



Firestone National Accounts Interface

The Firestone National Accounts Interface (FNA) links TireMaster and Firestone's national accounts processing system, giving you the ability to electronically submit and reconcile claims for Firestone national account sales.

Note: Claims are electronically submitted to and received from Firestone at 2:00 AM, 10:00 AM, and 2:00 PM daily. You also have the option to manually submit and receive claims at any time.

If this document doesn't answer questions you have about setting up or using FNA, log an online support request (use the link at support.tiremaster.com) or call TireMaster Support at **800-891-7437**.

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Requirements

To use the Firestone National Accounts Interface, TireMaster 9.1.0, TireMaster Point of Sale 9.1.0, or a newer version of either product needs to be installed on your computers.

What's New for Existing Users

If you're already using an earlier version of the Firestone National Accounts Interface, you can update it. The new version (6.0.0) includes the following changes:

- ◆ The credits you receive for Firestone sales are now loaded into the FNA Interface and can be reconciled electronically.
- ◆ Requirement field entries are saved when **Save & Continue** is clicked on the requirements screen. Previously, some entries disappeared although the button was clicked.
- ◆ The **Skip Electronic Submission** button is now available on the requirements screen only during the invoice completion process.
- ◆ Sorting and filtering options have been added to the reconciliation screen.

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- ◆ You can print a list of the claims displayed on the reconciliation screen.
- ◆ You can update requirements information for unsent and sent claims.
- ◆ A **Request & Submit** button, for manually sending and retrieving Firestone credits has been added to the reconciliation screen.

Installing and Updating the Firestone National Accounts Interface

The program for installing and updating the Firestone National Accounts Interface needs to be run on *each* computer that will be used for submitting claims to Firestone. Installing and updating the 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 Firestone National Accounts Interface Installer” on page 3.](#)

Once you’ve located the installer, complete the installation. For instructions, see [“Completing the Firestone National Accounts Interface Installation” on page 3.](#)

Note: To use the Firestone National Accounts Interface, TireMaster 9.1.0, TireMaster Point of Sale 9.1.0, or a newer version of either product needs to be installed on your computers.

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 Firestone 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. Right-click  and select **File Explorer** from the menu that appears.
2. In the Quick Access navigation pane, scroll to This PC.

Note: If File Explorer opened the This PC screen instead, disregard this step.
3. Double-click the letter or icon for the drive that TireMaster is installed in. (Usually, it’s the **c:** or **d:** drive.)
4. Double-click the **TireMaster**, **qdstm**, or **tmpos** program folder.
5. Double-click the **apps** folder, and locate the file **firestone00000000-06000000.exe**. Once you’ve located the installer, complete the installation. For instructions, see [“Completing the Firestone National Accounts Interface Installation” on page 3.](#)

Downloading the Firestone National Accounts Interface Installer

The installer for the Firestone 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 an online support request (use the link at support.tiremaster.com) or call TireMaster Support at **800-891-7437**.

To download the Firestone 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 Firestone interface. 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 Firestone National Accounts Interface Installation

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

Note: Install the Firestone National Accounts Interface on *each* computer that will be used for submitting Firestone claims.

To complete the Firestone National Accounts Interface installation

1. Close all other applications.
2. Navigate to the location where you saved the Firestone National Accounts Interface installer, and right-click **firestone00000000-06000000.exe** and select **Run as Administrator**. A confirmation message appears.
3. Click **Yes**. The TireMaster Installation Program screen appears.
4. Click **OK**. The TireMaster - Search Results screen appears.
5. Select the TireMaster location in which you want to install the interface and click **Install**. The installation begins.
6. At the end of the installation, click **Finish**.

Preparing to Electronically Submit Firestone Claims

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

Note: If you've updated an existing version of the Firestone National Accounts Interface, you can disregard this section.

Preparing to electronically submit Firestone claims includes the following tasks:

- ♦ [“Setting Up the Firestone National Accounts Interface” on page 4](#)

- ◆ “Assigning Firestone National Accounts Interface Permissions” on page 5
- ◆ “Assigning the Firestone Customer Report” on page 6
- ◆ “Verifying TireMaster is Ready for Firestone Claim Submission” on page 7
- ◆ “Generating a List of Firestone Customers” on page 7

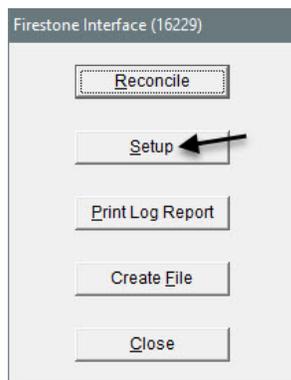
Setting Up the Firestone National Accounts Interface

Before you can use the Firestone National Accounts Interface to submit claims, you need to complete various settings that allow TireMaster to communicate with Firestone.

