Bridgestone National Accounts Interface

The Bridgestone National Accounts Interface links TireMaster and Bridgestone's Automated Delivery Receipt System, giving you the ability to electronically file claims and reconcile vendor credits for sales to national accounts, government agencies, and other customers who have purchasing agreements with Bridgestone. If you have questions about setting up or using the interface that this document does not answer, call TireMaster Support at **800-891-7437**.

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Requirements

To use the Bridgestone National Accounts Interface, TireMaster 8.3.0 or TireMaster Point of Sale 3.8.3 (or a newer version of either product) needs to be installed on your computers.

Installing the Bridgestone National Accounts Interface

When you install the Bridgestone National Accounts Interface, run the installation on *each* computer that will be used for submitting Bridgestone claims and processing Bridgestone credits.

Installing the Bridgestone National Accounts Interface Interface is a two-step process. First, locate the installation program using one of the following methods:

- Access the automatically-deployed installer from the **apps** shared directory. For more information, see "Accessing an Automatically-Deployed Installer" on page 2.

- Download the installer from the TireMaster Support site. For more information, see "Downloading the Bridgestone National Accounts Interface Installer" on page 2.

Once you've located an installer, complete the installation. For instructions, see "Completing the Bridgestone National Accounts Interface Installation" on page 3.

Note: TireMaster 8.3.0 or TireMaster Point of Sale 3.8.3 (or a newer version of either product) must be installed on your computers before you can install the Bridgestone National Accounts Interface Interface. Install the Bridgestone National Accounts Interface on each computer that will be used for submitting Bridgestone claims and processing Bridgestone credits.

Accessing an Automatically-Deployed Installer

If your TireMaster system is set up to download automatically-deployed installers as part of the nightly backup process, the installer for the Bridgestone National Accounts Interface is already available to you. Typically, installers are placed in one of the following locations:

- **c:\TireMaster\apps**   ◆ **c:\TMPOS\apps**   ◆ **d:\QDSTM\apps**
- **c:\QDSTM\apps**   ◆ **d:\TireMaster\apps**   ◆ **d:\TMPOS\apps**

Note: If your installers are downloaded to a different location, go to that folder instead.

To access an automatically-deployed installer

1. On the desktop of your TireMaster server, double-click **My Computer**. The My Computer screen appears.

2. Double-click the letter or icon for the drive in which TireMaster is installed. (Usually, it's the **c:** or **d:** drive.)

3. Double-click the TireMaster program folder (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster, c:\tmpos**, or **d:\tmpos**).

Double-click the **apps** folder, and locate the file **bfstone00000000-02020000.exe**. Once you've located the installer, complete the installation. For instructions, see "Completing the Bridgestone National Accounts Interface Installation" on page 3.

Downloading the Bridgestone National Accounts Interface Installer

The installer for the Bridgestone National Accounts Interface is available on the TireMaster Support site. Download the installer and save it on your computer.

Note: If you cannot download the installer from the TireMaster Support site, call TireMaster Support at **800-891-7437** and request a CD.

To download the Bridgestone National Accounts Interface installer

1. Log on to **http://support.tiremaster.com**.

2. On the menu, click **Download Programs**. The Download Center page appears.

3. Click **Bridgestone ADRS Interface 2.2**. The File Download screen appears.

4. Depending on your operating system, click **Save** or select **Save this program to disk**. The Save As screen appears.

5. Select the location where you want to save the installer, and click **Save**.

6. When the download is complete, click **Close**.

Completing the Bridgestone National Accounts Interface Installation

Once you've located the installer for the Bridgestone National Accounts Interface, you can complete the installation.

Note: Install the Bridgestone National Accounts Interface on *each* computer that will be used for submitting Bridgestone claims and processing Bridgestone credits.

To complete the Bridgestone National Accounts Interface installation

1. Close all other applications.

2. Navigate to the location where you saved the Bridgestone National Accounts Interface installer, and double-click **bfstone00000000-02020000.exe**. The TireMaster Installation Program screen appears.

3. Click **OK**. The TireMaster - Search Results screen appears.

4. Select the TireMaster location in which you want to install the interface and click **Install**. The installation begins.

