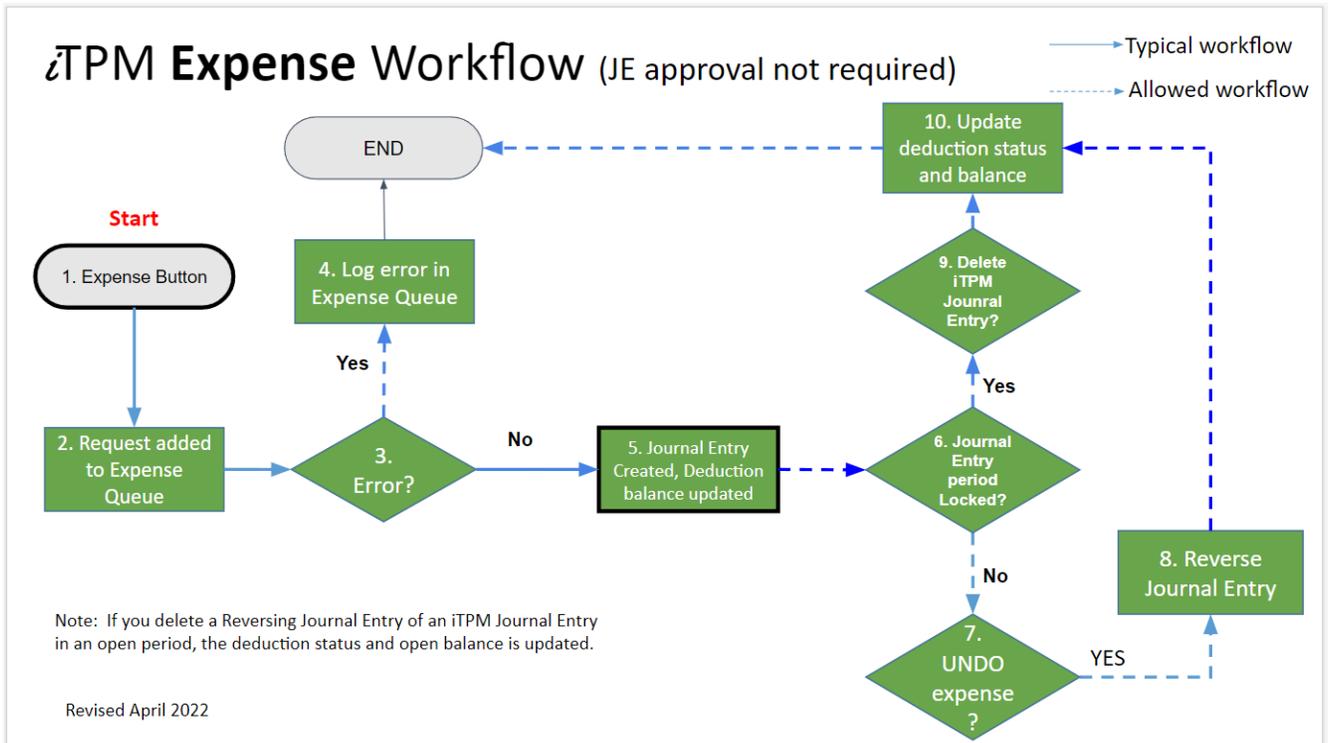
*i*TPM

6.7 *i*TPM Custom Records

- The following is a list of custom records used by *i*TPM. Many of these custom records are locked to protect the data integrity of *i*TPM. iTPM records start with '- *iTPM*'
- To view the *i*TPM custom records in your NetSuite account, click on **Customization -> Lists, Records and Fields -> Lists** and look for records that have "*i*TPM" in the description.