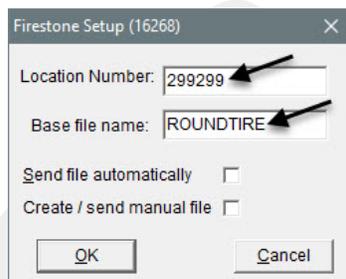
Note: If you’re using FNA to access Firestone’s product and pricing files instead of submitting claims, you need to complete the steps in these interface setup instructions as well.

To set up the Firestone National Accounts Interface

1. In TireMaster, select **Interfaces > Interface Setups**.
2. Click **Firestone Interface**. The Firestone Interface screen opens.
3. Click **Setup**. The Firestone Setup screen opens.



4. Type the location number assigned to you by Firestone.
5. Type the base file name assigned by Bridgestone. You can get this name from TireMaster Support.



6. Do one of the following:
 - ◆ If you want to activate automatic claim submission, select the **Send File Automatically** check box. By default the check box is clear.

Note: Before you activate electronic claims submission, define which of your existing claims *have already been submitted* by changing the status for each of them to *Sent*. Otherwise, those claims will be submitted again and rejected because of duplicate invoice numbers.

For more information, see [“Changing the Status of a Claim” on page 12.](#)

- ♦ If you’ve installed FNA to gain access to Bridgestone and Firestone product and pricing files, make sure the **Send File Automatically** check box is clear and disregard the information in this document about submitting claims.

Note: When the check box is clear, claim files are created but are not submitted. If you change your mind about using FNA to submit claims, TireMaster Support can help you prepare the files for submission.

- ♦ If you want to create and manually submit the claims check **Create / Send manual file.**

7. To save your changes, click **OK**. Then close the open screens.

Assigning Firestone National Accounts Interface Permissions

Various permissions define whether employees are allowed to use all or some of the functionality available in the Firestone National Accounts Interface. Permissions that affect FNA include the following:

- ♦ **Firestone NA - Create File** allows users to create a file of claims that will be included in the next electronic submission.
- ♦ **Firestone NA - Sent to Unsent** defines whether users are allowed to change the status of claims. It also allows uses to disable electronic reconciliation for claims.
- ♦ **Natl Recon Credits** defines whether users can access the screen that lists all of the Firestone claims. The Firestone Reconcile screen also includes the means to update claim information, submit claims, and process credits.
- ♦ **Skip Electronic Submission** allows users to flag invoices that they don’t want to submit for credit.

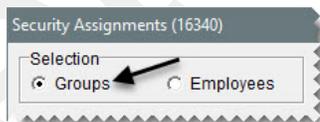
Assign permissions to your security groups as needed.

To assign the FNA permissions

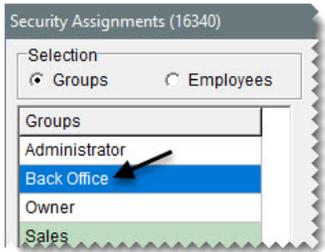
1. Open the Security Assignments screen.
 - a. Select **Setup > Users & Permissions**. The User List opens.
 - b. Click **Security**.



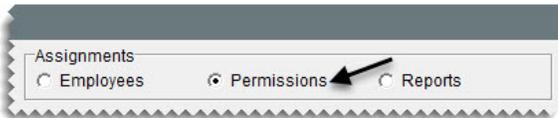
2. Select the group to which you’ll assign permissions.
 - a. Under **Selection**, make sure **Groups** is selected.