5. At the end of the installation, click **Finish**.

Preparing to Electronically Process Bridgestone Claims and Credits

Once the Bridgestone National Accounts Interface is installed, you need to configure it. Then you need to ensure that the Bridgestone customers, vendors, and inventory items set up in TireMaster include required settings for handling national-account and goverment-support sales.

Preparing to electronically process Bridgestone claims and credits includes the following:

Setting Up the Bridgestone National Accounts Interface

Once you've installed the Bridgestone National Accounts Interface, you need to complete settings that identify you as a Bridgestone dealer. Then you'll retrieve and load files that include information about your Bridgestone accounts.

To set up the Bridgestone National Accounts Interface

1. Log in to the Bridgestone National Accounts Interface.

    a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

    b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears.

2. Click **Setup**. The Bridgestone Setup screen appears.
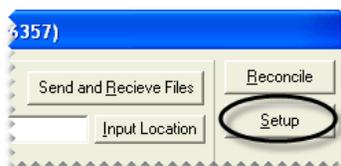
3. Complete the following settings:

    a. Type the dealer account code assigned to you by Bridgestone.

    b. Define the inventory categories used for Bridgestone tires. To define the categories, click **Select**. Then press the **Ctrl** key, select each of the Bridgestone categories on the list, and click **OK**.

    c. Select the following check boxes as needed:

        ◆ **Canadian Dealer**

        ◆ **Use Associate Name**

    d. Type the base file name assigned to you by Bridgestone.

4. To save the settings for the interface, click **OK**.

5. Retrieve and load the input files. For instructions, see "Retrieving and Loading Input Files" on page 11.

Verifying TireMaster is Ready for Bridgestone Claim and Credit Processing

Before you can electronically process claims and credits, you need to verify that the Bridgestone customers, vendors, and inventory items in TireMaster include the settings that are required for processing national-account and government-support sales.

To verify that TireMaster is ready for Bridgestone claim and credit processing

1. Make sure a vendor record for your Bridgestone distributor has been set up in TireMaster. Information about adding vendors is available in the TireMaster help system and user guide.

2. Make sure the Bridgestone reconciliation code has been set up in TireMaster. Information about setting up reconciliation codes is available in the TireMaster help system and user guide.

Note: Typically, the reconciliation code for Bridgestone is BS. If you want to use a different code instead, call TireMaster Support.

3. For each Bridgestone item, make sure the following is true:

- The vendor part number that has been assigned is an exact match to the vendor part number (also known as product ID number) used by Bridgestone
- The Bridgestone reconciliation code has been assigned

To electronically submit and process Bridgestone claims and credits, items need to include two settings.

The vendor part number must match the vendor part number (also called a product ID number) used by Bridgestone.

The Bridgestone reconciliation code.

Tip: Assign vendor part numbers and reconciliation codes with Inventory List Editing. It's faster than assigning codes to items one-at-a-time. Instructions for updating information for more than one item are available in the TireMaster help system and user guide.

4. Generate a list of Bridgestone customers. You might need to refer to this list when performing step 5. For instructions, see "Generating a List of Bridgestone Customers" on page 14.

5. Make sure customer records have been set up for each customer who has a national-account or government-support agreement with Bridgestone. For each of these customers, make sure the following is true:

- The Bridgestone reconciliation code (typically, the letters BS) has been assigned.
- The customer's Bridgestone account code has been entered in **National/GS#** field on the Customer Recon Codes screen. This code is available on the BF Customer List.
- The customer's location code (if any) has been entered in the **Dealer#** field on the Customer Recon Codes screen. This code is also available on the BF Customer List.

◆ The **Government Support** check box has been selected for customers with government-support agreements on the Customer Recon Codes screen.

To electronically submit and process claims and credits, customers who have sale agreements with Bridgestone need to be assigned two or more settings.

The customer's Bridgestone account code must be entered in the **National/GS #** field.

If the customer has a Bridgestone location code, it needs to be entered in the **Dealer #** field.

If the customer has a government-support agreement with Bridgestone, the **Government Support** check box needs to be selected.

The customer must be assigned the Bridgestone reconciliation code.