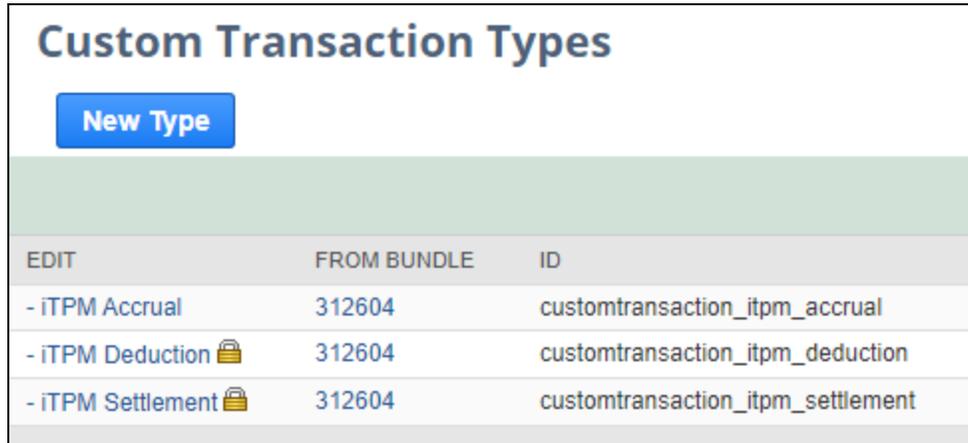| EDIT ▲	FROM BUNDLE	ID
- iTPM Event Accrual Setup 🔒	312604	customrecord_itpm_accrual_setup
- iTPM Accrual Log 🔒	312604	customrecord_itpm_accruallog
- iTPM Allowances 🔒	312604	customrecord_itpm_promoallowance
- iTPM Calendar 🔒	312604	customrecord_itpm_calendar
- iTPM Calendar Summary 🔒	312604	customrecord_itpm_calender_summary
- iTPM Close Promotion Permission	312604	customrecord_itpm_close_promo_permission
- iTPM Create DDN from JE Permission	312604	customrecord_itpm_create_ddn_je_permiss
- iTPM Deduction Approval by Sales	312604	customrecord_itpm_deductionapprovalsales
- iTPM Deduction Mass Expense Queue	312604	customrecord_itpm_ddn_write_off
- iTPM Deduction Reason Codes 🔒	312604	customrecord_itpm_deductionreasoncodes
- iTPM Deduction Split 🔒	312604	customrecord_itpm_deductionsplit
- iTPM Deduction Split Line 🔒	312604	customrecord_itpm_deductionsplitline
- iTPM Deductions Change Cust Permission	312604	customrecord_itpm_ddnchangecustpermisson
- iTPM Deductions Delete Permission 🔒	312604	customrecord_itpm_ddndeletepermission
- iTPM Deductions Permission	312604	customrecord_itpm_deductionspermission
- iTPM Discount Log 🔒	312604	customrecord_itpm_discountlog
- iTPM Discount Log Lines 🔒	312604	customrecord_itpm_discountlogline
- iTPM Estimated Quantity 🔒	312604	customrecord_itpm_estquantity
- iTPM Expense Queue 🔒	312604	customrecord_itpm_expensequeue
- iTPM Item Period Share 🔒	312604	customrecord_itpm_item_period_share
- iTPM KPI Queue 🔒	312604	customrecord_itpm_kpiqueue
- iTPM KPI Queue (Draft Promotions) 🔒	312604	customrecord_itpm_kpiqueue_draft_prom
- iTPM KPI Queue Detail 🔒	312604	customrecord_itpm_kpiqueuedetail
- iTPM KPIs 🔒	312604	customrecord_itpm_kpi
- iTPM Modify Approved Promotion	312604	customrecord_itpm_modify_approv_perm
- iTPM Monthly Base forecast	312604	customrecord_itpm_monthly_forecast
- iTPM NonGL MassUpdate Queue 🔒	312604	customrecord_itpm_nongl_massupdate_queue
- iTPM Period Accrual Setup	312604	customrecord_itpm_period_based_accruals
- iTPM Plan	312604	customrecord_itpm_plan
- iTPM Planning Permission	312604	customrecord_itpm_planning__permission
- iTPM Preferences 🔒	312604	customrecord_itpm_preferences
- iTPM Promo Status Update Queue	312604	customrecord_itpm_promo_statusupdate_que
- iTPM Promotion	312604	customrecord_itpm_promotiondeal
- iTPM Promotion Activity 🔒	312604	customrecord_itpm_promotionactivity
- iTPM Promotion Approver L1 🔒	312604	customrecord_itpm_promotionapprover
- iTPM Promotion Approver L2	312604	customrecord_itpm_promotionapprover_l2
- iTPM Promotion Approver L3	312604	customrecord_itpm_promotionapprover_l3
- iTPM Promotion Approver L4	312604	customrecord_itpm_promotionapprover_l4
- iTPM Promotion Approver L5	312604	customrecord_itpm_promotionapprover_l5
- iTPM Promotion Period Share 🔒	312604	customrecord_itpm_promo_period_share
- iTPM Promotion Planning 🔒	312604	customrecord_itpm_promotion_planning
- iTPM Promotion Type 🔒	312604	customrecord_itpm_promotiontype
- iTPM Resolution Queue 🔒	312604	customrecord_itpm_resolutionqueue
- iTPM Retail Event Information	312604	customrecord_itpm_promoretailevent
- iTPM Settlements Permission 🔒	312604	customrecord_itpm_settelementspermission
- iTPM Statement Charge Change 🔒	312604	customrecord_itpm_statement_charge_chang

*i*TPM

6.8   *i*TPM Custom Transactions

*i*TPM uses custom transaction records to manage settlements and deductions. The *i*TPM deduction and settlement custom records are locked to protect the data integrity of *i*TPM.

To view the *i*TPM custom records in your NetSuite account, click on **Customization -> Transaction Types**

*i*TPM

6.9   *i*TPM Scheduled Scripts, SB refresh and release preview testing

- As a NetSuite administrator, you have the ability to change the *i*TPM default priority and schedule.
- **After a sandbox refresh, schedule map reduce scripts are changed to unscheduled.**
- **Release preview accounts to not run scheduled scripts by default.**
- If you do testing, you'll need to run these scripts manually, or you can use the *iTPM Run Automations* feature.
  - Step 1: **iTPM -> Admin Tools -> Run Automations**.
  - Step 2: Go to the tab that matches the NetSuite feature.
  - Step 3: Click the button that corresponds to the process you need to run.
  - Step 4: A banner will confirm the map-reduce script was started.

---

iTPM: Run Automations

[Return to Home]

INFORMATION
Use this page to run automation processes on demand instead of waiting for their scheduled time.

Select a tab to choose the automation area you want to work with, then click the corresponding button to start the process.

Note:

- This will trigger the scheduled script, but processing may be delayed if no queues are currently available.
- All times shown below are in Pacific Time (PT).

For more information, navigate to **iTPM → Help → Admin User Guides, section 6.9**.

Promotion Planning	Event Plans	Deduction Management	Off-Invoice	Event Accrual	Daily Accruals	Program Accruals	KPIs by

[Process Plan]	[Refresh KPIs]	[Refresh Draft KPIs]
LAST REQUESTED 11/11/2025 5:32 pm	LAST REQUESTED 11/11/2025 5:46 pm	LAST REQUESTED 11/11/2025 5:46 pm
LAST REQUEST - START TIME 11/11/2025 5:32 pm	LAST REQUEST - START TIME 11/11/2025 5:47 pm	LAST REQUEST - START TIME 11/11/2025 5:47 pm
LAST REQUEST - END TIME 11/11/2025 5:32 pm	LAST REQUEST - END TIME 11/11/2025 5:47 pm	LAST REQUEST - END TIME 11/11/2025 5:47 pm
LAST REQUEST - STATUS Complete	LAST REQUEST - STATUS Complete	LAST REQUEST - STATUS Complete
# OF TIMES RUN TODAY 42	# OF TIMES RUN TODAY 84	# OF TIMES RUN TODAY 76
MAXIMUM RUNTIME 0 min 5 seconds	MAXIMUM RUNTIME 0 min 5 seconds	MAXIMUM RUNTIME 0 min 6 seconds
CHAINED MR - LAST REQUESTED 11/11/2025 5:33 pm	CHAINED MR - LAST REQUESTED 11/11/2025 8:32 am	CHAINED MR - LAST REQUESTED
CHAINED MR - LAST REQUEST - START TIME 11/11/2025 5:33 pm	CHAINED MR - LAST REQUEST - START TIME 11/11/2025 8:33 am	CHAINED MR - LAST REQUEST - START TIME
CHAINED MR - LAST REQUEST - END TIME 11/11/2025 5:33 pm	CHAINED MR - LAST REQUEST - END TIME 11/11/2025 8:33 am	CHAINED MR - LAST REQUEST - END TIME
CHAINED MR - LAST REQUEST - STATUS Complete	CHAINED MR - LAST REQUEST - STATUS Complete	CHAINED MR - LAST REQUEST - STATUS
CHAINED MR - # OF TIMES RUN TODAY 42	CHAINED MR - # OF TIMES RUN TODAY 2	CHAINED MR - # OF TIMES RUN TODAY
CHAINED MR - MAXIMUM RUNTIME 0 min 2 seconds	CHAINED MR - MAXIMUM RUNTIME 0 min 5 seconds	CHAINED MR - MAXIMUM RUNTIME

