Integrated Deduction Research & Online Processing (First Release)

User Guide:
¿DROP

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CG Squared, Inc.
3001 North Rocky Point Drive East, Suite 200, Tampa Florida 33607
support@CGsquared.com

Table of Contents

Helpful Hint: To get back to the Table of Contents, click on *User Guide: iDROP* at the top of the page. Also available at the bottom of each page: *Quick Reference Link: iDrop:*

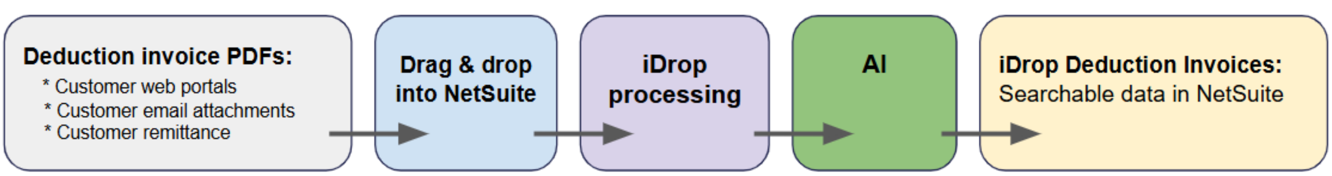
One Page Quick Reference: iDROP

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

Import Deduction Invoice PDFs for iDrop processing
• 2.1 *iDrop -> Import Documents -> Upload* • 2.2 NetSuite "Drag and Drop" … if configured so PDF goes in the iDrop folder for processing.

Track the files you upload to iDrop	
iDrop -> Import Documents	• 2.3 What files were imported and what is their status? • ***iDrop -> Import Documents -> Uploaded files***
	• 2.4 When were files imported, and who uploaded them? • ***iDROP -> Import Documents -> Upload History***

iDrop Searchable Deduction Invoice Data	
iDrop -> Deduction Invoice	• 3.1 Deduction Invoice summary • ***iDrop -> Deduction Documents -> Invoice Summary***
	• 3.2 Deduction Invoice detail • ***iDrop -> Deduction Documents -> Line Detail***



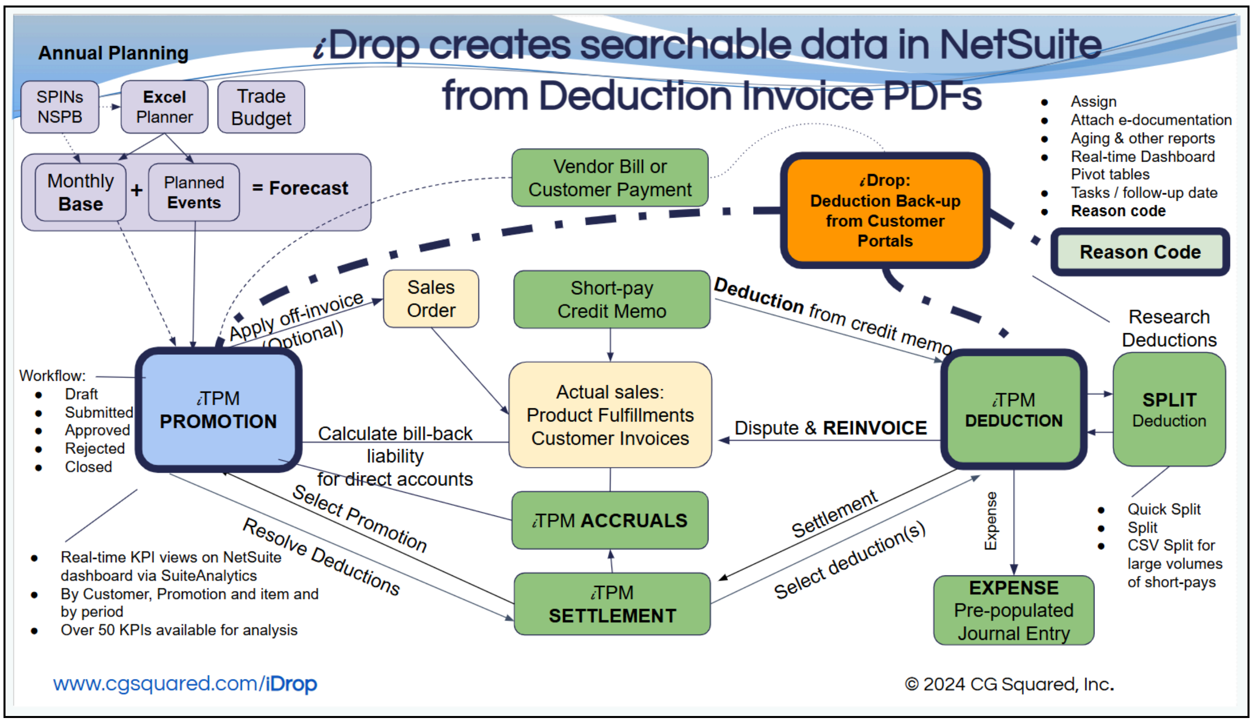
1.0 Overview

iDrop is designed to help organize and create searchable data in NetSuite from your customer's deduction invoices, which are typically only available in PDF format.

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

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

For ¿TPM users, the picture below shows how iTPM supports fits into the overall workflow of trade promotion management:



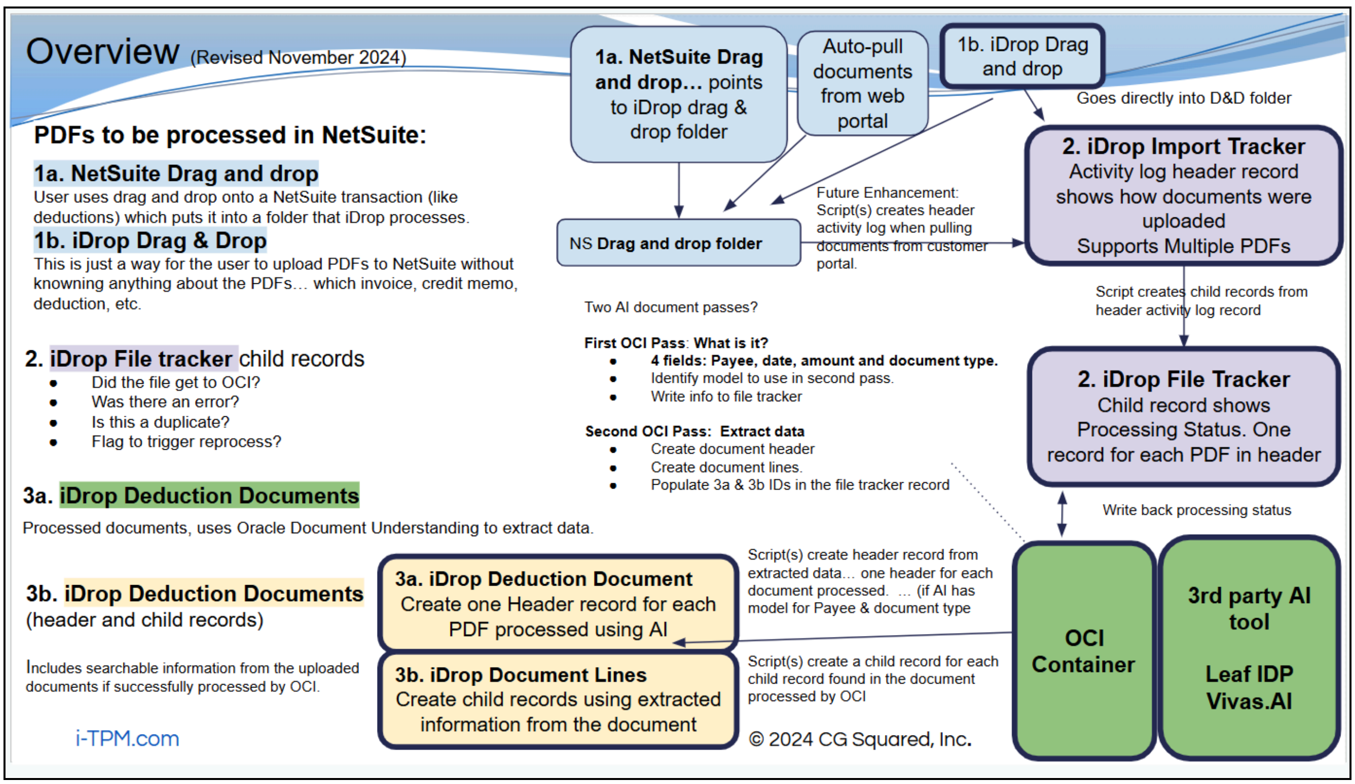
1.1 How iDrop works

This is how iDrop organizes your PDF documents and creates searchable data in NetSuite:

1. Drop your document into NetSuite. You can do this several ways.
   a. Use the NetSuite Drag-and-Drop feature, or…
   b. Use the iDrop Drag-and-Drop feature.
2. iDrop creates a record and audit trail of who, what and when your PDFs were uploaded.
   a. A 'header' record tells you who and when it was uploaded, and
   b. A 'detail' record identifies each file that was uploaded and processing status.

> Between steps 2 and 3, iDrop processes your PDF using AI:
> Oracle Cloud Infrastructure sends your PDF to iDrop processing outside NetSuite.
> Pass #1: Vivas looks for key fields to determine which AI model is the best fit.
> Pass #2: Vivas extracts data from your PDF.
> Oracle Cloud Infrastructure brings back extracted data from your PDF into NetSuite.