Information about setting up national-account and government-support customers is available in the TireMaster help system and user guide.

Managing Bridgestone Claims

When you sell items to customers with Bridgestone national-account and government-support agreements, you need to capture information that Bridgestone requires to process claims for these types of sales. Once you've performed sales to these customers, you can submit the claims by electronically sending a file to Bridgestone.

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◆ "Correcting an Item's Settings" on page 8

◆ "Defining an Alternative Delivery Location" on page 8

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Completing Bridgestone Delivery Receipts

You start Bridgestone national-account and government-support work orders in the same manner as other work orders in TireMaster. When you complete the invoice, however, you need to record additional information that's required by Bridgestone.

To complete Bridgestone Delivery Receipts

1. Start a work order for a customer who has a national-account or government-support agreement with Bridgestone.

2. Add all of the items (tires, parts, services, and repairs) that are covered under the customer's agreement with Bridgestone.

   Note: You need to set up a separate item in TireMaster for each Bridgestone item, repair, or service you sell. Each item must match a corresponding Bridgestone item to complete the invoice. If an item is missing a required setting, you can add the setting in the Detail Line Information

screen. Adding items that are not covered by the customer's agreement with Bridgestone will most likely cause the entire claim to be rejected.

3. When you're ready to finish the sale, **Complete**. The Form Type screen appears.

4. Click the button for the type of agreement the customer has negotiated with Bridgestone. The Bridgestone National DR Form screen appears.

Form Type (16355)

Gov Local Bill	Gov BSFS Bill
US Fleet	Canada Fleet
Contract Retail	Fleet Lease
Transfer	OE Used Truck
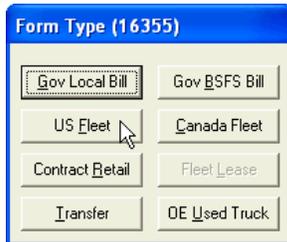
5. If the delivery location is different than the shipping and billing addresses assigned by Bridgestone. define the alternative location. For instructions, see "Defining an Alternative Delivery Location" on page 8.

6. Enter the required information, along with any optional information you want to include, on the top part of the screen.

   Note: Required fields are displayed in red and are preceded by an asterisk (*). Required and optional fields can vary from customer to customer.

7. Type comments about the sale, if needed.

8. Make sure all line items have a corresponding Bridgestone vendor part number and description. If you need to make a correction, see "Correcting an Item's Settings" on page 8.

Bridgestone Firestone National DR Form (16353)

EXPRESS TRUCKING   Change Recon

Alternate Name:		* Driver Name: Randy Jones	Vehicle
Associate Name:		Location:	* Odometer: 75230
Location Code:		Phone:	* License: 151523
* PO Num: B821099		License:	* License State: ID
Credit Release		Delivery Location Delivery Class	* Number: 1011
* Fleet Auth: A98210		BOISE ● Veh Serviced	VIN:
Company ID:		○ Warehouse	Model:
		□ Tires to Fleet? ○ Stock	* Wheel Positions: 4
		□ FET Exempt	Trailer Number:
			Trailer Hub:

Comments

                                        * Serviced
                                        ☑ Tractor □ Trailer

CALL BF/FLEET SUPPORT FOR REQ'D AUTH NUMBER PRIOR TO SVC 800 668 8875

Line	Qty	Size	Description	Price	Vendor PartNo	Vendor Descr
1	4	P185/55R15	Bridgestone Potenza	53.99	40000	

   Note: The available fields on the Bridgestone National DR Form vary, depending on which form type is selected and what information is required under the customer's agreement with Bridgestone.

9. Click **OK**, and complete the invoice as usual.

> **Note:** Instead of posting as a charge to the customer, the completed invoice posts the expected credit to a holding account. (In TireMaster Plus and TireMaster Corporate systems only.)

Correcting an Item's Settings

If the settings for an item on a work order are incorrect, you can make the needed changes before completing the invoice. You might also need to correct the settings for items when a claim is rejected.

To correct the settings for an item

1. On the Bridgestone National DR Form screen, select the item whose settings need to be changed and click **Detail/Edit**. The Detail Line Information screen appears.