Contact *i*TPM support for more details.

Here is a summary of the Run Automation buttons and what they do:

Promotion Planning	What it does
Process Plan	This script processes the records under the Planning subtab in the promotion. This creates the following records: Allowances, Estimated Quantity, Retail Information, KPIs, To see what promotions need process plan run, and which promotions have process plan running, use iTPM dashboard reminders.
Refresh KPIs	This processes promotions in the KPI Refresh Queue. To see promotions being processed, go to *iTPM -> Promotions -> KPI Processing Queue*
Refresh KPIs (Draft)	This processes promotions in the KPI Refresh Queue (Draft Queue) To see promotions in the queue, go to *iTPM -> Promotions -> KPI Processing Queue (Draft)*
Update Estimated & Change Pending	This script processes changes to promotion made by the MODIFY, CHANGE PENDING, and UPDATE ESTIMATED buttons. Use dashboard reminders to view what's pending approval, and what's being processed.
Promotion Status Mass Update	This script processes the mass status change requests in the Mass Status Change queue. To see what's been processed, go to *iTPM -> Promotions -> Mass Status Queue*

Event Plans	What it does
Process Event Plans	This script validates the information in the Event Plan. If valid, it also creates the promotion and planning record. This is the same as the "Process Event Plans Now" button in the plan.

Deduction Management	What it does
Split / CSV Split Deduction	This script splits the deduction. It should automatically run if you manually enter your split data. Note: The process to upload your CSV split file is NOT triggered by this button. If you used the CSV Split button, you'll need to wait for the scheduled task to run.
Settlement / Adjust Spend	This script processes the Settlement lines. Using the lump-sum and bill-back allocation factors, this script allocates settlement to the items that are in the promotion. When this script is done, the settlement moves from 'processing' to 'applied' status.
Mass Non G/L Update	This script processes changes to deductions that are in the Mass Non G/L change queue. The queue can be viewed by going to *iTPM -> Deductions -> Mass Update* Queue.
Deduction Write-off	*iTPM -> Deductions -> Mass Expense New*, and *iTPM -> Deductions -> Mass Expense New* Processing records in this queue creates records in the Expense Queue.
Deduction Bulk Expense	*iTPM -> Deductions -> Expense Queue* This script resolves deductions by creating journal entries.
Resolve Deduction & Bulk Settlement	This is the Bulk Settlement process ● The "Expense?" checkbox when splitting creates a record in the resolution queue. ● The "Adjust Spend" button on the promotion creates a Settlement Request record. ● The "Resolve Deductions" button on the promotion also creates a queue record. ● Go to *iTPM -> Resolutions -> Resolution Queue* to see the Bulk Settlement requests

Off-Invoice	What it does
Off invoice (Remove, then Add)	This first runs the script that removes discounts from sales orders where discounts will be reapplied. The remove script then runs the script that applies discounts to sales orders. Note: If you have promotions with "Any item sold to customer gets this discount" checked, then go to the "Overnight Processing" tab to run the "Overnight Allowances Processing" script.

Event Accruals	What it does.
1. Event Accruals	This runs the Event Accrual script that's described in Chapter 1 of the Accrual User Guide. The first script creates the 'transaction' accruals, which include shipments and settlements. When done, this chain-runs the next event-accrual script.
2. Estimated Accruals	For promotions not linked to sell-in, this script creates accruals based on sell-through. When done, this chain-runs the next event-accrual script.
3. Lump Sum Accruals	This process creates accruals for the promotion lump-sum. When done, this chain-runs the next event-accrual script.
4. Overpayment Accruals	If settlements are greater than expected liability, this script creates accruals for overpayments. When done, this chain-runs the next event-accrual script.
5. Accrual Adjustments	If the accrual log does not match the net liability, a correction log record is created. This is only a log record. It has no financial impact. When done, this chain-runs the next event-accrual script.
6. Backdated Transactions	The final process looks for missed transactions for back-dated promotions. The 'event trigger' for these accruals is 'missed-transaction'.

Daily Accruals	What it does
Daily Accruals	Daily Allocated Accruals are described in Chapter 3 of the Accrual User Guide. Note: A promotion type can only be configured as "Event Accrual" or "Daily Accrual", not both.
Daily Accruals (Optimized)	This is the optimized version of the above Daily Allocated Accrual script.

Program Accruals	What it does (Also known as Period Accruals)
Program Accruals	Program Accruals are described in Chapter 2 of the Accrual User Guide.
Program Accruals (Optimized)	This is the optimized version of the above Program Accrual Script.

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KPIs by NetSuite Period	What it does
Promotion Period Share	This identifies every NetSuite period that overlaps the promotion, calculates the periods share of the overlap, and calculates the values of over 50 KPIs by promotion by period.
Update Promotion Period Share	Once created, promotion period share records need to be updated. ● The allocations change daily for active promotions. ● KPIs are recalculated when a promotion status changes. ● New settlements ● Changes to estimated volume, sell-in, sell-through, etc. This script updates values in the period share records.
Delete Period Share Records	This deletes Promotion Period Share records that are marked as inactive.
Update Item Period Share	When Promotion Period Share records change, this script updates the Item Period Share records.
By Item Period Share	This script allocates the Period Share records down to the items in the promotion.
Inactive by Item Period share	This deletes Item Period Share records that are marked as inactive.