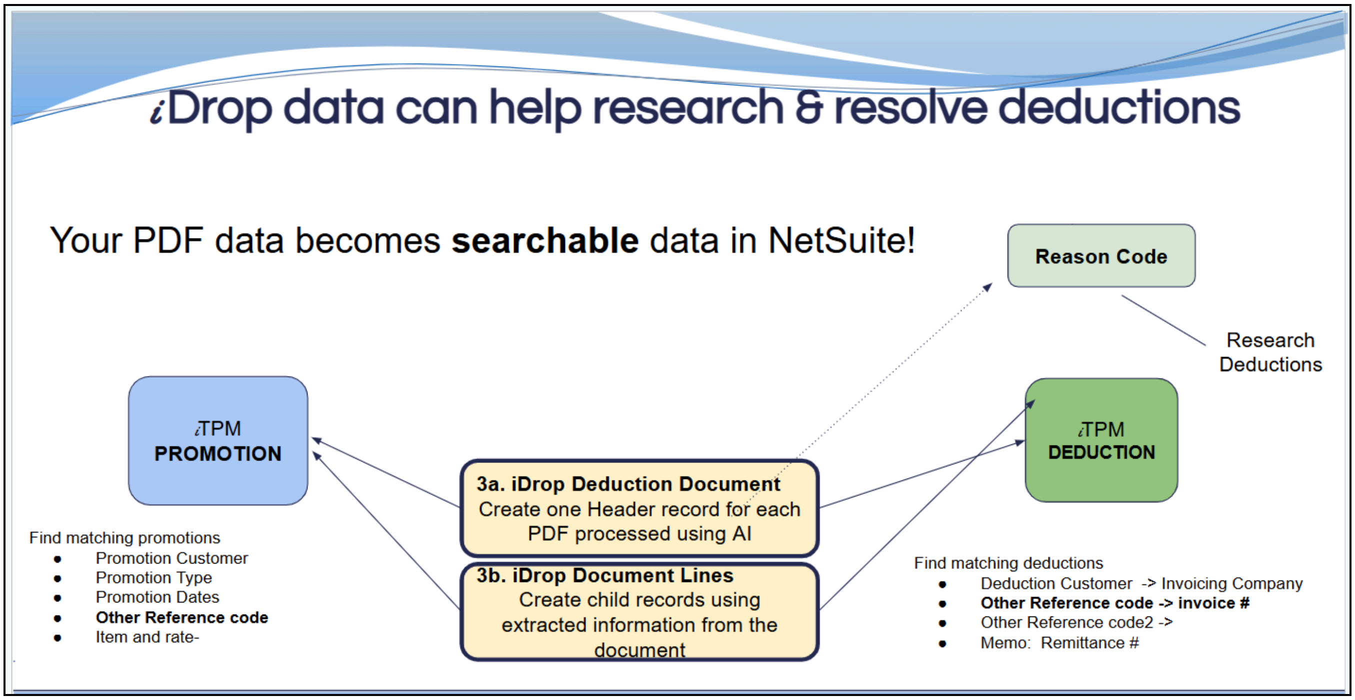
3. Your deduction invoice PDF is now searchable data in NetSuite
   a. Invoice header includes invoicing customer, date, invoice #, and amount
   b. Invoice detail includes the line reference #, product, rate, quantity, and many other details that your customer included in their invoice.



1.2 Goal and future vision for ¿TPM users

iDrop 24.2.1 users must actively do searches to use iDrop data to match promotions to extracted data from the deduction invoice PDFs, and to identify the reason code for non-trade.

The next phase of development will focus on automating the reason code and promotion matching process for ¿TPM users.



> **Safe Harbor Statement:** Words like "**future vision**" and "**product road map**" **are forward-looking statements.** Words such as “believe,” “estimate,” “intend,” “will,” “expect,” “project,” and similar expressions, as they relate to our future plans, are intended to identify such forward-looking statements. **All forward-looking statements are subject to various risks** and uncertainties that could cause actual results to differ materially from expectations. We reserve the right to adjust future plans as appropriate, based on client needs and market forces.

1.3 Limitations of AI and iDrop

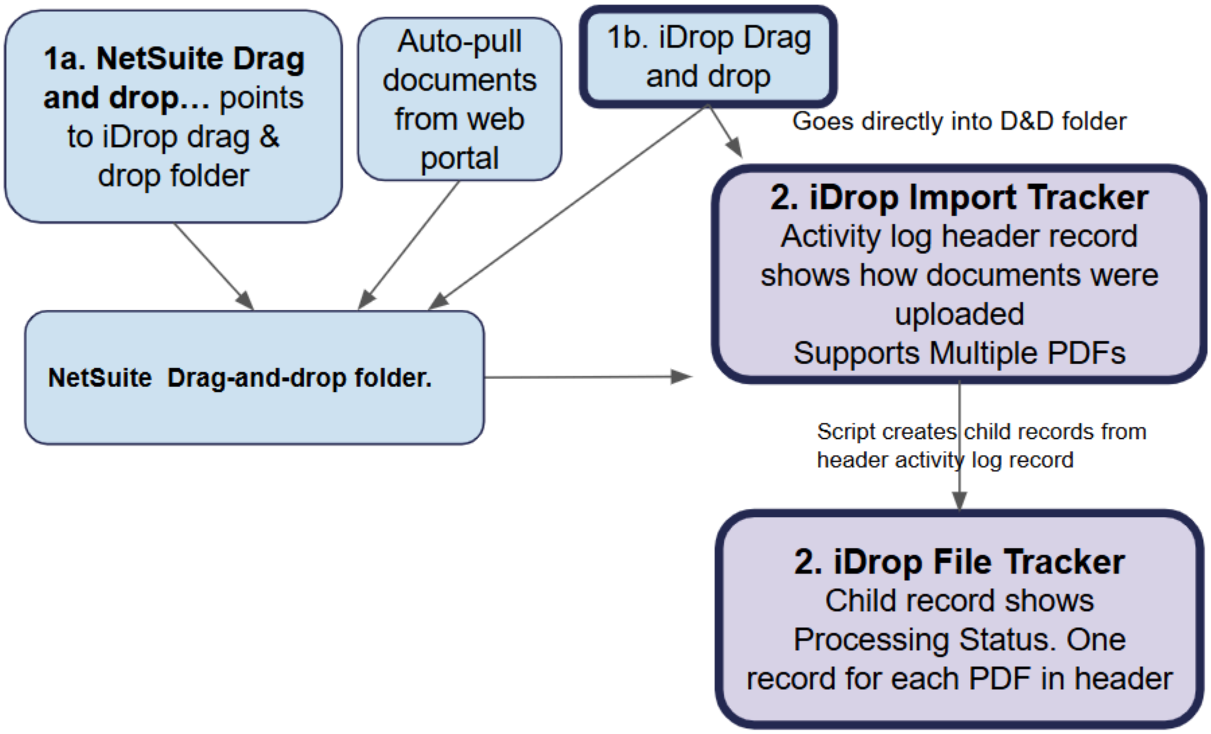
Like all software, iDrop is not perfect. It may incorrectly extract data from your invoice deduction PDFs.

- iDrop may not recognize your PDF document, and fail to extract searchable data.
- iDrop may extract some information but miss other important information in your PDF.
- iDrop may miss identify the billing customer and format of your PDF document, resulting in incorrect searchable data.
- Similar to all data sources, review and validate iDrop data for accuracy.
- Email support@cgsquared.com when you have data issues, so the AI model can be re-trained and the iDrop documents and appropriately reprocessed.

2.0 Import your documents for processing

You have at least three ways to upload your deduction invoice PDFs into NetSuite.

- Native NetSuite Drag-and-Drop
- iDrop's drag-and-drop.
- Any application or process that drops your deduction PDFs into the iDrop folder.



iDrop is designed to process all PDFs in a NetSuite folder.

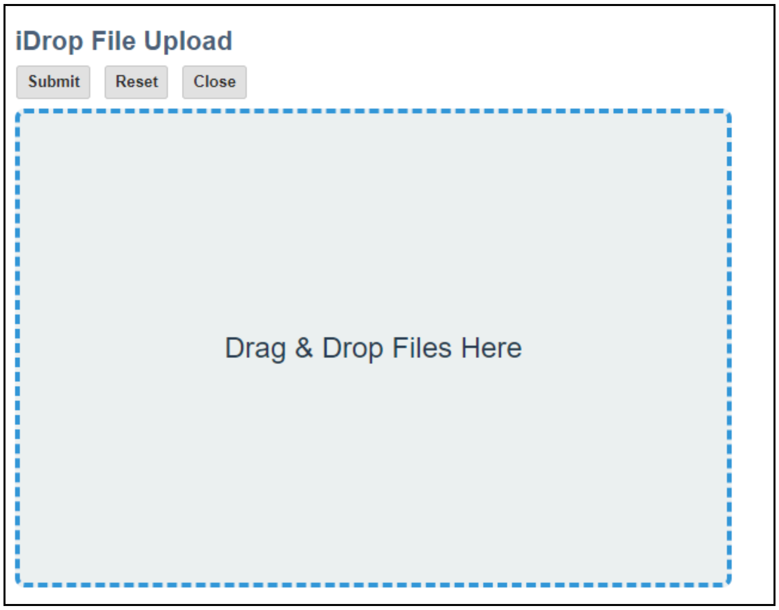
- If you use the iDrop 'drag and drop', as soon as the files are uploaded into NetSuite you'll see your files under *iDrop -> Import Documents -> Uploaded Files* and under *iDrop -> Import Documents -> Upload History*

- If you use another process to upload your PDFs into NetSuite, you must wait to see your documents in *iDrop Import Documents -> Uploaded Files* and *Import Documents -> Uploaded Files -> Upload History* until the iDrop scheduled script processes your PDFs. This script may be scheduled to run every 15 minutes.

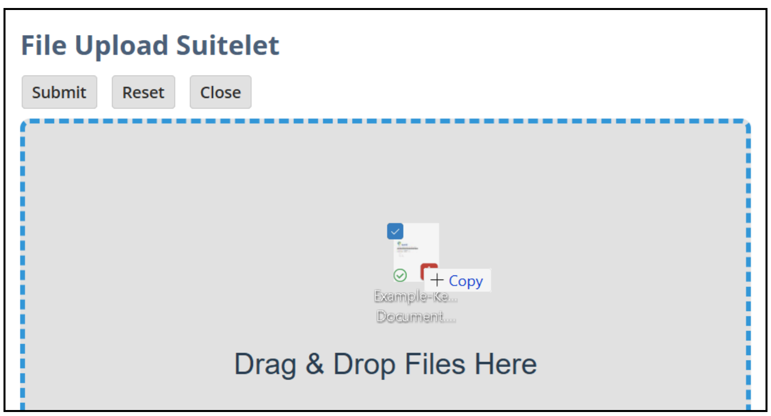
2.1 iDrop "Drag and Drop"

You have the option to drag multiple PDFs into NetSuite through iDrop.

1. Go to ***iDrop -> Import Documents ->Upload***



2. **Highlight one or more files** on your computer. With your mouse button still depressed, **drag your files**, and **release your mouse button when your files are over the blue box area**.



3. Click ***SUBMIT***.

Helpful hint: iDrop drag-and-drop does not attach your PDF to any specific transaction. Instead, the document is transformed into searchable data which makes it accessible through the NetSuite global search, NetSuite workbook, saved searches, etc.

2.2 NetSuite "Drag and Drop"

Use NetSuite to attach your PDF to deductions, invoices, credit memos, and other transactions.