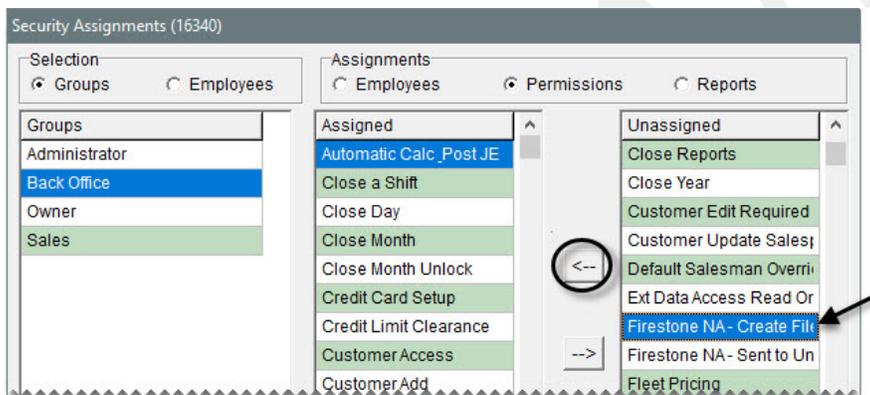
- b. Select the group name.



3. Assign permissions to the group.
 - a. Under **Assignments**, select **Permissions**.



- b. For each permission you want to assign, select it on the **Unassigned** panel and click to move it to the **Assigned** panel.



4. To assign the permission to additional security groups, repeat steps 2 and 3.
5. Close the open screens.

Assigning the Firestone Customer Report

The Firestone Customer Report lists customers who have national account agreements with Firestone. Whether users are allowed to generate this report depends on their security settings. To ensure that the applicable users are allowed to access and print the document, assign the report to their security groups.

To assign the Firestone Customer Report

1. Select **Setup > Users & Permissions**. The User List opens.
2. Click **Security**.
3. Under **Selection**, make sure **Groups** is selected.
4. Select the name of the group to which you'll assign the report.
5. Under **Assignments**, select **Reports**.
6. On the **Unassigned** panel, scroll down and select Firestone Customer Report.

7. Click to move the report to the **Assigned** panel.
8. To assign the permission to additional security groups, repeat steps 4 through 7.
9. Close the open screens.

Verifying TireMaster is Ready for Firestone Claim Submission

Before you can electronically submit claims to Firestone, you need to make sure that a variety of settings have been completed in TireMaster.

To verify TireMaster is ready for Firestone claim submission

1. Make sure a vendor record exists for your Firestone vendor. If there is no vendor record for your Firestone vendor, add it. Information about adding vendors is available in the TireMaster help system and user guide.
2. Make sure the Firestone reconciliation code is set up. Information about setting up reconciliation codes is available in the TireMaster help system and user guide.

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

3. For each Firestone item, make sure the following is true:
 - ◆ The vendor part number is an exact match of the article number (also known as a product ID) used by Firestone
 - ◆ The Firestone reconciliation code has been assigned.
 - ◆ The parts price is greater than \$0.00.

Tip: Assign vendor part numbers, reconciliation codes, and parts prices with Inventory List Editing. It's faster than assigning codes and prices 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 the Firestone Customer Report. For instructions, see [“Generating a List of Firestone Customers” on page 7](#).
5. Make sure there is a customer record for each customer who has a national account agreement with Firestone. For each of these customers, make sure the following is true:
 - ◆ The customer's Firestone account code has been entered in **National/GS#** field on the Customer Recon Codes screen. If you need a customer's code, you can find it in the **Number** column on the Firestone Customer Report. For more information, see [“Generating a List of Firestone Customers” on page 7](#).

Note: Leave the **Dealer#** field blank.

- ◆ The Firestone reconciliation code (typically, FI) has been assigned on the Customer Maintenance screen.

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

Generating a List of Firestone Customers

The Firestone Customer Report lists the names, addresses, and phone numbers for customers who have national account agreements with Firestone. It also lists the account codes assigned to customers by Firestone.

To generate a list of Firestone customers

1. Click **Reports**. The Report List appears.
2. Click the **Customer** tab.
3. Select Firestone Customer Report, and click **Launch**. The Firestone Customer Report screen opens.
Note: If the Firestone Customer Report is not listed, it needs to be assigned to your security group. For more information, see [“Assigning the Firestone Customer Report” on page 6](#).
4. For a list of customers from a particular state, select the state abbreviation from the **Choose a State** drop-down. Otherwise, leave the state blank.
5. For a list of customers who share the same home office number, type the number that they have in common. Otherwise, leave the **Home Office Account** field blank.
6. Click **Print**. The Report Window opens.
7. Print the report. Then close the Report Window.
8. Close the open screens.

