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, log a support call in Service Cloud at http://asatire.force.com/login or call TireMaster Support at **800-891-7437**.

This document includes the following sections:

What's New

Version 5.2 of the Bridgestone National Accounts Interface includes several new features and enhancements. The following describes what's new:

- A radio button for **NA**, **GS**, and **All** has been added to the top of the Bridgestone Reconcile Screen to narrow down the search criteria by government-support, national-account, or all invoices.

- A radio button for **Site** has been added to the Sort By menu on the Bridgestone Reconcile Screen, to allow the list to display in site number order.

- A new **Print List** button has been added to the Bridgestone Reconcile screen to provide a printable list of the items displayed on the screen.

- The **eReceipt** process now runs hourly, beginning at 7:30 AM and ending at 6:30 PM, Monday through Friday.

- The invoice Form Type screen shows active selections based on the invoice type, national-account or government-support, selected.

Installation Requirements

To use the Bridgestone National Accounts Interface, TireMaster 8.9.0 or TireMaster Point of Sale 3.8.9 (or a newer version of either product) needs to be installed on your computers.

Upgrading the Bridgestone National Accounts Interface

If you're using an earlier version of the Bridgestone National Accounts Interface, you can upgrade to version 5.2. To upgrade to the newer Bridgestone National Accounts Interface, complete the following steps:

1. Install the Bridgestone National Accounts Interface version 5.2. For more information, see "Installing the Bridgestone National Accounts Interface" on page 2.

2. Assign permissions to the security groups whose members are allowed to create claims manually, change the prices of items on rejected claims, and skip electronic claims submission. For more information, see "Assigning Bridgestone National Account Permissions" on page 5.

3. Remove the **BF Interface** icon from the desktop of each computer that has been used to submit claims in the past. Because the Bridgestone National Accounts Interface is now accessible from within TireMaster, the icon is no longer necessary. To remove the **BF Interface** icon, right-click it and select **Delete** from the pop-up menu.

Installing the Bridgestone National Accounts Interface

When you install the Bridgestone National Accounts Interface, run the installation on *both* the TireMaster server and workstations. Installing the Bridgestone National Accounts 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 3.

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

Note: TireMaster 8.9.0 or TireMaster Point of Sale 3.8.9 (or a newer version of either product) must be installed on your computers before you can install the Bridgestone National Accounts Interface. Install the Bridgestone National Accounts Interface on *both* the TireMaster server and workstations.

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, type **This PC** in the Windows search box. The **This PC** 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 **bfstone00000000-05020000.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, log a support call in Service Cloud at http://asatire.force.com/login or call TireMaster Support at **800-891-7437**.

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 the link for the Bridgestone National Accounts Interface. Depending on your browser, you're prompted to save the file, run the installation, or both.

4. Follow the on-screen prompts to save the file on your computer.

5. 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 *both* the TireMaster server and workstations.

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 **bfstone00000000-05020000.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 government-support sales.

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

- "Setting Up the Bridgestone National Accounts Interface" on page 4
- "Assigning Bridgestone National Account Permissions" on page 5
- "Verifying TireMaster is Ready for Bridgestone Claim and Credit Processing" on page 6

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 and allow your TireMaster system to communicate with Bridgestone.

To set up the Bridgestone National Accounts Interface

1. From the **Interfaces** menu, select **Interface Setups**. The Interface Setup screen appears.

2. Click **Bridgestone Interface**. The Bridgestone I/O screen appears.

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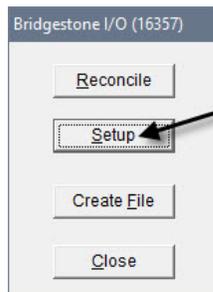
4. Complete the following settings:

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

    b. Type the category code for each inventory category that's used for Bridgestone tires, separating each code with a comma.

    c. Select the **Canadian Dealer** and **Use Associate Name** check boxes, if needed.

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

    e. To activate electronic claims submission, select the **Send File Automatically** check box. By default the check box is clear.

    Note: Before you activate electronic claims submission, define which existing claims have already been submitted by changing the status for each of them to *Sent*. Otherwise, those claims will be submitted again and be rejected because of duplicate invoice numbers. For more information, see "Viewing and Updating Bridgestone Claims" on page 12.

    f. To allow manual claims creation and submission, select the **Create/Send Manual File** check box.

    Note: Manually creating and submitting claims is protected by a security permission.

g. To leave shop supplies in the file for national-account invoices and remove them for government-support invoices, select the **Shop Supplies on NA/GS** check box.

h. *For dealers participating in the eReceipt program*, select the **Turn on eReceipt** check box to suppress the requirement to enter a PO number at point of sale, send invoices hourly, and request a PO number.