Overnight Processing	What it does
Overnight Allowances Processing	If you have promotions with "Any item sold to customer gets this discount" checked, this script creates new allowance records in active and future promotions for new items sold in the last 3 days. This chainruns another script that looks for new items added to NetSuite item groups with "Available for iTPM" checked. If any items are added to a NetSuite item group, *i*TPM looks for active and future promotions with this item group, and then adds the new item to the promotion.
Delete Promotions	This script deletes all the related records of promotions where the header record is inactive.
Delete Old KPI Queue Records	This typically runs every weekend to delete old KPI records from the KPI refresh queue.
Schedule KPI Queue	When promotions change status, moving from Future to Active, or Active to Completed condition, this script adds the promotion to the KPI Refresh Queue.
Apply detached invoices	For legacy deductions created directly from an invoice instead of a credit memo, any change to the deduction detaches the deduction from the invoice. This script re-attaches the iTPM Deduction to the NetSuite invoice.

- To view *i*TPM scripts directly in NetSuite, go to **Customization -> Scripting -> Script Deployments**, set the *TYPE* filter to *Map/Reduce*, and Status to *Scheduled.*
- If you only use the deduction module, only schedule the 7 scripts below in the green boxes

ID	SCRIPT ▲	API VERSION	TYPE
customdeploy_itpm_promodeal_cpy	- iTPM - Copy Promotion	2.0	Map/Reduce
customdeploy_itpm_ddn_splitcsvtaskimport	- iTPM - Deduction Split CSV Import Task	2.0	Scheduled
customdeploy_itpm_mr_allcontrbtnfordraft	- iTPM - MR All ContributionForDraft(SC)	2.1	Map/Reduce
customdeploy_itpm_mr_allocationcontrbtn	- iTPM - MR Allocation Contribution(SC)	2.1	Map/Reduce
customdeploy_itpm_mr_apply_detachec_inv	- iTPM - MR Apply Detached Invoice	2.0	Map/Reduce
customdeploy_itpm_mr_ddn_splitprocess	- iTPM - MR Deduction Split Process	2.0	Map/Reduce
customdeploy_itpm_mr_ddn_writeoff	- iTPM - MR Deduction Write-Off(Sc)	2.0	Map/Reduce
customdeploy_itpm_mr_delete_period_share	- iTPM - MR Delete Period Share Records	2.0	Map/Reduce
customdeploy_itpm_mr_delete_processplan	- iTPM - MR Inactive Related Records(Sc)	2.0	Map/Reduce
customdeploy_itpm_mr_inactive_relatedrec	- iTPM - MR Inactive Related Records(Sc)	2.0	Map/Reduce
customdeploy_itpm_mr_nboi_rem_discounts	- iTPM - MR NBOI Processing	2.0	Map/Reduce
customdeploy_itpm_mr_nongl_mass_update	- iTPM - MR Non GL Mass Update	2.0	Map/Reduce
customdeploy_itpm_mr_promo_period_share	- iTPM - MR Promotion Period Share	2.0	Map/Reduce
customdeploy_itpm_mr_schedule_kpi_queue	- iTPM - MR Schedule KPI Queue	2.0	Map/Reduce
customdeploy_itpm_mr_settlementlines	- iTPM - MR Settlement Lines	2.0	Map/Reduce
customdeploy_itpm_update_item_period	- ITPM - MR Update By Item Period Share	2.0	Map/Reduce
customdeploy_itpm_delete_promotion_recor	- iTPM Delete Promotion Record	2.0	Map/Reduce
customdeploy_itpm_mr_allow_new_item_grp	- iTPM MR Allowance for New Item(Sc)	2.0	Map/Reduce
customdeploy_itpm_mr_bulk_settlement_pro	- iTPM MR Bulk Settlement Process	2.0	Map/Reduce
customdeploy_itpm_mr_kpi_deletequeuerec	- iTPM MR Delete KPI Queue Records	2.0	Map/Reduce
customdeploy_itpm_mr_overnight_proplan	- iTPM MR Overnight Process Plan	2.0	Map/Reduce
customdeploy_itpm_mr_sc_rel_ddn_update	- iTPM MR SC Related Deduction Updation	2.0	Map/Reduce
customdeploy_itpm_update_pr_period_share	- iTPM MR Update Promotion Period Share	2.0	Map/Reduce
customdeploy_itpm_promolinked_approved	- iTPM PromoLinked Records for approved	2.0	Map/Reduce

⚠️ **Important Note**: DO NOT CHANGE *i*TPM SCRIPT CONCURRENCY without consulting CG Squared. Most *i*TPM scripts are set to a concurrency limit equal to 1. Some *i*TPM scripts can create 'bad' data if the concurrency is greater than one.

Release Preview Testing: Manually run Map / Reduce scheduled scripts

Scheduled Map / Reduce scripts do not automatically run in release preview accounts.
Use the *i*TPM *-> Admin Tools -> Run Automations*, or manually run *i*TPM scheduled scripts in your release preview account when testing *i*TPM:

*i*TPM form and button: Promotions	*i*TPM Map/Reduce Script

Promotion: **Process Plan** button	- iTPM MR Inactive Related Records (Sc)
	   Above script chain runs the next script:
	   - iTPM - Create Promo Linked Records

Overnight process for iTPM Allowances & KPIs
 	
Any items added to a NetSuite item group the day before will be automatically added to any active or future promotion that has the NetSuite item group.
 	
If "All items sold to this customer get this discount" is checked in the promotion, this script looks for items that were sold to the customer but are not in the promotion. (This is based on sales orders and invoices in the last 3 days.) Any item that has "Available for iTPM" checked will be added to the promotion if it's not already in the promotion.
	- iTPM MR Allowance for New Item (Sc)
	   Above scheduled MR script chain runs next scripts:
	   - iTPM MR Overnight Allowances sold
	   - iTPM MR Schedule KPI Queue
	
	      Any promotion where liability is linked to what you ship to the customer is added to the KPI Queue to adjust KPIs based on new shipments/sales yesterday.
	