Managing Firestone Claims

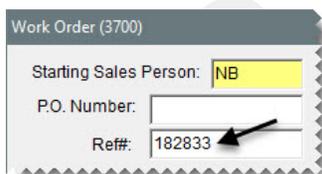
When you sell items to customers with Firestone national account agreements, you need to record information that Firestone requires to process claims for these types of sales. When you complete the sales, you can submit the claims to Firestone electronically.

Creating Firestone Work Orders and Invoices

You start Firestone national account work orders in the same manner as any other work order in TireMaster. However, before you can complete the invoices for these sales, you need to record additional information required by Firestone.

To create Firestone work orders and invoices

1. Start a work order for a customer who has a national account agreement with Firestone.
2. If you have a claim number for the sale, type it in the **Ref#** field on the Work Order screen.



The screenshot shows a software window titled "Work Order (3700)". It contains three input fields: "Starting Sales Person:" with the value "NB", "PO. Number:" which is empty, and "Ref#:" with the value "182833". A black arrow points to the "Ref#:" field.

3. If the work order includes a shop charge, clear the **Shop** check box.
Note: Firestone work orders cannot include shop supplies.
4. Add all of the items (tires, parts, services, and repairs) that are covered under the customer’s agreement with Firestone to the work order.
Note: Quantities need to be entered as whole numbers on Firestone work orders. If you have a work order with a labor item whose quantity includes a decimal, enter the amount of the extended price in the **Labor** field and then change the quantity to **1**. (**Example:** If the labor time for a brake job is 1.5 hours, the hourly rate is \$80, and the extended price is \$120, you’d type **120.00** in the **Labor** field and **1** in the **Quantity** field.)

5. If you're not yet ready to collect the payment from the customer, click **Work Order**. If you're ready to finish the sale, click **Complete** instead.

Note: If a shop supplies message appears, close the message and clear the **Shop** check box.

6. If you're prompted for a shipping address, close the message. Then click **ShipTo** on the Firestone Additional Information screen, and select the shipping address from the list that appears.

Note: If the shipping address hasn't been set up, click **Add** on the Ship-To List. Then enter the address information. The shipping address needs to include a street or PO box number, city, state, and zip code.

7. On the Firestone Additional Information screen, enter the required information, along with optional information that you want to include. Required information is labeled with red or green text and an asterisk (*).

Here are some things to keep in mind as you fill out the required information:

- ♦ If the vehicle is on site, clear the **Carry Out** check box.

Note: If there is no vehicle associated with the work order, the **Carry Out** check box is selected automatically and vehicle information is removed from the ticket.

- ♦ If you need contact information for the people who can authorize the sale, click **Authorization**. Whether this button is available depends on the customer's agreement with Firestone.

- ♦ If a field requires specific formatting, you won't be able to type in it. In this scenario, press  and refer to the entry field and mask guidelines listed. The letter A identifies where to use letters, N identifies where to use numbers, and X means either numbers or letters can be used. For example, 992XX112233N1 is a valid entry for the mask NNXXXNNNNNNXX. *Letters must be capitalized.*

8. Make sure each line item has a corresponding Firestone article number (also known as a product ID number). If you need to make a correction, see ["Correcting Vendor Part Numbers" on page 10](#).

Note: An error message is displayed in the **Firestone Description** column when an item's vendor part number in TireMaster doesn't match Firestone's article number for that same item.

9. Save the work order or complete the invoice.

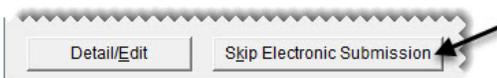
- ♦ If you're done entering all of the required information, click **OK**.

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.

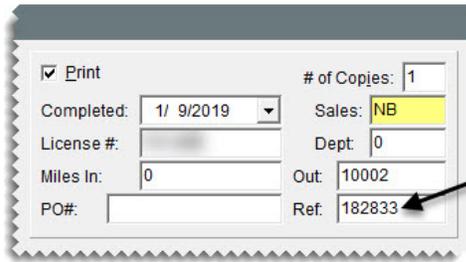
- ♦ If you don't have all of the required information at this time, click **Save & Continue** (available for work orders only). The required information can be updated before completing the invoice and submitting the claim.



- ♦ If you will not be submitting a claim for sale, click **Skip Electronic Submission**.



10. If you're completing the invoice and you have a claim number, enter it in the **Ref** field on the Invoice Completion screen (if it wasn't already entered when the work order was started).