When you use the NetSuite Drag-and-Drop…

- You are attaching your document to a specific transaction or custom record in NetSuite.
- NetSuite puts your PDF into a folder and attaches the link to your credit memo, invoice, ¿TPM Deduction, and/or other transaction.
- If NetSuite Drag-and-drop is configured to put your PDF into the iDrop document folder, iDrop will process your PDF the next time the script runs.

Helpful hint: If you do not see the NetSuite "*Drop files here Click for more options.*" box on your transactions, discuss these with your NetSuite IT team:

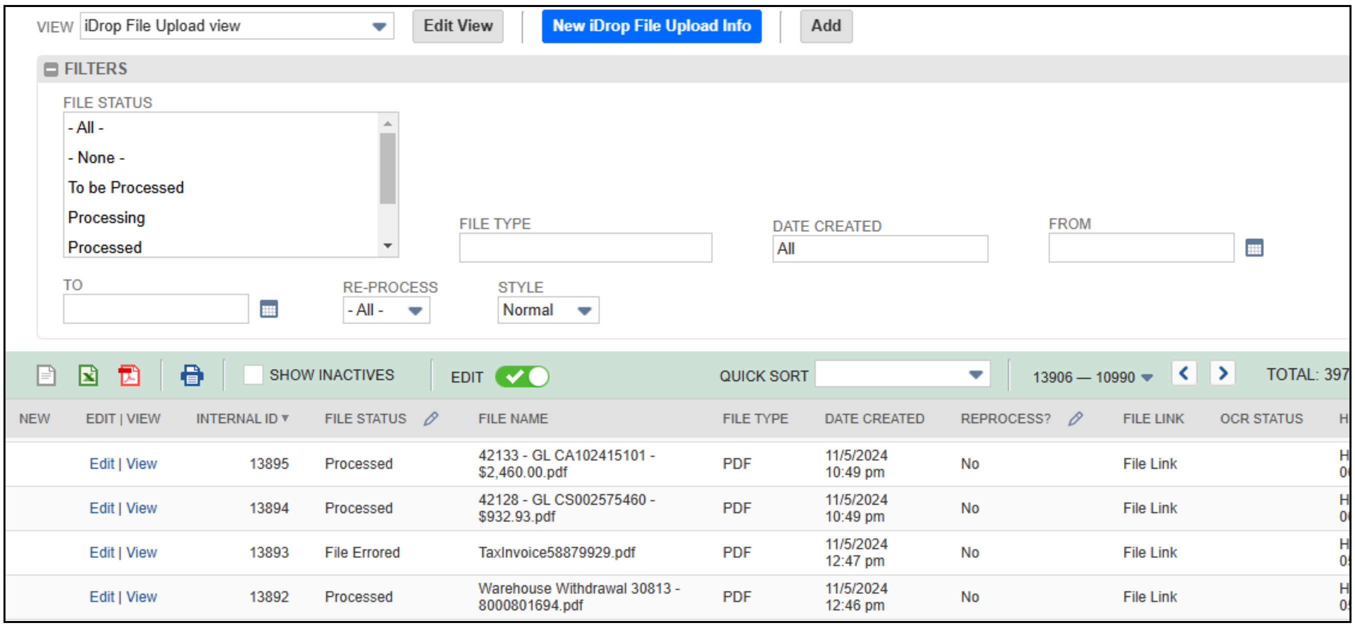
- Confirm that the free NetSuite "Drag and drop" is installed in your NetSuite account.
- If NetSuite "Drag and drop" is installed, confirm your role has permissions to use it.
- If you don't see this box on the transaction, ask for it to be added to the Drag-and-drop configuration.

Helpful hint: Your NetSuite IT team can configure NetSuite drag-and-drop to only put attachments for specific NetSuite transaction types into the iDrop folder.
Example: Only attachments to credit memos and iTPM Deductions will be stored in the iDrop Folder. All other attachments go to another folder in NetSuite.

2.3 What files were imported, and what is their status?

With appropriate role permissions you can see the files you uploaded by day, status, and other attributes:

1. Go to ***iDrop -> Import Documents -> Uploaded Files***
2. Set your filter if you are looking for a specific file.
3. In the row of any uploaded file, click VIEW to see more details.

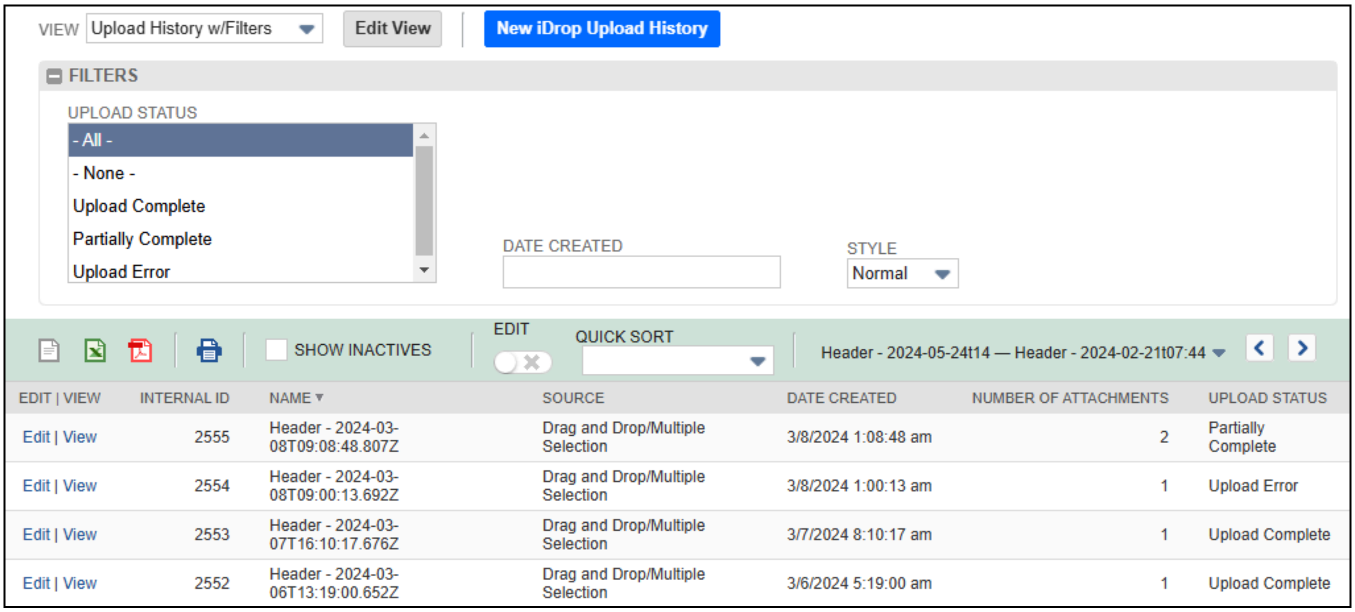


File status	Description
To be Processed	File is in the iDrop queue to be processed
Processing	iDrop communicated the file to Vivas.ai, and is waiting analysis
Processed	File is processed by Vivas.AI, and information populated in NetSuite
Un-Processed	File is in the queue to be processed.
File Errored	iDrop encountered an error. Contact the iDrop team.
Blank	Processing error. Email support@cgsquared.com
File not found	File may have been moved or deleted after uploading into the iDrop folder.

2.4 When were files imported?

With appropriate role permissions you can see the history of how you uploaded files into iDrop:

1. Go to ***iDrop -> Import Documents -> Uploaded History***
2. Set your filter if you are looking for a specific day or Upload status.
3. In the row of any history record, click VIEW to see more details.

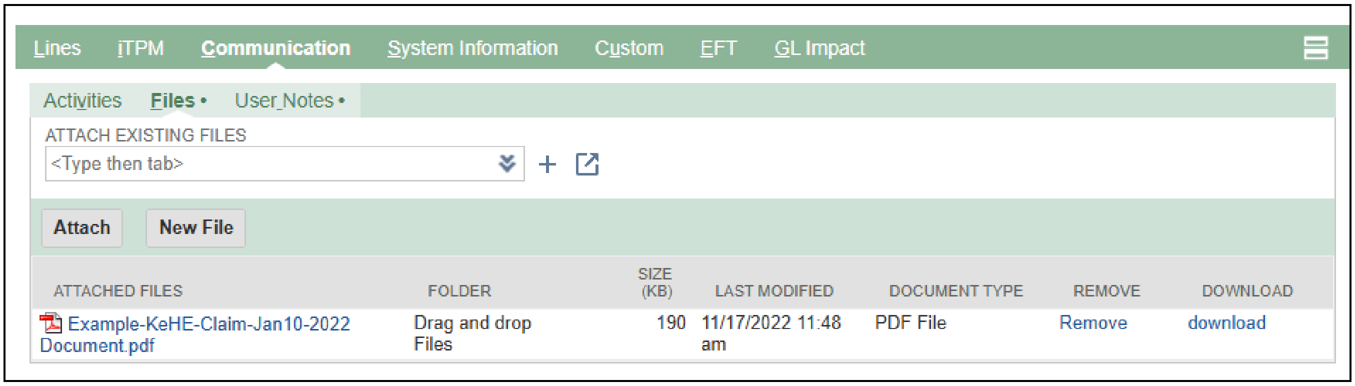


Upload History status	Description
Upload Complete	All files were successfully uploaded into the iDrop folder.
Partially Complete	Some of the files were not uploaded into the iDrop folder.
Upload Error	None of the files were uploaded into the iDrop folder.
Blank	Processing error. Email support@cgsquared.com

2.5 Documents attached to NetSuite credit memos, deductions, etc.

Here are the steps to view deduction PDFs that are attached directly to your NetSuite transaction:

1. Look for the ***COMMUNICATION*** subtab in your credit memo, deduction, or other transaction.
2. Click on the ***FILES*** sublist.
3. To view the PDF, click on the blue link in the *Attached Files* column.