	- iTPM MR Overnight Process Plan
	      This script runs Process Plan for all draft promotions that need Process Plan.

Promotion: Update Estimate & Modify buttons	- iTPM PromoLinked Records for approved

Refresh KPIs
 	
When a promotion is first approved or an allowance is edited, run the appropriate MR script based on the promotion status.
 	
(*Resolve Deductions* and *Adjust Spend* buttons are not visible on the promotion until these scripts run.)
 	
Note: The MR script "- iTPM MR Schedule KPI Queue" that updates KPIs based on yesterday's actual sales is chain-run by the overnight process. (see above)
	If any promotion in the KPI Queue has "Pending Allocation Contribution?" = allocations by item are recalculated.
	If no changes, the script then chain-runs the KPI calculations:
	   For DRAFT & Pending Approval Promotions:
	   - iTPM - MR All Contribution for Draft(Sc)
	      … Scheduled MR script that chain runs….
	   - iTPM | OPT | KPI Calculations | MR
	      with appropriate deployment, draft, edit or scheduled
	   For APPROVED & Closed Promotions:
	   - iTPM - MR Allocation Contribution (SC)
	      … Scheduled MR script that chain runs….
	   - iTPM | OPT | KPI Calculations | MR
	      with appropriate deployment, approved edit or scheduled

Optional: Allocate KPIs to NetSuite Periods Schedule the 2 'period share' scripts for KPis by promotion and period. Optional; Schedule the 'Item period share' for KPIs by promotions, period and item.	- iTPM - MR Promotion Period Share - iTPM - MR Update promotion Period Share - iTPM - MR Delete Period Share Records - iTPM - MR Update item Period Share - iTPM - MR By Item Period Share - iTPM - MR Inactive ByItem Period Share
When a new item is added to a NetSuite item group, add the item to future and active promotions that have this item group.	- iTPM MR Allowance for New Item(Sc)

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*i*TPM form and button: Promotions (continued)	*i*TPM Map/Reduce Script
Promotion: **Resolve Deductions** button	- iTPM - MR Bulk Settlement Process
Promotion: **Copy Promotion** button	- iTPM - Copy Promotion
Promotion: **Delete Promotion** button	- iTPM Delete Promotion Record
Settlements in **'Processing'** status.	- iTPM - MR Settlement Lines
Clean-up scripts: These scripts mark unused records as inactive and/or delete records.	- iTPM - MR Inactive ByItem Period Share - iTPM - MR Inactive Related Records - iTPM - MR Inactive Related Records(delete) - iTPM - MR Delete KPI Queue Records - iTPM MR Delete Period Share Records

*i*TPM form and button: Sales Orders	*i*TPM Map/Reduce Script

Sales order:
"Apply iTPM discounts" sales order checkbox. 'Remove' is scheduled, chained to run the 2nd script when it is done.
 	
Apply or Reapply Discounts button checks the *"Apply iTPM discounts"* checkbox on the sales order.
 	
Script on the sales order is not scheduled, and may not be deployed. This can be used to always apply OI when a SO is saved in Pending Approval and Pending Fulfillment statuses (Script is customized as needed.)
	- iTPM - MR NBOI Processing (remove)
	    Above script chain runs this script:
	- iTPM - MR NBOI Processing
	
	 * - iTPM MR NBOI
	        ("New" optional optimized script*)
	
	  - iTPM UE Salesorder Apply Discount
	  (User Event, not a map-reduce script)
	
	* If you have high volumes of sales orders, this script is speed optimized for sales orders with less than 120 lines, including discounts.

This script checks in real-time if there are overlapping discounts that could be applied to the sales order	- iTPM NBOI Process (User Event) Not scheduled, but can be UNDEPLOYED

*i*TPM form and button: Event Plans	*i*TPM Map/Reduce Script
Plan to Promotion script validate and create iTPM Promotions from your Event plan data. Only schedule if you use this feature.	- iTPM - MR - Plan to Promotion (Sc) Above script chain runs this script: - iTPM - MR - Plan item Delete

*i*TPM Accruals	*i*TPM Map/Reduce Script
Calculate event-based **accrual log** All of the accrual log scripts are chained together, so running the first (Sc) script runs the next accrual script. When the script is done, it runs the next… until all the accrual log scripts run. These typically run overnight. These financial accruals are NOT allocated.	- iTPM MR Transaction Accruals (Sc) Above script chain runs the next script: - iTPM MR Estimated Accruals…which runs: - iTPM MR LumpSum Accruals…which runs: - iTPM - MR Overpay Accruals…which runs: - iTPM - MR Accrual CorrectAdjustment - iTPM - MR Transaction Backdated
Daily / Weekly / Monthly Allocated Event Accruals If using Daily Accruals, only the accrual log is created by the other event-based scripts in the row above.	- iTPM | OPT | Daily Accruals | MR Note: A promotion type can ONLY use above type or Daily accrual, NOT both.
This creates financial accruals from period-based accrual records. Only schedule if you use this feature.	- iTPM MR Period Based Transactions DC

*i*TPM form and button: Deductions	*i*TPM Map / Reduce Script
Deduction: **SPLIT, CSV SPLIT** buttons	- iTPM - MR Deduction Split Process

Deduction: **SETTLEMENT** button	- iTPM - MR Settlement Lines
	   (Same script as "Adjust Spending"
	   button on the promotion)

Mass Non G/L Update form	- iTPM - MR Non GL Mass Update
Mass Expense form Deduction: **EXPENSE,** and **CSV Bulk Expense**	- iTPM - MR Deduction Write-Off (Sc) Above script chain runs this script: - iTPM - Deduction Bulk Expense which runs - iTPM MR Deduction Last Resolved
CSV Bulk Settlement **(Also the Resolve Deduction Button on the promotion)**	- iTPM - MR Bulk Settlement Process
CSV Split button **(**This is not a Map Reduce script)	- iTPM - Deduction Split CSV Import Task
Re-apply deduction to the invoice (Optional: This is only needed if the deduction is created from an invoice *AND the* deduction is in a closed period *AND* the deduction is changed.)	- iTPM - MR Apply Detached Invoice
Update Deduction status and open balance when the *i*TPM Statement Charge is deleted. (May not be scheduled, but run on demand)	- iTPM MR SC Related Deduction Updation

Default iTPM script parameters

If you change any of the default *i*TPM script parameters, be sure to document your changes.