> **Note:** Selecting the check box eliminates the need to have the PO number entered on the original invoice and will automatically update the TireMaster invoice with the PO number, once it has been received from Bridgestone.
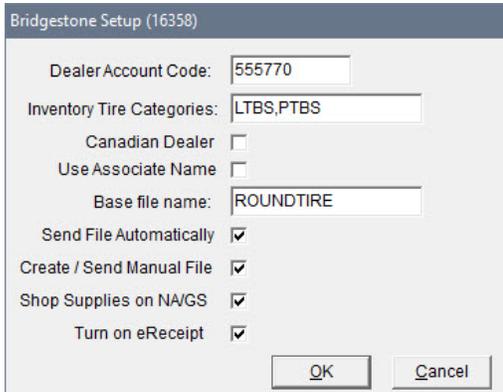
5. To save the settings for the interface, click **OK**.

Assigning Bridgestone National Account Permissions

Employees who work with the Bridgestone National Accounts Interface need to be granted security clearance before they're allowed to perform certain tasks. The security permissions associated with the interface include the following:

- **Bridgestone ADRS - Change Price**, which allows users to update the prices of items on rejected claims

- **Bridgestone ADRS - Create File**, which allows users to create and send claims submission files manually

- **Skip Electronic Submission**, which allows users to identify whether invoices should be excluded from electronically submitted claims.

  Note: **Skip Electronic Submission** is also used by the Firestone National Accounts Interface.

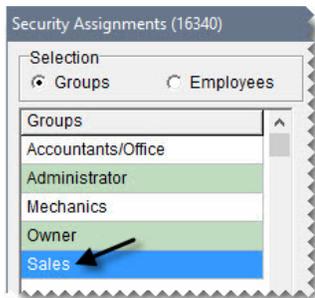### To assign the Bridgestone National Account permissions

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
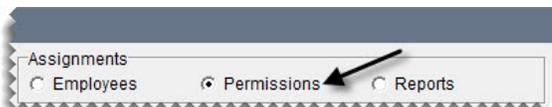
2. Click **Security**.

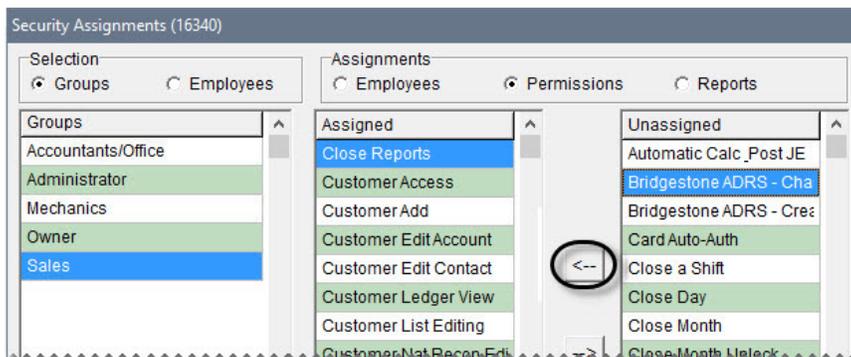3. In the **Selection** area, make sure **Groups** is selected.

4. For each permission, do the following:

   a. Select the name of the group to which you'll assign the permission.

   b. In the **Assignments** area, select **Permissions**.

   c. In the **Unassigned** panel, scroll down and select the permission you want to assign.

   d. Click <-- to move the permission to the **Assigned** panel.

5. To assign permissions to additional security groups, repeat step 4.

6. Close the Security Assignments screen and the User List.

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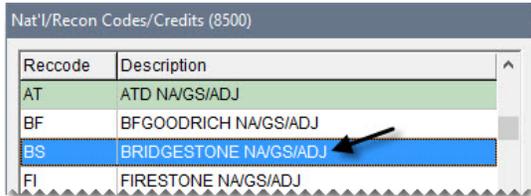
> **Note:** Typically, the reconciliation code for Bridgestone is BS. If you want to use a different code instead, call TireMaster Support.

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

   ◆ One of the vendor part numbers assigned to the item is an exact match of the article number, also known as a product ID, Bridgestone uses for the item.