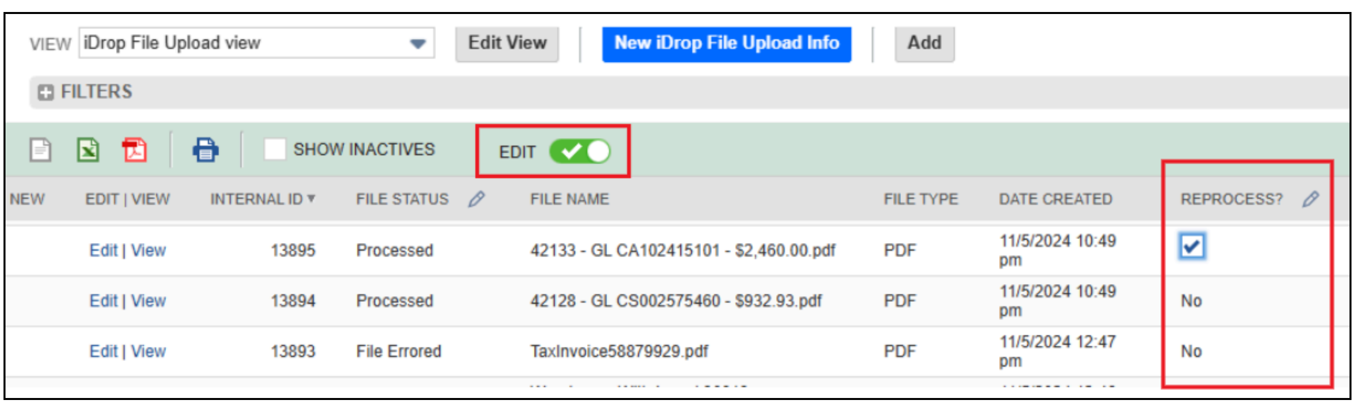


Helpful hint: If you configured NetSuite drag-and-drop for iDrop, the folder name to the right of the file name will be the iDrop folder under *iDrop -> Setup -> iDrop folder preference .*

2.6 Need AI to reprocess your uploaded PDF Document?

You don't need to upload your deduction invoice PDF again to have iDrop re-process your document.

1. Go to ***iDrop -> Import Documents -> Uploaded Documents***
2. Check the EDIT slider icon in the column heading, and then….
3. Check the "*Reprocess?*" checkbox in every row that you want the document reprocessed by AI.



3.0 iDrop Extracts data from your documents

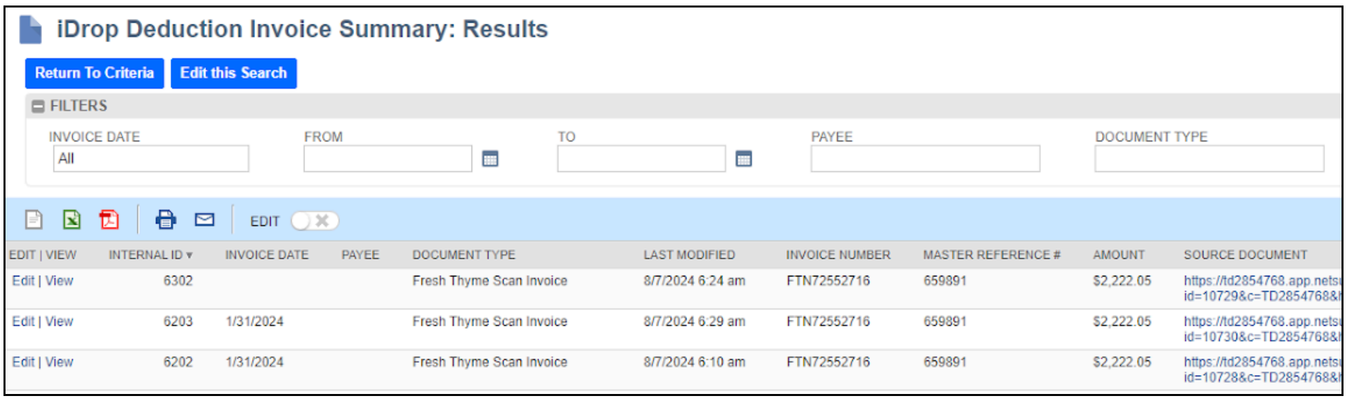
iDrop uses AI to extract searchable data from your deduction invoice documents.

- **Deduction Invoice Summary**: This includes key information from the invoice (See section 3.1 below)
- **Deduction Invoice detail**: This includes all the detail in the detail lines in the deduction invoice.

3.1 Deduction Invoice summary

To view and search a list of your uploaded deduction invoices in NetSuite,

1. Go to ***iDrop -> Deduction Documents -> Invoice Summary***
2. Set your filter if you are looking for a specific payee, invoice date, or document type.
3. In the row of any deduction invoice summary record, click VIEW to see more details.


iDrop Deduction Invoice Summary: Results

Return To Criteria | Edit this Search

FILTERS

INVOICE DATE	FROM	TO	PAYEE	DOCUMENT TYPE
All				

EDIT

EDIT | VIEW	INTERNAL ID ▾	INVOICE DATE	PAYEE	DOCUMENT TYPE	LAST MODIFIED	INVOICE NUMBER	MASTER REFERENCE #	AMOUNT	SOURCE DOCUMENT
Edit | View	6302			Fresh Thyme Scan Invoice	8/7/2024 6:24 am	FTN72552716	659891	$2,222.05	https://td2854768.app.nets id=10729&c=TD2854768&I
Edit | View	6203	1/31/2024		Fresh Thyme Scan Invoice	8/7/2024 6:29 am	FTN72552716	659891	$2,222.05	https://td2854768.app.nets id=10730&c=TD2854768&I
Edit | View	6202	1/31/2024		Fresh Thyme Scan Invoice	8/7/2024 6:10 am	FTN72552716	659891	$2,222.05	https://td2854768.app.nets id=10728&c=TD2854768&I

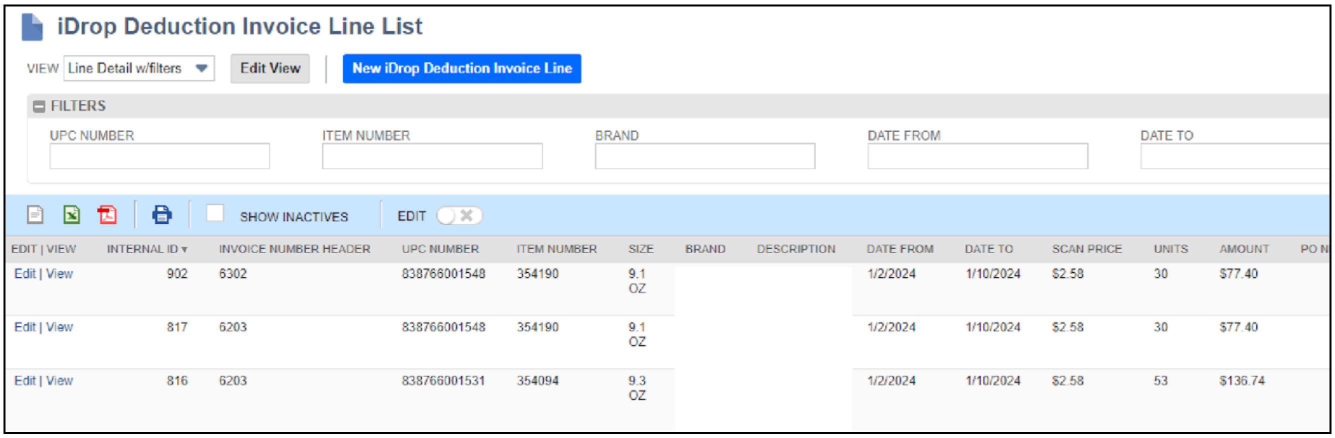
Here are the key attributes in the invoice summary:

Column / Data field	Description
Payee	Customer that is invoicing. This could be for a deduction or payment request.
Invoice Date	This is the invoice date in the document.
Document Type	AI identifies the document type, which includes PDF, spreadsheet, and unknown.
Invoice Number	This is the primary invoice number in the PDF, typically from the first page.
Amount	THis is the amount of the invoice to be deducted or requested for payment.
Source Document	This is a link to view the PDF stored in NetSuite.

3.2 Deduction Invoice detail

To view and search a list of your uploaded deduction invoices in NetSuite,

1. Go to ***iDrop -> Deduction Documents -> Invoice Line Detail***
2. Set your filter if you are looking for a specific Item, date, or other attribute.
3. In the row of any deduction invoice line record, click VIEW to see more details.



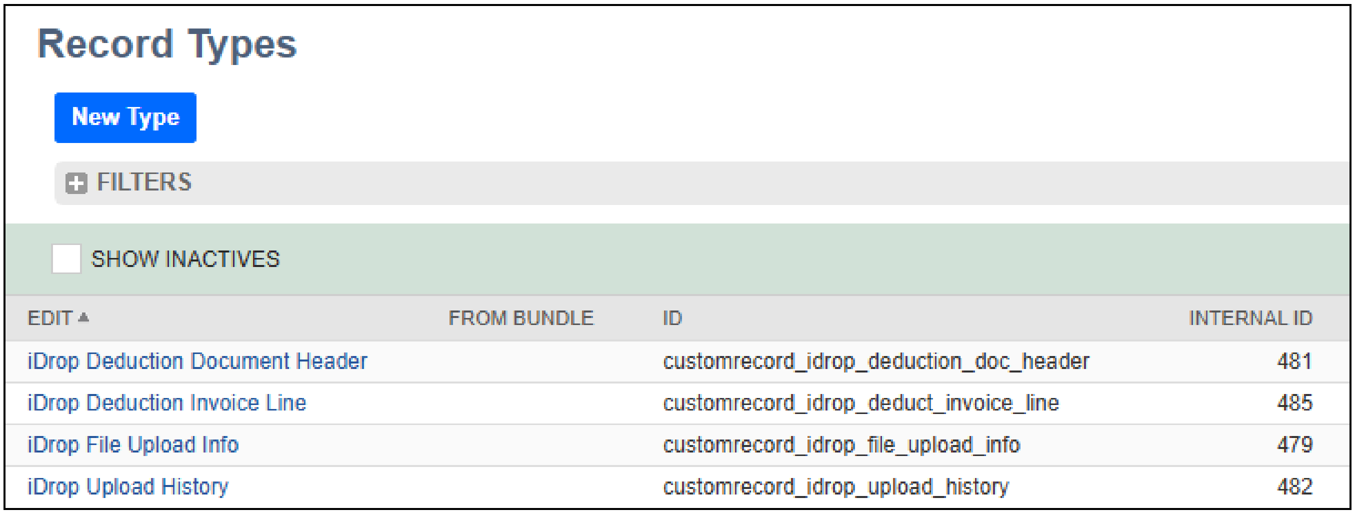
EDIT | VIEW	INTERNAL ID ▾	INVOICE NUMBER HEADER	UPC NUMBER	ITEM NUMBER	SIZE	BRAND	DESCRIPTION	DATE FROM	DATE TO	SCAN PRICE	UNITS	AMOUNT	PO N
Edit | View	902	6302	838766001548	354190	9.1 OZ			1/2/2024	1/10/2024	$2.58	30	$77.40	
Edit | View	817	6203	838766001548	354190	9.1 OZ			1/2/2024	1/10/2024	$2.58	30	$77.40	
Edit | View	816	6203	838766001531	354094	9.3 OZ			1/2/2024	1/10/2024	$2.58	53	$136.74	

Note: Not all fields will be populated:

- Your deduction invoice PDF may not have any data for those fields, and/or….
- iDrop AI may have missed extracting that data from your document.