2. Type your corrections in the active fields or select or clear the check boxes as needed.

3. To save your changes, click **OK**.

Defining an Alternative Delivery Location

The delivery location is used to determine taxing for an invoice. Bridgestone assigns one shipping and one billing address to each customer. In some instances, however, you might need to define an alternative location.

To change the delivery location for an invoice

1. On the Bridgestone National DR Form screen, click **Delivery Location**. The Delivery Location screen appears.
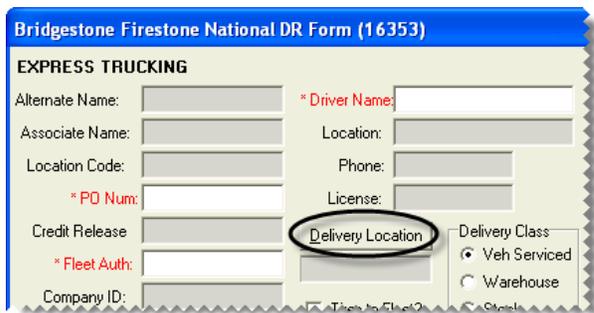
2. Select one of the following options:
   - **Ship To**
   - **Bill To**
   - **Other**

3. If you selected **Other**, type the city, state, zip code, and county. Otherwise, disregard this step.
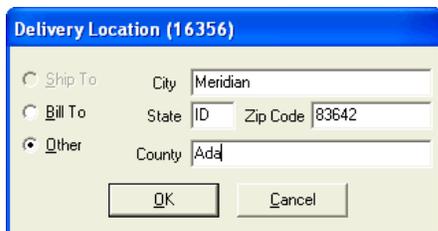
> **Note:** If you type an alternative address but decide to use the preset shipping or billing address after all, information that you typed, such as the city and zip code, might still be visible when you reselect **Ship To** or **Bill To**.

4. Click **OK**.

Electronically Submitting Bridgestone Claims

When you have claims that you want to submit, you need to create an output file and send it to Bridgestone.

> **Note:** To create output files, you must belong to a security group that's assigned the **Natl Recon Credits** permission.

To submit a claim to Bridgestone

1. Log in to the Bridgestone National Accounts Interface.

   a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

   b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears. The **Output file** field displays the name and location for the output file you are about to create.

2. Click **Create File**.

> **Note:** If this button is disabled, you haven't been assigned to a security group with the **Natl Recon Credits** permission.

3. To close the confirmation message, click **OK**.

4. Click **Send and Receive Files**. A black command prompt screen appears. This screen closes once the claims have been sent.
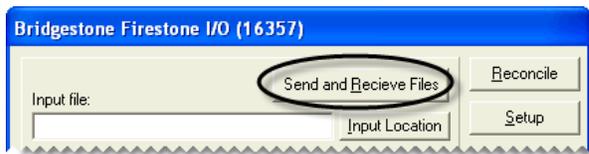
Viewing Bridgestone Claims

A claim is a credit memo for which you haven't received a credit. You can view a list of claims, along with the status for each, on the Bridgestone Reconcile screen.

> **Note:** To view claims, you must belong to a security group that's assigned the **Natl Recon Credits** permission.

To view a list of Bridgestone claims and invoices

1. Log in to the Bridgestone National Accounts Interface.

    a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

    b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears.

2. Click **Reconcile**. The Bridgestone Reconcile screen appears and displays *all* claims.
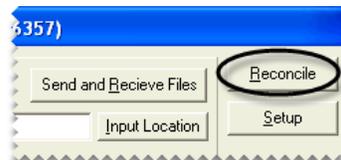
> **Note:** If the **Reconcile** button is disabled, you haven't been assigned to a security group with the **Natl Recon Credits** permission.

3. Limit the number of claims displayed, if needed.

    ◆ To view the claim for a specific invoice, select **Invoice**. Then type the invoice number and click **Query**.

◆ To view a claim with a specific memo number, select **Claim**. Then type the memo number and click **Query**.

◆ To view claims or invoices completed on or after a specific date, select **Date**. Then type the invoice date and click **Query**.

Example: If you type the date 1/12/2011, the screen will display all Bridgestone claims and invoices created from January 12, 2011 forward.