   ◆ The Bridgestone reconciliation code is assigned to the item.
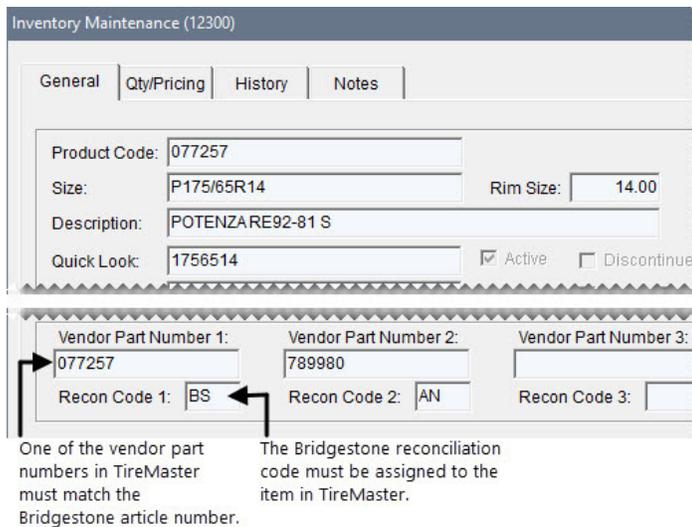
> **Note:** In TireMaster 8.9.0 and TireMaster Point of Sale 3.8.9 (or a newer version of either product), reconciliation codes are used in conjunction with vendor part numbers. Therefore, if you assign the Bridgestone vendor part number in the **Vendor Part Number 1** field, the Bridgestone reconciliation code needs to be entered in the **Recon Code 1** field.

> **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 or Dealers" on page 17.

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 number has been entered in **National/GS#** field on the Customer Recon Codes screen. This number is 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.

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. Finally, when Bridgestone is done processing your claims, you can electronically reconcile your vendor credits.

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 on 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, click **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.
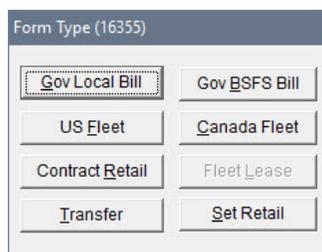
5. If the delivery location is different than the shipping and billing addresses assigned by Bridgestone. define the alternative location. For instructions, see "Defining an Alternative Delivery Location" on page 11.

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 10.

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. Save the work order or complete the invoice.

   ◆ If you're done entering all of the required information, click **OK**. 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.)

      Note: If a required field entry is missing, TireMaster displays a message. To identify the field that needs an entry, close the message and look for the location of the cursor.

   ◆ If you don't have all of the required information at this time, click **Save & Continue** (available for work orders only). The required information can be updated before completing the invoice and submitting the claim.

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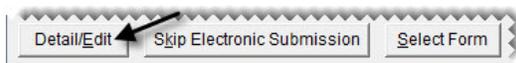
2. Type your corrections in the active fields or select or clear the check boxes as needed.

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

Electronic submission of Bridgestone claims is a hands-off process. At 2:00 AM, 10:00 AM, and 2:00 PM daily, TireMaster transmits all claims with the status *unsent* to Bridgestone. No interaction is required on your part. You can also check the status of sent claims each hour to ensure successful submission. You might, however, want to review your unsent claims before you leave at the end of the day to ensure they include all of the information needed for successful submission. For more information, see "Viewing and Updating Bridgestone Claims" on page 12.

Note: For eReceipt dealers who have selected the **Turn on eReceipt** check box, invoices will send hourly, Monday through Friday.

Submitting Bridgestone Claims Manually

In addition to submitting claims electronically, you also have the option to manually submit claims with the Bridgestone National Accounts Interface. Manual claims submission allows you to send claims at any time instead of having to wait until the automated process occurs each hour.

To manually submit Bridgestone claims

1. From the **Interfaces** menu, select **Interface Setups**. The Interface Setup screen appears.

2. Click **Bridgestone Interface**.

3. Review and update unsent Bridgestone claims if needed. For more information, see "Viewing and Updating Bridgestone Claims" on page 12.

4. Click **Create File**. TireMaster prompts you to create and send the file.
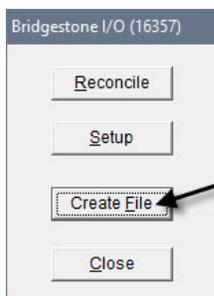
5. Click **Yes** to create the file. A confirmation message appears.

    Note: If any of the claims are missing required information (such as VIN, unit number, or driver name), the following message appears: "One or more tickets were created incorrectly and will not be submitted." These claims can be submitted later, once you're able to fill in the required information.

6. Close the confirmation message.

7. Close the Bridgestone Interface screen.

Viewing and Updating 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 and make any needed changes. In multi-store systems, you can access the Bridgestone Reconcile screen at the Corporate site only.