The screenshot shows a software interface for invoice completion. It includes a 'Print' checkbox, a 'Completed' date dropdown set to '1/ 9/2019', a 'Sales' dropdown set to 'NB', a 'License #' field, a 'Dept' dropdown set to '0', 'Miles In' and 'Out' fields with values '0' and '10002' respectively, a 'PO#' field, and a 'Ref' field containing '182833'. An arrow points to the 'Ref' field.

Correcting Vendor Part Numbers

If the vendor part number for an item on a work order is incorrect, you can correct it before completing the invoice.

To correct a vendor part number

1. On the Firestone Additional Information screen, select the item for which the vendor part number needs to be corrected and click **Detail/Edit**. The Detail Line Information screen appears.

Note: When an item's TireMaster vendor part number doesn't match Firestone's article number for that same item an error message is displayed in the **Firestone Description** column.

2. To enter the Firestone article number, do one of the following:
 - ♦ Type it in the **VendorPartno** field. Then go to step 4.
 - ♦ Click **Lookup**. The Product Selection screen appears.
3. Look up the Firestone article number.
 - a. Type a partial or complete manufacturer's part number, description, or article number.
 - b. Select **Tire** or **Part**.
 - c. Click **Find**.
 - d. Select the item that matches the one on the work order, and click **OK**.
4. To save the updated vendor part number, click **OK**.

Note: Once the invoice is completed, the vendor part number correction will take effect in TireMaster.

Reviewing and Updating Unsent Claims

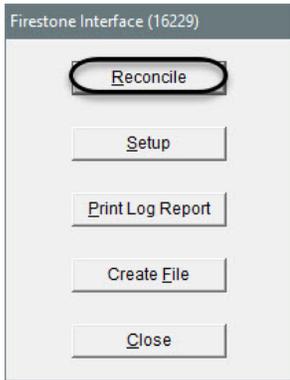
Before claims are sent to Firestone, you can review the customer account information gathered at point of sale and make changes if needed. To view and update claims, you must belong to a TireMaster security group that's assigned the **Natl Recon Credits** permission.

Note: In TireMaster Corporate environments, the list of claims is available only at the Corporate site.

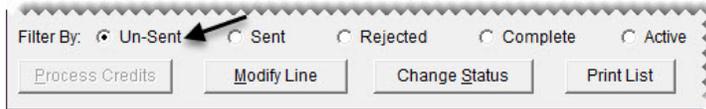
To review and update unsent Firestone claims

1. Open the Firestone reconciliation screen.
 - a. Select **Interfaces > Interface Setups**. Then click **Firestone Interface**.

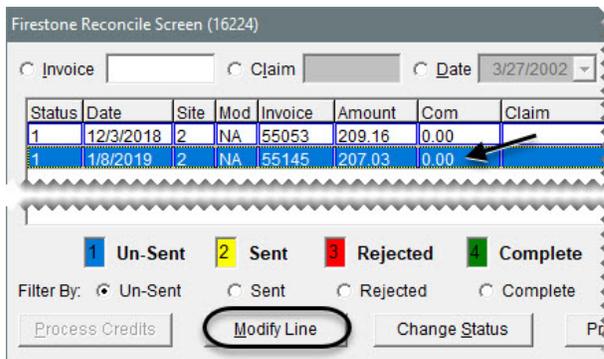
b. Click **Reconcile**. Claims that have not been sent to Firestone are outlined in blue.



2. To limit the claims displayed to only those that have not been sent, select **Un-Sent**.



3. To see details for a claim, select it and click **Modify Line**. The Firestone Additional Information screen opens.



4. If a claim needs to be updated, make the necessary changes and click **OK**.

- ◆ If entries (such as VIN, unit number, or driver name) on the top part of the screen, need to be updated, type your changes in the applicable fields. Required information is labeled with red and green text and an asterisk (*).

Note: If a field requires specific formatting, you won't be able to type in it. In this scenario, press  and refer to the entry field and mask guidelines listed. The letter A identifies where to use letters, N identifies where to use numbers, and X means either numbers or letters can be used. For example, FS499 is a valid entry for the mask AANN. *Letters must be capitalized.*

- ◆ If any vendor part numbers do not match the Firestone article numbers, update them as described in ["Correcting Vendor Part Numbers" on page 10.](#)

5. To review and update additional claims, repeat steps 2 and 4.

6. When you're done reviewing your claims, close the Firestone Reconcile screen.

Changing the Status of a Claim

You can change the status of claims and remove them from electronic submission. To change the status of claims, you need to belong to a security group that's assigned the permission **Firestone NA - Sent to Unsent**.