*i*TPM Script: **Deductions**	Default Parameter setting	Type
- iTPM - MR Deduction Split Process	New Deductions always have a current date: 　　　Default = *UNCHECKED*	MR
- iTPM MR Settlement Lines	- iTPM Settlement record type ID 　　　 *- iTPM Settlement*	MR
- iTPM - MR Apply Detached Invoice	iTPM MR Deduction Invoice Search: 　　　 *- iTPM	Deductions Detached from Invoices*	MR
- iTPM - Deduction Buttons 　　　Applies to **- iTPM Deduction**	UE_DDN_CLIENT Script Path 　　　 */iTPM_Attach_Deduction_Buttons.js* - iTPM Settlement Permission Rec Type ID 　　　 *- iTPM Settlements Permission* - iTPM Deductions Permission Rec Type ID 　　　 *- iTPM Deductions Permission* - iTPM Expense QUeue Rec Type ID 　　　 *- iTPM Expense Queue* - iTPM Deduction Approval by Sal Rec Type ID 　　　 *- iTPM Deduction Approval By Sales* - iTPM Deductions Delete Permission Rec Type ID 　　　 *- iTPM Deductions Change Cust Permission* - iTPM Deduction Assign to Customer sales Rep when created 　　　Default: *UNCHECKED* - iTPM Deduction Do not change assign-to on split 　　　Default: *UNCHECKED*	User Event
- iTPM - Invoice Deduction Buttons 　　　Applies to **Invoice**	- iTPM Deduction Permission 　　　 *- iTPM Deductions Permission* - iTPM Deduction Record Type ID 　　　 *- iTPM Deduction* - iTPM Deduction Assign to sales rep 　　　Default: *UNCHECKED*	User Event
- iTPM - Invoice Deduction Buttons 　　　Applies to **Credit Memo**	- iTPM Deduction Permission 　　　 *- iTPM Deductions Permission* - iTPM Deduction Record Type ID 　　　 *- iTPM Deduction* - iTPM Deduction Assign to customer sales rep when created 　　　Default: *UNCHECKED*	User Event
- iTPM SU Related Promotions	Customer Attribute 　　　 *employee* Customer Attribute FieldID on Customer Record 　　　 *salesrep*	Suitelet
- iTPM - Deduction Promotion List	- iTPM Customer Attribute 　　　 *salesrep* Include matching promotions across all subsidiaries 　　　Default: *UNCHECKED*	Suitelet
- iTPM - Deduction Split CSV Import Task	- iTPM CSV Task IMport ID 　　　Default: *Blank*　　(ID the last time this script executed.)	Scheduled

It is a good practice to do a quick review of custom parameter settings every time you update *i*TPM to a new version.

*i*TPM Script: **Promotions**	Default Parameter setting	Type
- iTPM - MR KPI New Calculations	- iTPM KPI Process: *EDITED*	MR
- iTPM - MR KPI New Calculations 1	- iTPM KPI Process: *SCHEDULED*	MR
- iTPM - MR KPI New Calculations 2	- iTPM KPI Process: *SCHEDULED*	MR
- iTPM - Copy Promotion	Copied Promotion/Deal ID: *NULL*	MR
- iTPM | MR - Promotion Period Share	Period Share Queue Search *- iTPM Promotion Period Share Queue*	MR

- iTPM - Promotion Processing	- iTPM Settlement Permission Record
	  - iTPM Settlements Permission
	
	- iTPM Promotion Permission record
	  - iTPM Promotion
	
	- iTPM promotion type permission record
	  - iTPM Promotion type
	
	- iTPM Preferences Permission record
	  - iTPM Preferences
	
	- iTPM Estimated Quantity Permission
	   - iTPM Estimated Quantity
	
	- iTPM Promotion Planning Permission
	   - iTPM Promotion Planning
	
	- iTPM Modify Approved Promotion
	   - iTPM Modify Approved Promotion
	
	Is partner available in customer record?
	Default is **UNCHECKED**
		User Event

- iTPM SU Mass Copy Promotion	- iTPM Promotion Record Permission
	   - iTPM Promotion
	
	- iTPM Promotion Planning Permission
	   - iTPM Promotion Planning
		Suitelet

- iTPM SU Change Pending Form	Is partner available in customer record? Default is **UNCHECKED**	Suitelet

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*i*TPM Scripts: **Apply Off-invoice**	Default Parameter setting	Type
- iTPM - MR NBOI Processing (Remove Discounts)	Rate in 4 decimals: Default is **UNCHECKED** - iTPM Ship Date field Internal ID Default is **BLANK**	MR
- iTPM - MR NBOI Processing	Rate in 4 decimals: Default is **UNCHECKED** Only Process Exceptions? Default is **UNCHECKED** - iTPM Ship Date field Internal ID Default is **BLANK**	MR

- iTPM SU SO EDI Report	- iTPM EDI UOM Field Internal ID
	        custcol_itpm_edit_uom
	
	- iTPM EDIT price field internal ID
	        custcol_example_edit_price
	
	- iTPM Ship Date field Internal ID Default is **BLANK**
		Suitelet

- iTPM - MR NBOI Processing	- iTPM Ship Date field Internal ID Default is **BLANK**	User Event

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*i*TPM Scripts: **Accruals**	Default Parameter setting	Type
- iTPM - MR Estimated Accruals	Is estimated Qty Modified? Default is **CHECKED**	MR
- iTPM - MR Estimated Accruals 2	Is estimated Qty Modified? Default is **UNCHECKED**	MR
- iTPM MR Transaction Accruals	iTPM MR Transaction Accrual Search: *- iTPM Event Accrual Source*	MR

- iTPM UE Period Based Accruals	- iTPM Include Customer Attribute
	    partner
	
	- iTPM Exclude Customer Attribute
	    employee
		User Event

- iTPM SU Period Based Accruals	Include Customer attribute
	    employee
	
	Exclude customer attribute
	    partner
		Suitelet

- iTPM MR Period Based Transactions	Include Customer Attribute
	    salesrep
	
	Exclude customer attribute
	    partner
	
	Date
	    Default: *NULL*
	
	Allow Accruals for customers above transaction sub
	    Default: **UNCHECKED**
	
	Include Item Attribute
	    Default: *Classification*
		MR

iTPM

6.10 Caution if customizing *i*TPM forms

If you need to customize an *i*TPM form, please email support@cgsquared.com to discuss your changes.