4.0 Searchable data in NetSuite

These are the iDrop custom records that are available for your saved searches in NetSuite:



Record Types

New Type

FILTERS

SHOW INACTIVES

EDIT	FROM BUNDLE	ID	INTERNAL ID
iDrop Deduction Document Header		customrecord_idrop_deduction_doc_header	481
iDrop Deduction Invoice Line		customrecord_idrop_deduct_invoice_line	485
iDrop File Upload Info		customrecord_idrop_file_upload_info	479
iDrop Upload History		customrecord_idrop_upload_history	482

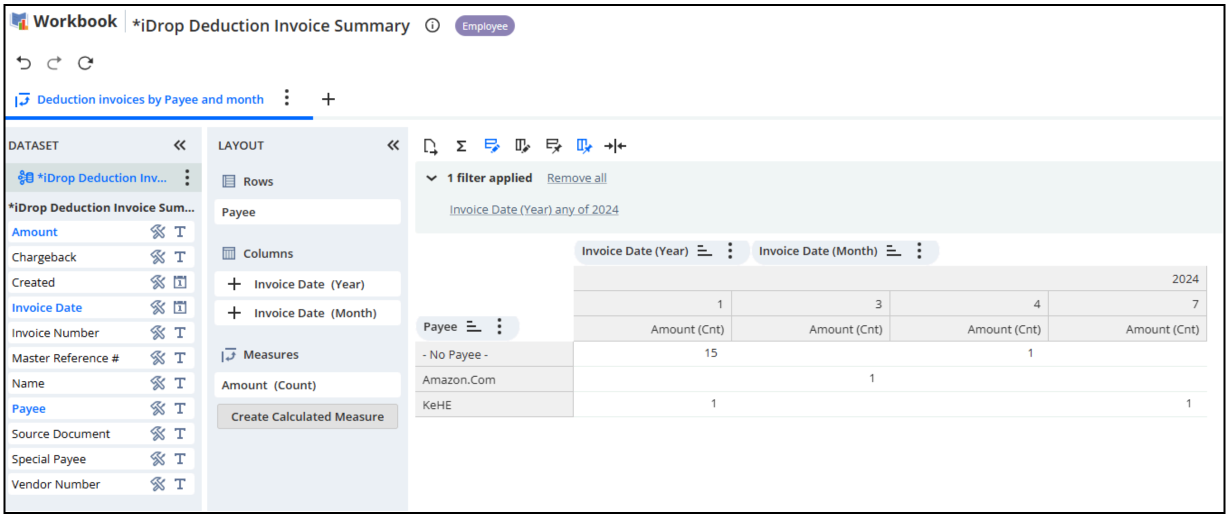
4.1 NetSuite Saved Searches

** Section under construction **

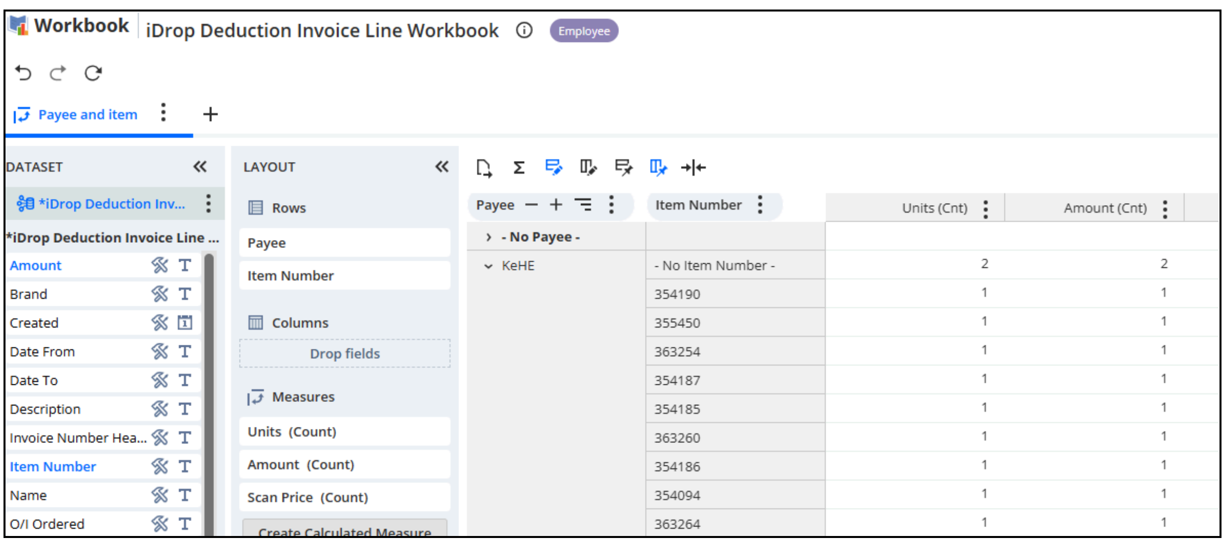
4.2 NetSuite workbooks

iDrop data is available for analysis in NetSuite workbooks.

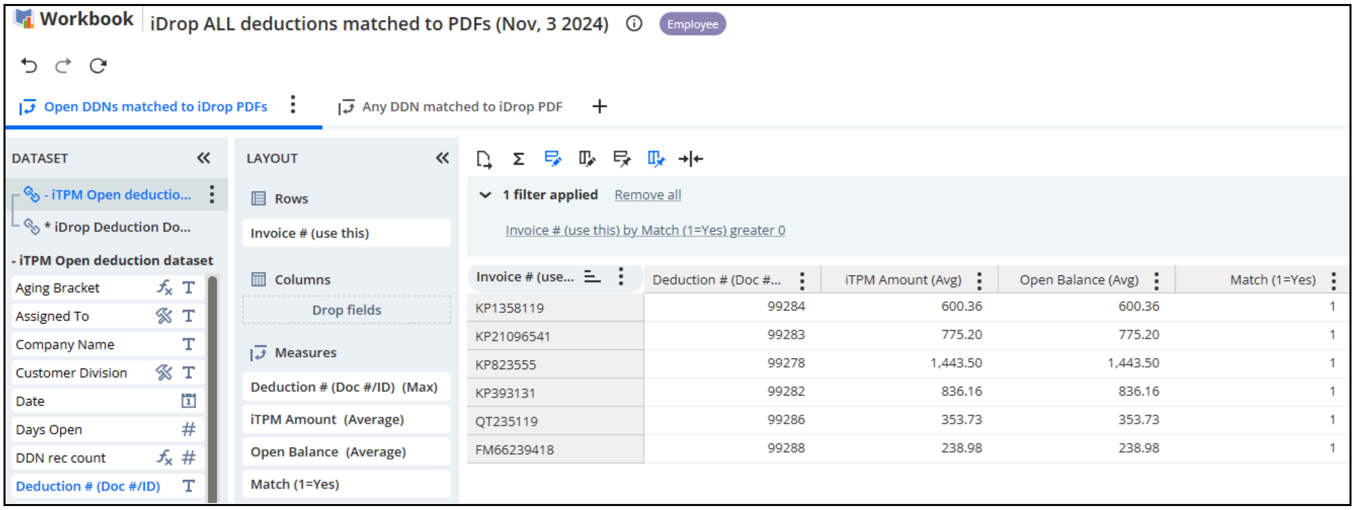
Workbook example #1: NetSuite Workbook by Payee by month:



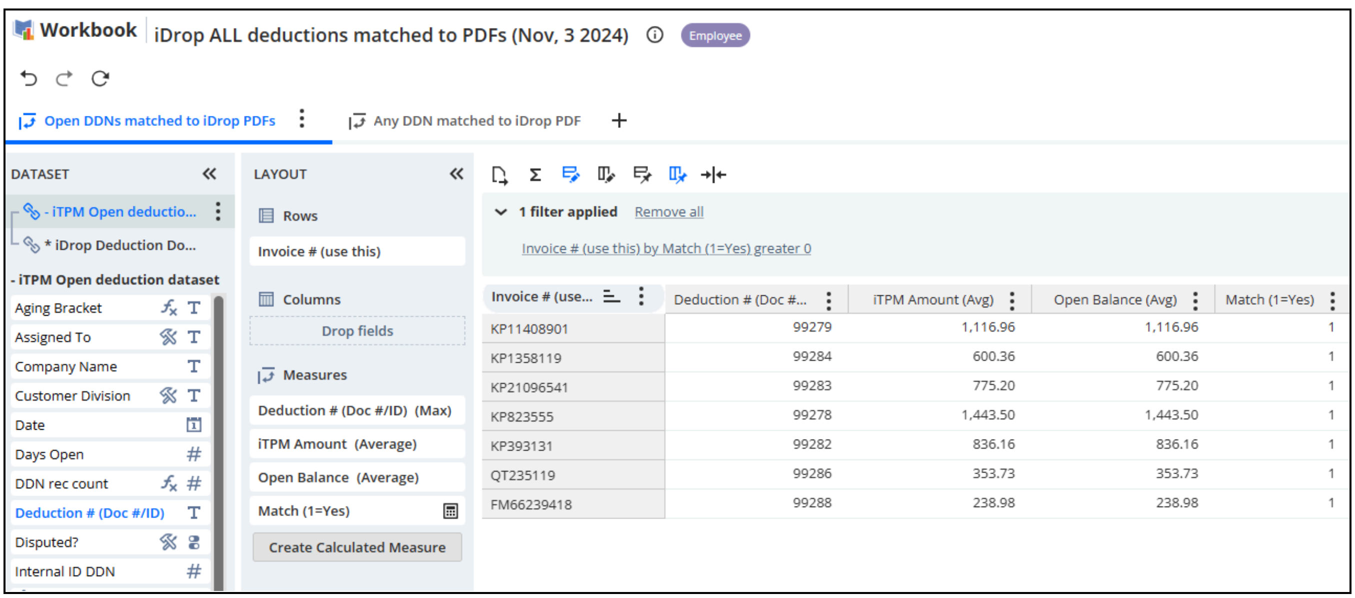
Workbook example #2: NetSuite Workbook by Payee by item:



If you also use iTPM, create this workbook to show **matching iDrop PFDs to OPEN deductions**:
Workbook example #3:



If you also use iTPM, create this workbook to show **matching iDrop PFDs to ANY deduction, all statuses**:
Workbook example #4: (Deduction 99279 is matched, but is resolved status.)