To change the status of a claim

1. Open the Firestone reconciliation screen.
 - a. Select **Interfaces > Interface Setups**. Then click **Firestone Interface**.
 - b. Click **Reconcile**.
2. On the list of claims, select the claim for which you want to change the status, and click **Change Status**.
3. Do one of the following:
 - ◆ Change the status of the selected claim to unsent by clicking **Un-Sent**.
 - ◆ Change the status of the selected claim to sent by clicking **Sent**.
 - ◆ Remove the claim from electronic submission by clicking **Manual Reconcile**.

Submitting Claims

You have the option of submitting Firestone claims via an electronic process or manually. You can also generate a file that shows you which claims are slated for the next submission.

Note: You can review requirements information for claims before submitting them. For more information, see [“Reviewing and Updating Unsent Claims” on page 10](#).

Submitting Firestone Claims Electronically

Electronic submission of Firestone 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 Firestone. No interaction is required from you. Before electronic submission, you can see which claims will be sent by generating a claims file and you can review unsent claims to ensure they include all of the required information. For more information, see [“Creating a Claims File” on page 12](#) and [“Viewing Claims” on page 14](#).

Note: Because claims are sent to Firestone at 2:00 AM daily, you need to keep your TireMaster server running after business hours.

Creating a Claims File

If you want to see which claims will be included in the next electronic submission, you can create a file that includes this information. To create the file, you need to belong to a security group that's assigned the permission **Firestone NA - Create File**.

Note: Claims files are saved inside the **BFStone** folder in the TireMaster directory. (Examples: **c:\TireMaster\BFStone**, **c:\QDSTM\BFStone**, and **c:\TMPOS\BFStone**.)

To create a claims file

1. Select **Interfaces > Interface Setup**. Then click **Firestone Interface**. The Firestone Interface screen opens.
2. Review and update unsent Firestone claims if needed. For more information, see [“Reviewing and Updating Unsent Claims” on page 10](#).

3. Click **Create File**. TireMaster prompts you to create the file.
4. Click **Yes** to create the file.
5. Close the Firestone Interface screen.
6. View the claims file.
 - a. Open your TireMaster directory, and double-click the **BFStone** folder. (**Examples:** **c:\TireMaster\BFStone**, **c:\QDSTM\BFStone**, and **c:\TMPOS\BFStone**.)
 - b. Select the file. Then right-click and choose **Open With** from the pop-up menu.
 - c. Select a text editor (such as Notepad or Ultra Edit) from the list of applications that appears, and click **OK**.

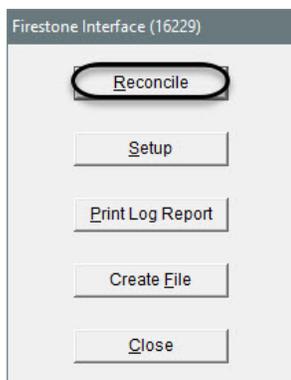
Submitting Firestone Claims Manually

In addition to submitting claims electronically, you also have the option to manually submit claims with the Firestone National Accounts Interface. Manual claims submission allows you to send claims at any time instead of having to wait until the automated process occurs at 2:00 AM, 10:00 AM, or 2:00 PM.

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

To manually submit claims

1. Open the Firestone reconciliation screen.
 - a. Select **Interfaces > Interface Setups**. Then click **Firestone Interface**.
 - b. Click **Reconcile**.



2. Review and update unsent Firestone claims if needed. For more information, see [“Reviewing and Updating Unsent Claims” on page 10](#).
3. Click **Request & Submit**. A confirmation message appears.



4. Click **OK**.
5. Close the open screens.

Generating a Firestone National Account Log

With the Firestone National Account Log, you can track claims submission activity for the past seven days. The log lists both submitted and unsubmitted claims, and it tells you if missing requirements prevented invoices from being submitted. You can then look up those invoices, make corrections, and resend them.

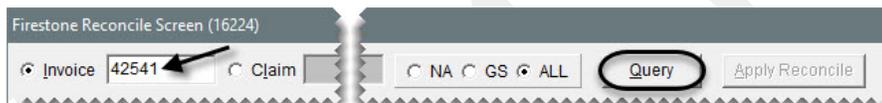
When the log includes new information, you'll be prompted to print it when accessing the Firestone National Accounts Interface. (Select **Interfaces > Interface Setups** from the menu. Then click **Firestone Interface**.) You can also print the log at any time by clicking **Print Log Report** on the Firestone Interface screen.