> ⚠️ **Important Note**: **Hiding a field on an *i*TPM form can cause some scripts and features to not work as expected.**

Example: One client hid the product class field on the deduction form. This caused the product class fields in the deduction lines to not populate. Unhiding the field on the custom form fixed the issue, but a one-time script needed to be created and run to populate product class in the historical data created by the customized form. Instead of hiding a field, we suggest you move it under a subtab (Like system info) to un-clutter the form.

Example forms to confirm changes are ok:
- Settlement Form
- Deduction Form
- Promotion Form
- Journal Entry Form (*i*TPM Expense and Quick Expense buttons use this form)

6.11 What if the *i*TPM subtab and/or fields are hidden?

If you don't see the *i*TPM subtab and/or fields as documented in *i*TPM User Guides, it is likely that the *i*TPM features are hidden on your custom forms.

Use these steps to add the missing subtabs and/or fields:

1. View the form with the missing iTPM subtabs and/or fields.
2. In the upper right corner of the form, hover over CUSTOMIZE, and click Customize Form.
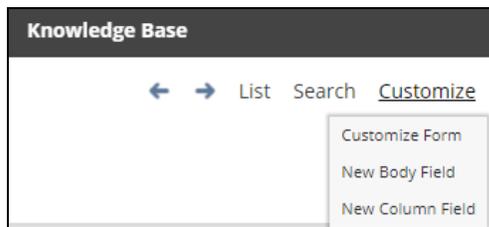
3. Click on the *iTPM* subtab, and check the appropriate fields you want to show. Example below, item form:
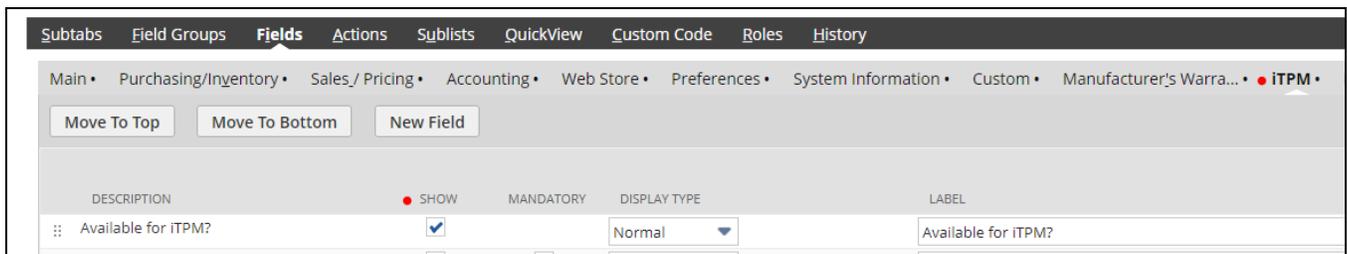
4. SAVE.

6.12 *i*TPM Admin tool to fix data

If you have 'bad' *i*TPM data, the *i*TPM support team uses an *i*TPM admin tool to fix the data.
If you are a NetSuite administrator, you'll see *Admin Tools* in the *i*TPM drop-down menu:
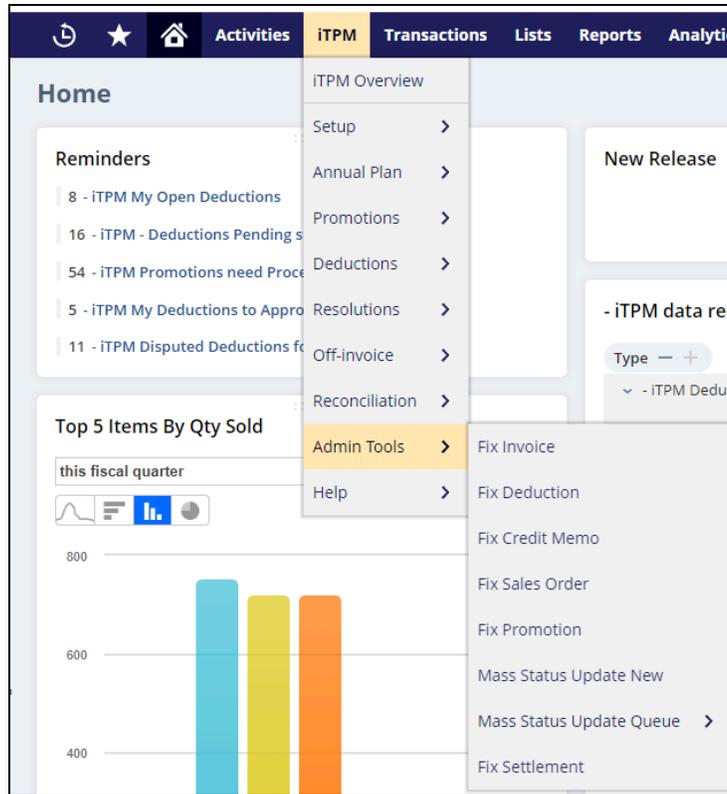
We do not recommend our clients use these admin tools because if used incorrectly, these tools could create more 'bad' data instead of fixing data. These tools are documented in our internal Help Desk Reference User Guide, which is for *i*TPM internal staff use.