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

1. From the **Interfaces** menu, select **Interface Setups**. The Interface Setup screen appears.

2. Click **Bridgestone Interface**. The Bridgestone I/O screen appears.

3. Click **Reconcile**. The Bridgestone Reconcile screen appears and displays *all* claims.
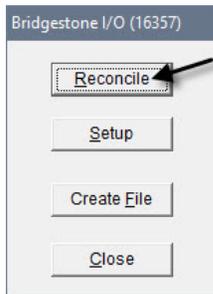

Note: If the **Reconcile** button is disabled, you haven't been assigned to a security group with the **Natl Recon Credits** permission.

4. 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**.
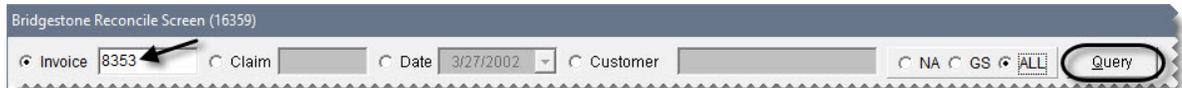
   ◆ To view a claim with a specific memo number, select **Claim**. Then type the memo number and click **Query**.
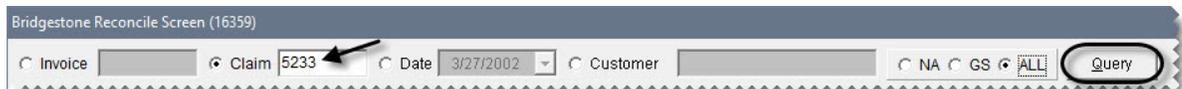
   ◆ To view claims or invoices completed on or after a specific date, select **Date**. Then type the invoice date and click **Query**.

   Example: If you type the date 1/12/2017, the screen will display all Bridgestone claims and invoices created from January 12, 2017 forward.

   Note: Unless they're missing required information (such as VIN, unit number, or driver name), claims highlighted in blue (Status 1 Unsent) will be included in the next group of claims submitted to Bridgestone.
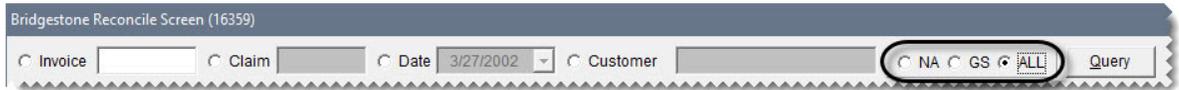
- To view claims or invoices completed for a specific customer, select **Customer**. Then type the name of the customer and click **Query**.

Bridgestone Reconcile Screen (16359)
○ Invoice [ ] ○ Claim [ ] ○ Date 2/13/2017 ▾ ⊙ Customer PENSKE ○ NA ○ GS ⊙ ALL (Query)
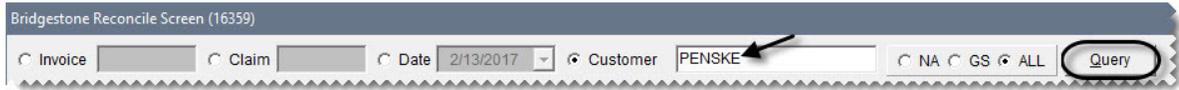
- To view all claims select **ALL**, or to view claims or invoices by invoice type, select **NA** for national-account or **GS** for government-support and the list will automatically update.

Bridgestone Reconcile Screen (16359)
○ Invoice [ ] ○ Claim [ ] ○ Date 3/27/2002 ▾ ○ Customer [ ] ○ NA ○ GS ⊙ ALL Query

5. To sort the list of claims by date, customer name, or site select the corresponding **Sort By** option,

Sort By
⊙ Date ○ Cust ○ Site

Close

6. To limit the claims displayed to only those that are un-sent, sent, rejected, or complete, select the applicable filter toward the bottom of the screen. To display all claims, except those that have been completed, select **Active**.

Filter By ○ Un-Sent ○ Sent ○ Rejected ○ Complete ⊙ Active
Process Credits | Modify Line | Change Status
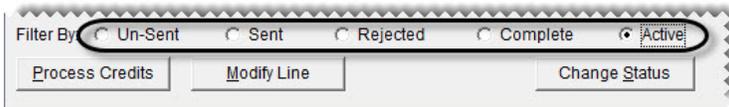
7. If you need to change the form used for a claim or the settings for an item included in a claim, click **Modify Line**. Then update the form or item as needed.

Process Credits | Modify Line ← | Change Status | Print List | Reconcile Report

8. 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**.