Viewing Claims

You can view a list of claims and the status for each one on the Firestone Reconcile screen. To view claims, you must belong to a TireMaster security group that's assigned the **Natl Recon Credits** permission.

To view a list of Firestone claims

1. Open the Firestone reconciliation screen.
 - a. Select **Interfaces > Interface Setups**. Then click **Firestone Interface**.
 - b. Click **Reconcile**.
2. To define which claims are displayed, do one or more of the following as needed:
 - ◆ For a specific invoice, select **Invoice**. Then type the invoice number and click **Query**.



- ◆ For a specific claim, select **Claim**. Then type all or part of the claim number and click **Query**.



Note: At point of sale, claim numbers are entered in the *reference* number field.

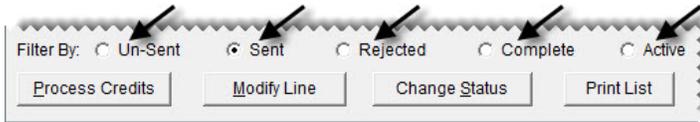
- ◆ For claims completed on and after a specific date, select **Date**. Then type the invoice date and click **Query**.



Example: If you type the date 1/12/2019, the screen will display all Firestone claims created from January 12, 2019 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 Firestone.

- ◆ For claims with a specific status, select **Un-Sent**, **Sent**, **Rejected**, **Complete**, or **Active**.



Note: Active claims include those that are un-sent, sent, and rejected.

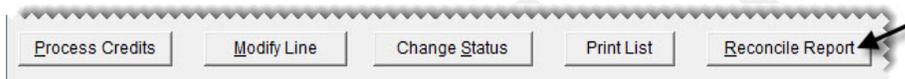
3. To sort the claims, select **Date**, **Cust** (for customer), or **Site**.



4. For a hard copy of the claims displayed on the screen, click **Print List**.



5. For a list of Firestone national account invoices, click **Reconcile Report**. Then define whether to limit National Account Recon Report to unreconciled items. If you click **No**, you'll be prompted to enter a date. Only those invoices created on or after the date entered are listed on the report.

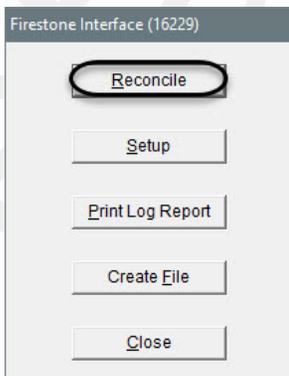


Reconciling Firestone Credits

Credits for Firestone national account sales are received at 2:00 AM, 10:00 AM, and 2:00 PM daily. You also have the option to manually retrieve claims at any time. Once credits are received, you can electronically reconcile them.

To reconcile Firestone credits

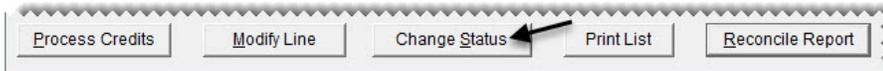
1. Open the Firestone reconciliation screen.
 - a. Select **Interfaces > Interface Setups**. Then click **Firestone Interface**.
 - b. Click **Reconcile**.



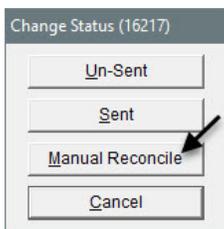
2. If you want to manually retrieve credits, click **Request & Submit**. Otherwise, disregard this step.



3. If there is a credit that you want to reconcile manually (with TireMaster's National Credit screen), do the following. Otherwise, disregard this step.
 - a. Select the credit you want to reconcile manually and click **Change Status**.



- b. When the Change Status screen opens, click **Manual Reconcile**. The colored border surrounding the credit disappears and the number in the **Status** column changes to 8.



4. Click **Apply Reconcile**. The status of all claims that have been processed by the vendor changes to *Complete*. The interface also inserts a credit memo, credit date, credit amount, and handling fee for each of the credits you've received.



Note: If this button is not active, select **Sent** or **Active** to display claims that have been submitted to Firestone.

5. To process the credits with the status *Complete*, click **Process Credits**.