5.0 Reason Code (Future Vision)

5.1 Promotional

The future enhancement is to identify promotional deductions with a 'major' reason code attribute of "**Trade Identified**".

5.2 Non-trade

The future enhancement is to classify non-trade in two 'major' reason code types:

- **Compliance Identified**: This includes fees, fines, and similar deductions.
- **ROSD identified**: Returns, Short ships, Defective Allowances, etc.
- **Other**: AI could not identify the reason code

6.0 Promotion Matching (Future Vision)

6.1 From open deduction, show matching promotion(s)

Once identified as promotional, AI should search for a matching promotion using these attributes:

- Matching "Other Reference Code" in deduction and promotion.
- Customer, which may be distributor, direct customer, and/or indirect customer
- Promotion type. Examples include MCB, scan, slotting, etc.
- Promotion dates

6.2 From promotion, show matching open deductions

Once identified as promotional, AI should search for a matching promotion using these attributes:

- Matching "Other Reference Code" in deduction and promotion.
- Customer, which may be distributor, direct customer, and/or indirect customer
- Deduction amount.

Safe Harbor Statement: Words like "**future vision**" and "**product road map**" **are forward-looking statements.** Words such as “believe,” “estimate,” “intend,” “will,” “expect,” “project,” and similar expressions, as they relate to our future plans, are intended to identify such forward-looking statements. **All forward-looking statements are subject to various risks** and uncertainties that could cause actual results to differ materially from expectations. We reserve the right to adjust future plans as appropriate, based on client needs and market forces.

7.0 Reference Section

The CG Squared team will install iDrop into your NetSuite instance. Email support@cgsquared.com to request iDrop to be installed in your sandbox or production accounts.

To install iDrop, CG Squared will need temporary access to your account:

- CG Squared will tell you what email address to use.
- We will need NetSuite admin role access.

7.1 Prerequisites to iDrop first-time installation

These NetSuite features must be enabled before iDrop can be installed:

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

SuiteCloud subtab

- *SuiteBuilder* section:
  - **Custom Records**
- *SuiteScript* section:
  - **Client SuiteScript**
  - **Server SuiteScript**
  - **SuiteScript server pages**
- *Suiteflow* section:
  - **SuiteFlow**
- *SuiteTalk (Web Services)* section:
  - **Rest Web Services**
- *Manage Authentication* section
  - Token-Based Authentication
- *SuiteCloud Development Framework* section:
  - **SuiteCloud Development Framework**
  - **SuiteApp Control Center**

Helpful hint: During the first-time install, iDrop will create a folder called iDrops in the file cabinet to store iDrop documents. You can change the default folder if needed.

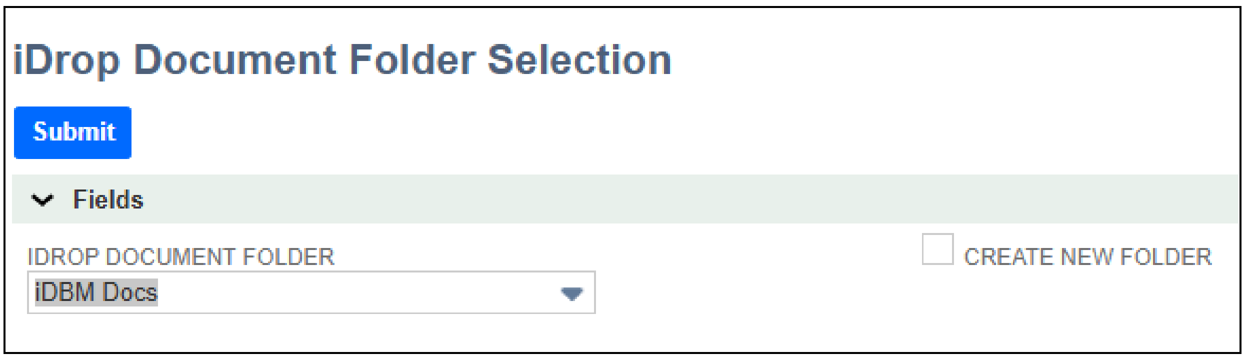
7.2 iDrop Setup

Helpful hint: If iDrop already processed PDFs and you want to change the folder, email support@cgsquared.com.

iDrop processes PDFs in the folder that you select. This folder can also be used by NetSuite drag-and-drop.

1. Go to ***iDrop -> Setup -> Folder Preference***
2. iDrop defaults to the document file folder *iDrops*
3. To change the folder, enter the new folder name, then click ***SUBMIT***.

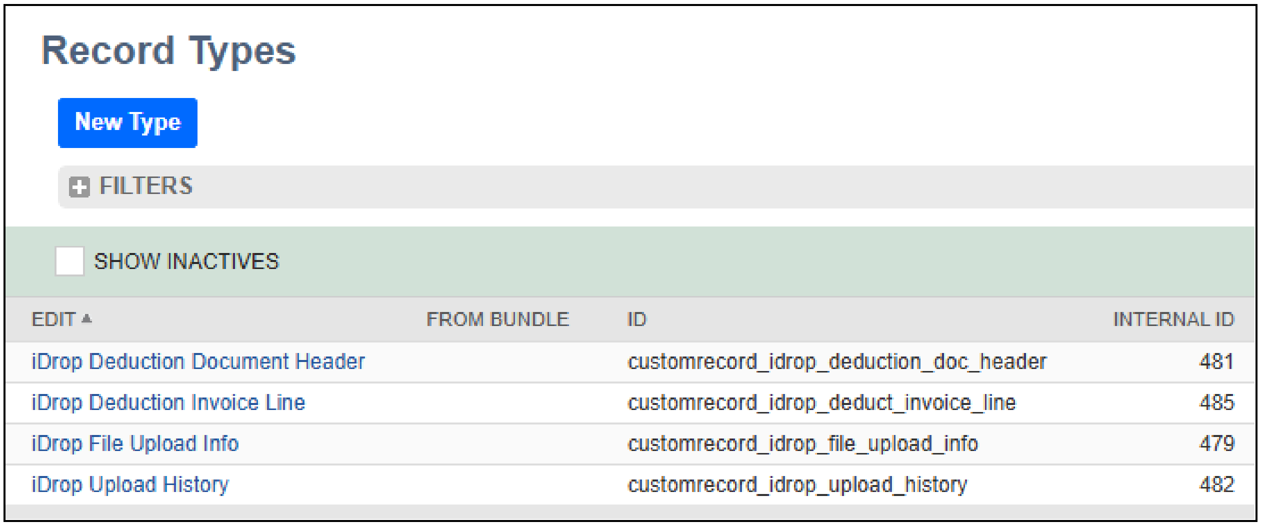
   Check the "Create new folder" checkbox if you want iDrop to create the folder for you.



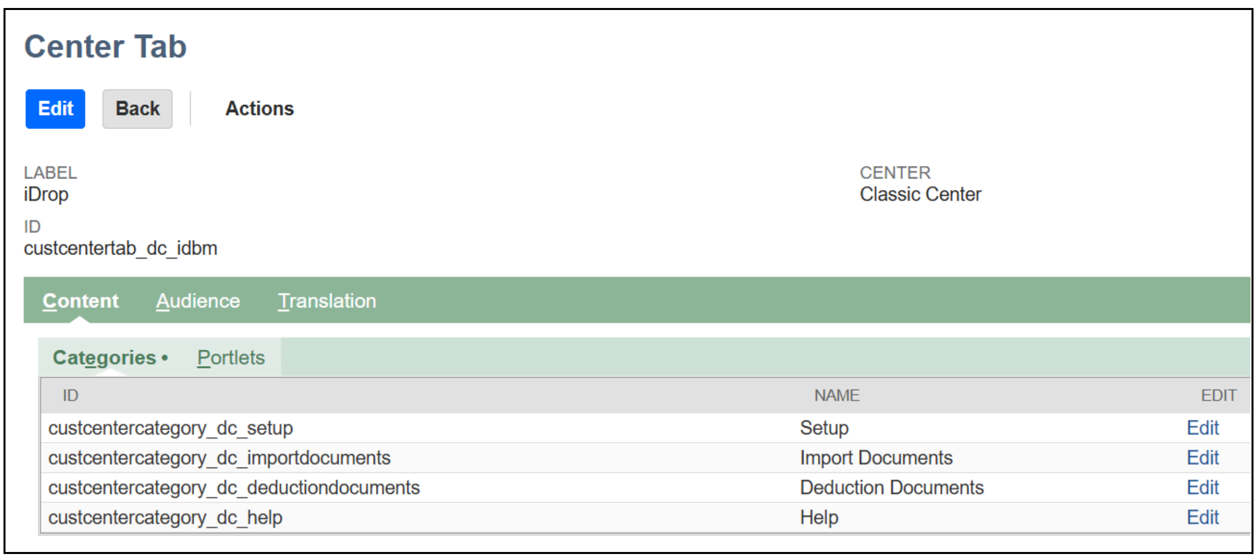
Note: If other applications put PDFs into the iDrop folder, iDrop will attempt to process all files in the folder.

7.3 NetSuite Role Permissions

To use iDrop, add VIEW or higher permissions to your roles to these custom records:

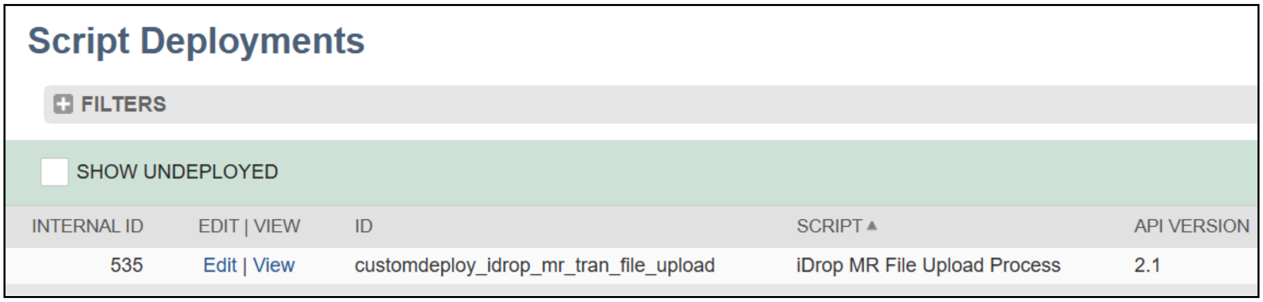


Access to the iDrop menus is in the 'classic' center tab:



7.4 Scheduled Scripts

iDrop uses a scheduled script to process PDFs in the iDrop folders.