Process Credits | Modify Line | Change Status ← | Print List | Reconcile Report

9. If you need to print a list of the claims currently on screen, click **Print List**.

Process Credits | Modify Line | Change Status | Print List ← | Reconcile Report

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

Process Credits | Modify Line | Change Status | Print List | Reconcile Report ←

11. Close the Bridgestone Reconcile screen.

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. From the **Interfaces** menu, select **Interface Setups**. The Interface Setup screen appears.

2. Click **Bridgestone Interface**. The Bridgestone I/O screen appears.

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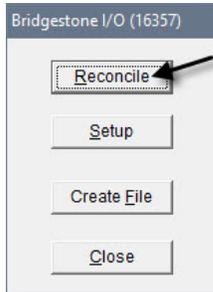
> **Note:** Electronic reconciliation can also be accessed in TireMaster. Select **Nat'l Recon Codes & Credits** from the **Vendors** menu. Then click **Electronic Reconciliation**, and follow the steps below.

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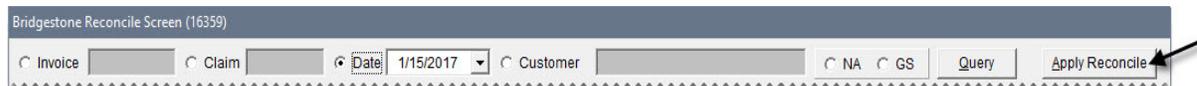
The claims listed on the screen are color coded, and they're updated with memo numbers and credit and commission amounts.

- ◆ Completed (accepted) claims are outlined in green and have the status 4.
- ◆ Rejected claims are outlined in red and have the status 3.
- ◆ Claims outlined in blue were not sent to Bridgestone.

5. To generate the National Account Reconciliation report, click **Reconcile Report**.
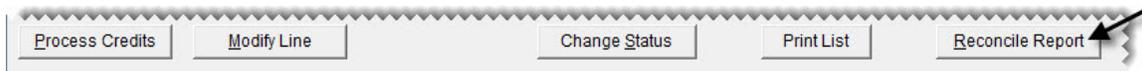
6. To research a rejected claim, select it and click **Modify Line**.

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 9.
- ◆ 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 10.

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.

## Correcting Prices on Rejected Claims

If Bridgestone rejects a claim because the wrong price was entered for an item, you can correct the price and resubmit the claim.

To correct a price on a rejected claim

1. From the **Interfaces** menu, select **Interface Setups**. The Interface Setup screen appears.

2. Click **Bridgestone Interface**. The Bridgestone I/O screen appears.

3. Click **Reconcile**. The Bridgestone Reconcile screen appears.

4. Select the rejected claim that includes the incorrectly-priced item, and click **Modify Line**. The Bridgestone National DR Form screen appears.
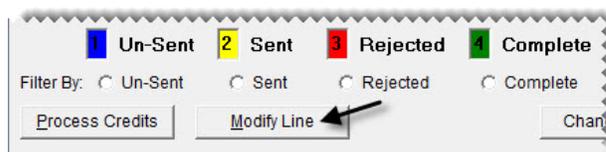
Tip: To limit the claims displayed to only those that have been rejected, select **Rejected**.

5. Double-click the row for the incorrectly-priced item. The Bridgestone National Price Change screen appears.

6. Type the correct price and click **Save**.

7. Click **OK** to close the Bridgestone National Price Change screen.

8. Click **Change Status** and select **Un-Sent** to resend the claim the next time files are sent.

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 or Dealers

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.

Note: TireMaster receives the latest customer information from Bridgestone three times a day at 2:00 AM, 10:00 AM, and 2:00 PM. When you install the interface, wait until after the one of these data-transfer cycles has occurred to generate the report. Otherwise, the report will be blank.

To generate a list of Bridgestone Customers or Dealers

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

2. Select **BSFS Customer Report**, and click **Launch**. The BSFS Customer Report screen appears.


3. 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.

4. 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.

BSFS Customer Report (16360)

⦿ National   ◯ Government
◯ Dealers   ◯ Canadian

Choose a state: CT ▾

CT
DE
FL
GA
HI
ID
IL
IN
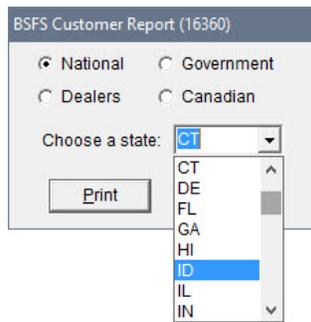
Print

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

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