> **Note:** Claims highlighted in blue (Status 1) will be included in the next output file that you create. Output files include claims that you submit to Bridgestone.

4. If you need to change the form used for a claim or the settings for an item included in a claim, click **Modify Line**. Then update the form or item as needed.

5. If you need to change a claim's status or if you need to reconcile a claim manually, select the claim and click **Change Status**. Then click **Sent**, **Un-Sent**, or **Manual Reconcile**.

6. If you need to generate the National Account Reconciliation Report, click **Reconcile Report**.

7. Close the Bridgestone Reconcile screen.

Processing Bridgestone Credits

When Bridgestone is finished reviewing your claims, you can electronically retrieve and reconcile your Bridgestone vendor credits.

Retrieving and Loading Input Files

Bridgestone distributes input files that include customer information and credit memos. As part of the interface setup process, you need to load these files into TireMaster. Once you begin using the interface, retrieve and load the files daily to ensure your records are always current. The credit memos issued by Bridgestone are included in the input files.

To retrieve and load the input files

1. If the Bridgestone National Accounts Interface isn't already open, log on to it.

   a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

   b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears.

2. Click **Send and Receive Files**. A black command prompt screen appears. Once the files have been received, the screen closes.
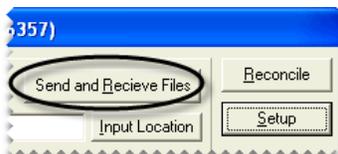
3. Click **Input Location**. The Load BSFS Input File screen appears.
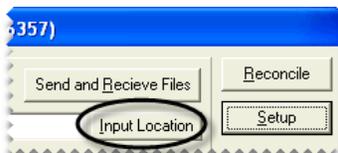
4. Locate files, select them, and click **Open**. The name of one of the selected files appears in the **File Name** field.

   Note: Input files are typically stored in the **BFStone** folder.

5. Click **Load Input File**. When the files are done loading, a confirmation message appears.
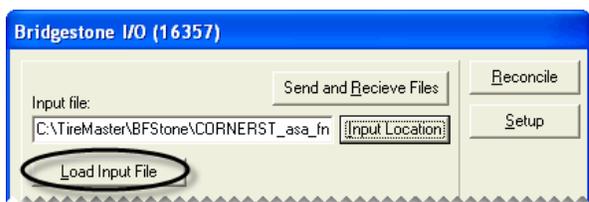
   Note: Loading the input files might last for several minutes.

6. Close the confirmation message.

Electronically Reconciling Bridgestone Credits

When Bridgestone is done processing your claims, you can download the updated claim information and reconcile your Bridgestone credit memos.

To reconcile a credit

1. Log in to the Bridgestone National Accounts Interface.

   a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

   b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears.

2. If you haven't already, retrieve and load the latest batch of input files from Bridgestone. For more information, see "Retrieving and Loading Input Files" on page 11.

3. Click **Reconcile**. The Bridgestone Reconcile screen appears and displays *all* credit memos.
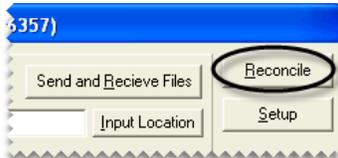
> **Note:** Electronic reconciliation can also be accessed in TireMaster. Select **Nat'l Recon Codes & Credits** from the **Vendors** menu. Then click **Electronic Reconciliation**, and follow the steps below.

4. Click **Apply Reconcile**.

The claims listed on the screen are color coded, and they're updated with memo numbers and credit and commission amounts.

- ◆ Completed (accepted) claims are outlined in green and have the status 4.

  > **Note:** These claims are not actually processed until you click **Process Credits**. If you click **Query**, completed claims will change back to sent status. To remark a claim as completed, click **Apply Reconcile** again.

- ◆ Rejected claims are outlined in red and have the status 3.
- ◆ Claims outlined in blue were not sent to Bridgestone in an output file.