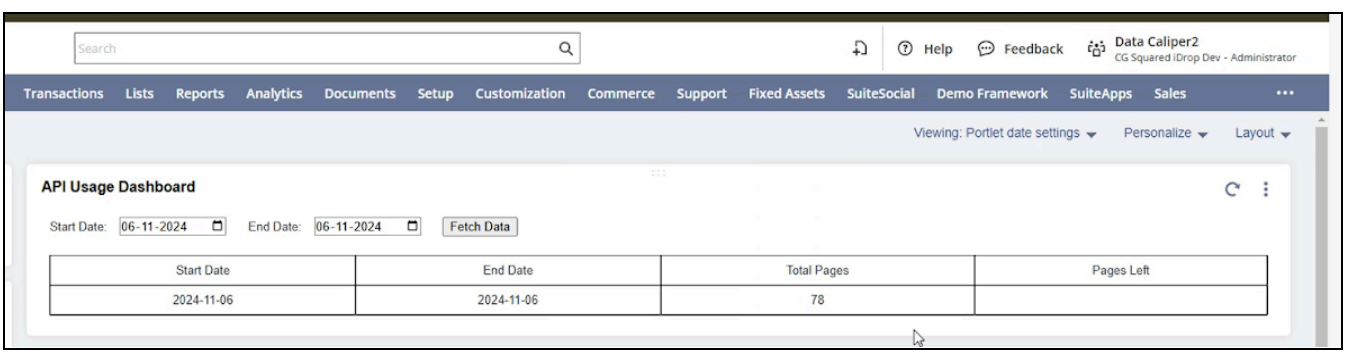


7.5 OCI & Vivas.ai

iDrop uses both OCI (Oracle Cloud Infrastructure) and Vivas AI to create searchable data in NetSuite from your deduction invoice PDFs.

7.6 How many PDFs were processed by AI?

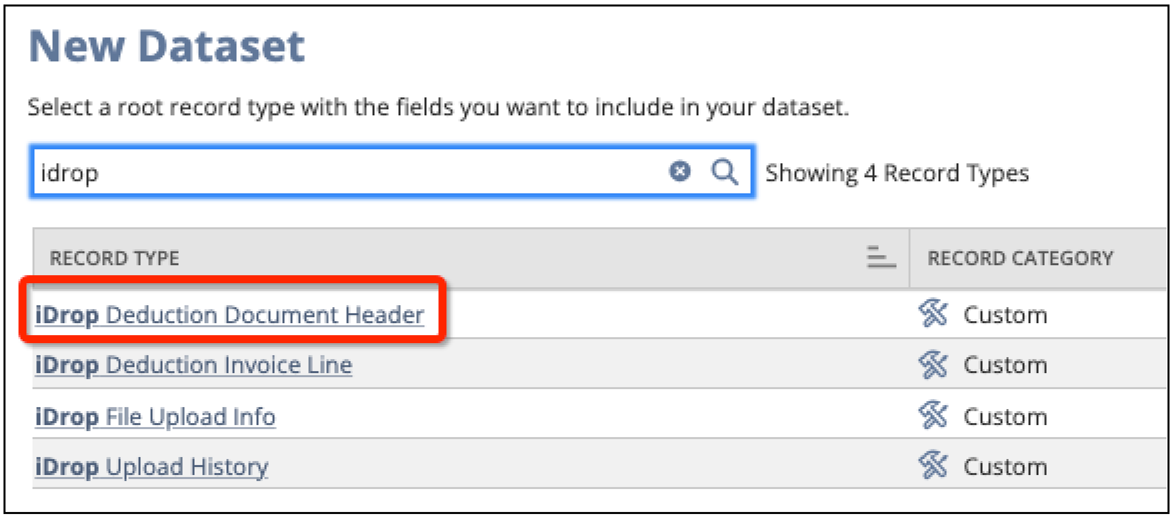
Use the custom iDrop portlet to see how many documents were processed by AI.



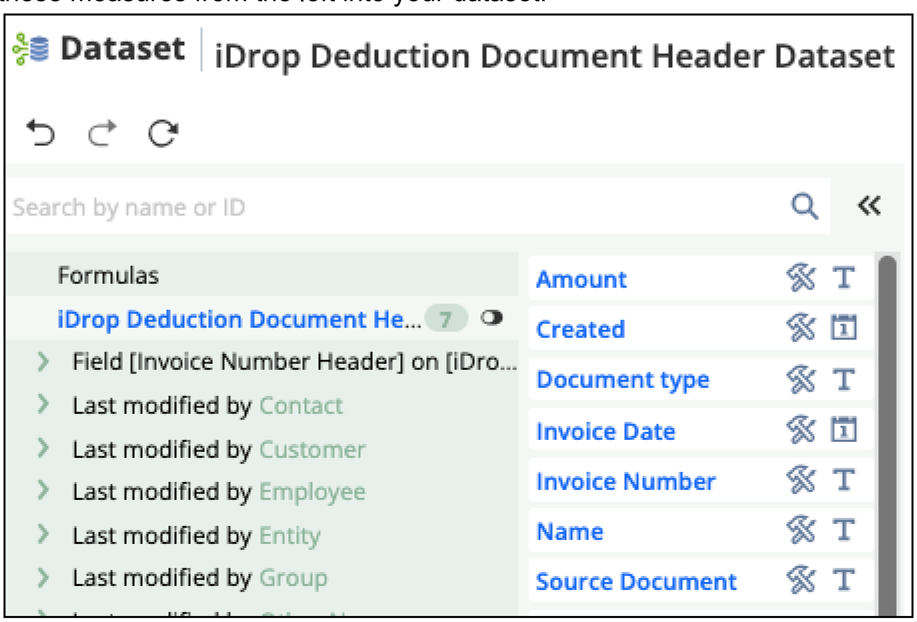
7.7 Dataset and workbook formulas for ¿TPM deductions

Helpful hint: Email support@cgsquared.com. The CG Squared team will create these workbooks as part of your ¿TPM monthly subscription.

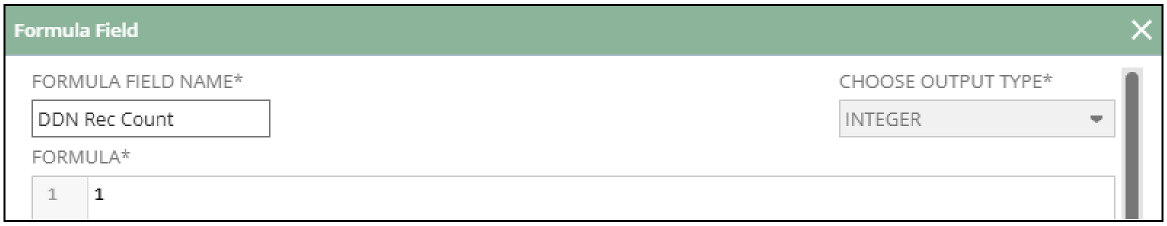
1. Create a dataset:

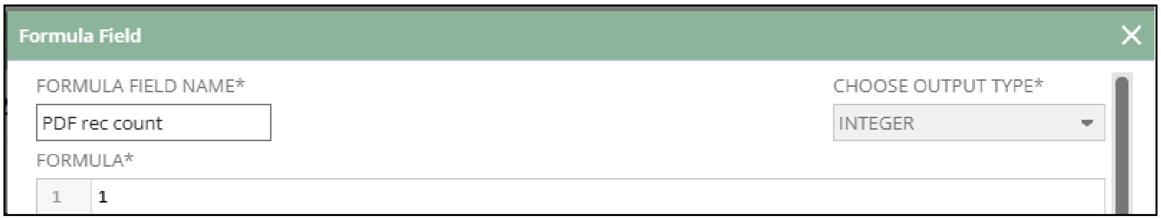


2. Drag these measures from the left into your dataset:

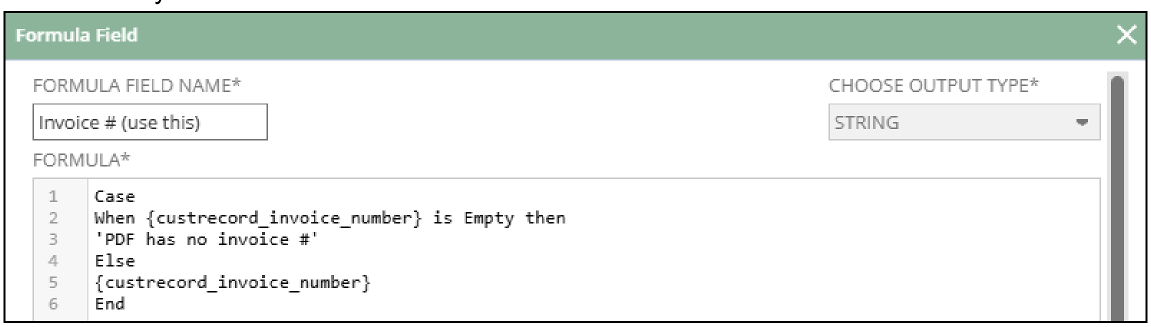


If you use ¿TPM to manage trade promotions, these are the steps to create the workbook example #3 and #4. Add these formulas into your iDROP Deduction Header dataset, and also to the OPEN deduction 220 and All Deductions 230 datasets:





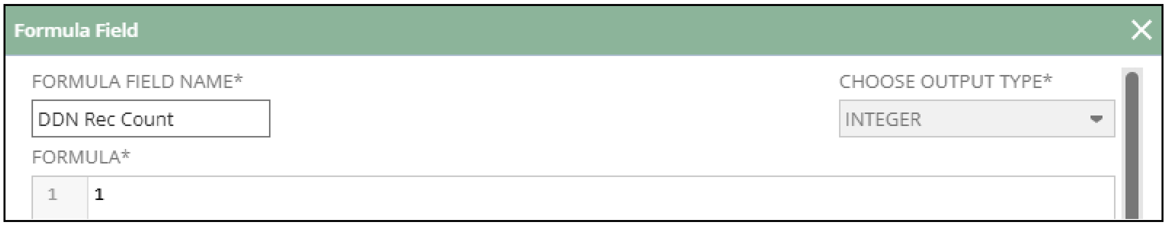
Add this formula into your iTPM 220 and 230 datasets:

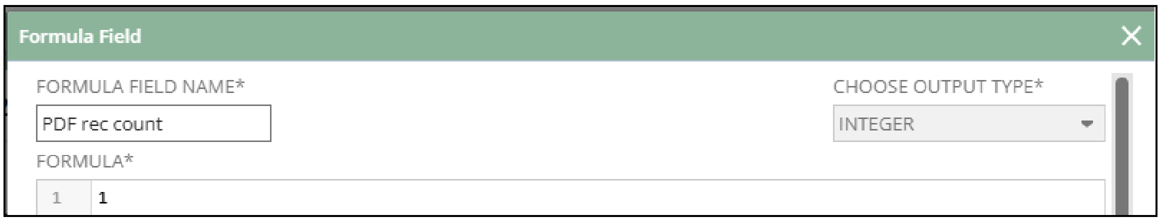


Copy this text into the formula:

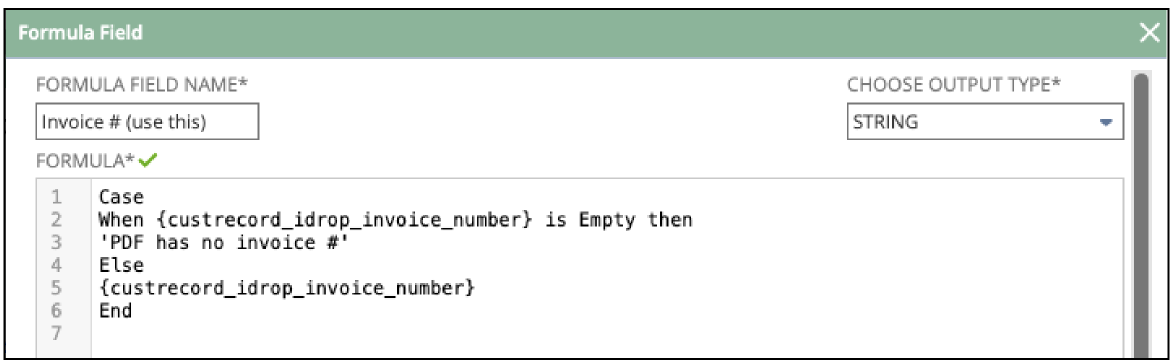
```
Case
When {custbody_itpm_otherrefcode} is Empty then
'Blank Other Reference Code'
Else
{custbody_itpm_otherrefcode}
End
```

Add these formulas into your iDROP Deduction Header dataset:,
(Note: These are the same as what you added to the OPEN deduction 220 and All Deductions 230 datasets.)





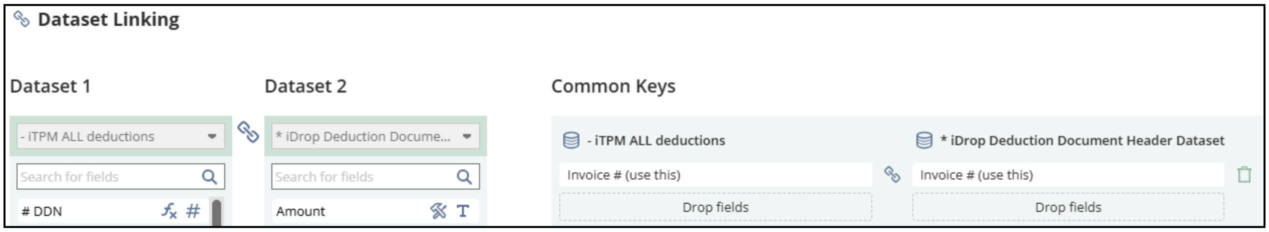
Add this formula into your iDrop Document Header dataset:
(Note: This is DIFFERENT from what you added to the OPEN deduction 220 and All Deductions 230 datasets.)

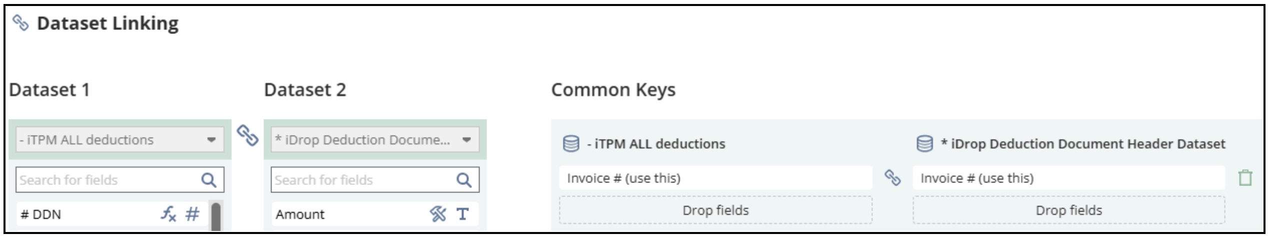


Copy this text into the formula:

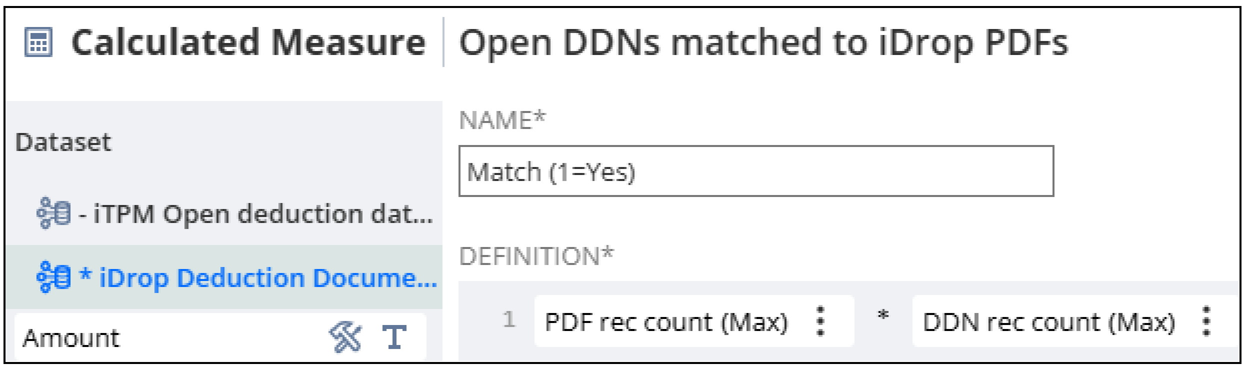
```
Case
When {custrecord_idrop_invoice_number} is Empty then
'PDF has no invoice #'
Else
{custrecord_idrop_invoice_number}
End
```

Link you three datasets with the "Invoice # (use this)" measure that you created in the previous page:

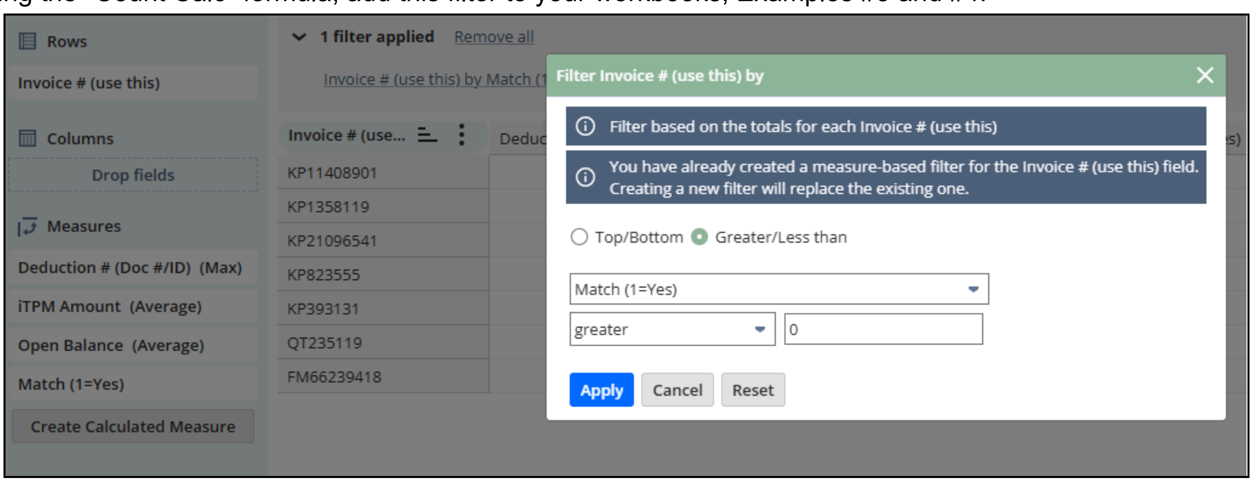




This is the formula in the workbook using two formulas from your datasets:



Filter using the "Count Calc" formula, add this filter to your workbooks, Examples #3 and #4:



CG Squared, Inc. and this User Guide

CG Squared designs, develops and supports the iDROP managed hybrid bundle. 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:

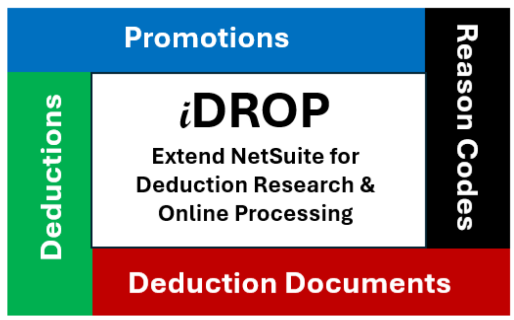
- **Implementation services** to get iDROP configured, installed and ready for live production.
- **Training**, so your staff can efficiently use iDROP to research deductions.
- **Help Desk** support to answer your questions and help solve any issues.
- **Ongoing software enhancements**, with two new releases scheduled every year.

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

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

iDROP: Deduction Research & Online Processing

iDROP is a hybrid bundle for NetSuite that is in the process of BFN certification. iDROP is installed into your NetSuite account as a SDF project. CG² works to make new releases of iDROP backward compatible so you can enjoy new features every few months.



This User Guide is written for people that need to manage deductions.

This manual has been designed for two-sided printing to save paper!

Because we publish updates to iDROP at least twice each year, features and screenshots in this User Guide may not match what you see in iDROP. This document is not intended to be a reference for NetSuite features, functionality and version releases.

The iDROP Subscription is bound to terms of service of the iDROP License Agreement between the parties.