- **Fix Invoice**: This admin tool is used by *i*TPM staff to re-apply invoices to *i*TPM deductions. Under some circumstances, deductions created from invoices can be un-applied.
- **Fix Deduction:** This admin tool is used by *i*TPM staff to fix deductions. Sometimes the deduction's open balance and other data is not correct. *i*TPM staff can use this tool to fix the open balance, split-off amount, deduction status, *i*TPM amount and other data.
- **Fix Credit Memo:** Sometimes the iTPM Applied-to field is blank because the promotion was locked or closed and the "Allow Non G/L Changes" was not checked. This admin tool gives you an easy way to populate this field. This doesn't impact any NetSuite financial reports, but it does help correct the reconciliation workbook that you'll use daily to monitor your *i*TPM data.
- **Fix Sales Order**: Sometimes the sales order can get stuck processing off-invoice. This tool allows you to easily uncheck the disabled field on the sales order "iTPM Discounts Applied". If you use this tool, be sure to also manually delete all discount items that were previously applied.
- **Fix Promotion:** Use this to populate fields in the promotion header that can't be changed in the browser.
- **Fix Settlement:** Use this to populate fields in the settlement header that can't be changed in the browser.

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6.13 Creating your own CSV imports

If you don't use a pre-defined iTPM saved CSV import file, you can email support@cgsquared.com to know if "Run Server Suitescript and trigger Workflows" should be checked or unchecked.

Consider using internal IDs for your imports. Every field that is mapped will be updated by the import, and it's best practice to only update the specific fields you need to update.

> ⚠️ **Important Note**: **Be careful what fields you update. You could create 'bad' data by updating a field.** (Example, changing the open balance of a deduction using a CSV import. Email support@csguared.com if you have questions on your CSV import.

6.14 Update Promotion KPIs using a CSV import

If you change the promotion type configuration setting "_Do not update liability based on actuals_", you should refresh all the promotion KPIs. It isn't practical to manually click the "_KPI Refresh_" button on every promotion, so use a CSV import to update the KPIs in bulk.

Create a CSV file that contains the promotion Title / Reference Code of every promotion you want to put into the KPI Refresh queue.

Example CSV file has two promotions.

	A	B
1	Promotion	
2	Testing S-02487 use case #3	
3	Example promotion #2	
4		

- NOTE: Look at your CSV import mapping. You have the option of using promotion name or promotion #.
- Go to **_Setup->Import/Export->Saved Saved CSV Imports_**
- Click on **_- iTPM KPI Queue (CSV Import)_** and follow the standard NetSuite steps for a CSV import.
- After your CSV file is imported, you can monitor the progress at _iTPM-> Promotions-> KPI Refresh Queue_

Helpful Hint: This CSV import only triggers the second phase of the KPI Refresh process. Some types of changes to promotions may require an _i_TPM Administrator to edit and re-save the promotion to trigger the first step of the KPI calculations, as shown in the "Contribution Allocation" column in the KPI queue.

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6.15 Data clean-up if using production as sandbox

If you don't have a sandbox and are using production for training, here is an overview of how to delete the iTPM related financial transactions prior to go-live with NetSuite:

1. To delete these transactions, the NetSuite period of the transaction must be open.
2. First delete the deduction resolutions
    1. Statement charges
    2. Delete Expense Queue Records
    3. Delete Settlement Queue Records
    4. Journal Entry reversals
    5. Journal Entries
    6. Settlement Reversales (delete before the voided settlement)
    7. Settlements
    8. When deleting these, we must trigger the workflows. If the workflows aren't triggered, the deduction status will not be updated from resolved to open.   If we do this through the browser, we know the workflows trigger.
3. Delete all the deduction splits.
    1. These are deductions where the deduction # is not the same as the "Original Deduction".
    2. We need the workflows to trigger so that the original deduction status and open balance get updated.
    3. If the workflows aren't triggered, the original deduction status will not be updated from resolved to open.
4. Delete all the original deductions.
    1. Same as deleting the deduction splits.
    2. If the deduction status and open balance did not get updated correctly in any of the previous steps, we can use a CSV import or the iTPM Admin tool to force the data into what we need to delete the deductions.
5. Delete the credit memos that were used to create iTPM deductions.
    1. There's a workflow on the CM that prevents the credit memo from being deleted if a deduction is created from it.
    2. When the deduction is deleted, the DEDUCTION button is visible again on the CM.
6. IF PDFs were uploaded using NetSuite Drag-and-drop, these should also be deleted from the NetSuite folder.
7. Delete all the Accrual records
    1. Delete Event Accruals: ***iTPM -> Accruals -> Event Accruals***
    2. Delete Event Accrual logs: ***iTPM -> Accruals -> Event Accrual Logs***
    3. Delete Program accruals: ***iTPM -> Accruals -> Period Accruals***

To Mass delete promotions you used for testing and/or training:

A. Use ***iTPM -> Admin Tools -> Mass Status Change NEW*** to change promotions to DRAFT status.
    a. If you had approved promotions, you can't delete the promotion until all settlements and accruals associated with the promotion are deleted. See steps #2 and #7 above.
B. Use a CSV file to check "inactive" in the promotion header. The overnight script will delete all the records associated with the promotion header, and then also the promotion header.

For help with this, contact the *i*TPM team at support@cgsquared.com.

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 Setup, Configuration & Administration

*i*TPM is a native SuiteApp built for NetSuite.   *i*TPM is published and installed into your NetSuite account as a managed bundle. CG² works to make new releases of *i*TPM backward compatible so you can enjoy new features at least twice every year.

This User Guide is written for *i*TPM administrators to help with the initial setup and ongoing maintenance of *i*TPM.

This manual is available online at www.i-TPM.com/admin-training resources. If you require hard-copy, this manual has been designed for two-sided printing to save paper!

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

Because we publish updates to *i*TPM twice each year, features and screenshots in this User Guide may not match what you see in *i*TPM. This document is not intended to be a reference for NetSuite features, functionality and version releases.

The *i*TPM Subscription is bound to the terms of service of the *i*TPM License Agreement between the parties.