5. To generate the National Account Reconciliation report, click **Reconcile Report**.

6. To research a rejected claim, select it, and click **Modify Line**.

Check rejected claims for the following issues:

- ◆ Make sure the correct form was selected. If needed, change the form by selecting the claim and clicking **Form Type** on the Bridgestone National DR Form screen.
- ◆ Make sure all required fields are filled in correctly. For more information, see "Completing Bridgestone Delivery Receipts" on page 6.
- ◆ Check optional fields to make sure information is entered correctly.
- ◆ Make sure the items on the claim match appropriate Bridgestone items. For more information, see "Correcting an Item's Settings" on page 8.

> **Note:** If the wrong item was sold, you cannot use this screen to make the correction. Instead you need to reverse the original invoice and start over.

7. To process a completed credit memo, select it, and click **Process Credits**.

The credit information posts to the general ledger and Bridgestone's subledger. In the general ledger, the following changes occur (in TireMaster Plus and TireMaster Corporate systems only):

◆ The actual credit posts to the vendor account.

◆ The expected credit is reversed out of the holding account.

◆ The difference posts to the gain or loss account defined for the reconciliation code.

8. When you're finished processing credits, close the Bridgestone Reconcile Screen.

Retrieving Bridgestone Customer and Dealer Information

Bridgestone distributes customer and dealer information for your reference. You can retrieve this information by generating a report called the BF Customer List.

◆ "Generating a List of Bridgestone Customers" on page 14

◆ "Updating Bridgestone Customer Data" on page 15

◆ "Generating a List of Bridgestone Dealers" on page 16

Generating a List of Bridgestone Customers

The BF Customer List displays the names of Bridgestone customers, along with their Bridgestone account numbers and contact information. You can also generate a list of Bridgestone dealers by printing this report.

To generate a list of Bridgestone Customers

1. If you haven't already done so today, retrieve and load the input file. For instructions, see "Retrieving and Loading Input Files" on page 11.

2. In TireMaster, select **Reports** from the **Customers** menu.

3. Select **BSFS Customer Report**, and click **Launch**. The BSFS Customer Report screen appears.
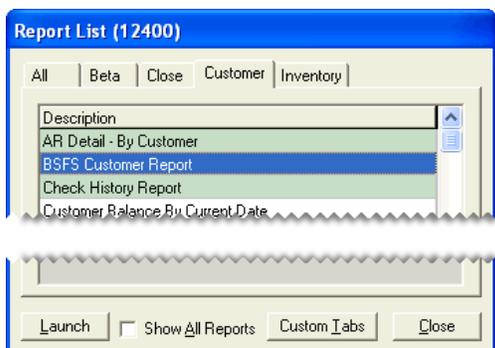
4. Choose one of the following:

◆ For a list of national-account customers, select **National**.

- ◆ For a list of Bridgestone dealers, select **Dealers**.
- ◆ For a list of government-support customers, select **Government**.

   Note: Disregard the setting for Canadian customers at this time.

5. Select the state or territory for which you want to generate a list of customers or dealers, or leave it blank for all customers or dealers.

6. Click **Print**. The Report Window opens.

7. Print the report. Then close the Report Window.

Updating Bridgestone Customer Data

To reduce the download time for input files, Bridgestone sends only data that has changed as the result of customer activity. Occasionally, however, you might want to update your Bridgestone customer data with the full input file. To complete this update, you need to clear the existing data. Then you can download the full set of input files.

To update Bridgestone Customer Data

1. If the Bridgestone National Accounts Interface isn't already open, log on to it.

   a. On the desktop, double-click the **BF Interface** icon. The Login Bridgestone I/O screen appears.

   b. Type the same user name and password that you use to log in to TireMaster, and click **OK**. The Bridgestone I/O screen appears.

2. Click **Setup**. The Bridgestone Setup screen appears.
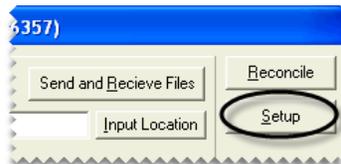
3. Click **Clear Customer Databases**. A confirmation message appears.

4. Click **Yes**.

5. Close the Bridgestone Setup screen.

Generating a List of Bridgestone Dealers

If you need a list of Bridgestone dealers, you can generate this information by printing a BF Customer List. Begin the process of printing this report as usual, but select Dealer when the BSFS Customer Report screen appears. For more information, see .