TIRE MASTER

Goodyear Point-of-Sale Incentive Program Interface 2.0

The interface for the Goodyear Point-of-Sale Incentive Program, also known as POSI, simplifies the process of submitting claims for retail tire sales by linking your TireMaster system with AutoPoint (formerly known as DMEautomotive), the company that processes dealer claims for Goodyear.

This document describes the steps you need to complete before you can use POSI to submit claims. If this document doesn't answer questions you have about setting up POSI, log a support call in Service Cloud at https://asatire.force.com or call TireMaster Support at **800-891-7437**.

Contents

This document includes the following sections:

Requirements

To electronically submit claims for the Goodyear Point-of-Sale Incentive Program, you need the following:

- TireMaster 8.9.0 or TireMaster Point of Sale 3.8.9 (or a newer version of either product) installed on your TireMaster server and workstations

- Internet connection for your TireMaster server

What's New

Version 2.0 of the POSI Interface includes changes to ensure that only eligible retail transaction data is included in claims files. Therefore, tires sold in national-account, government-support, and adjustment sales are now automatically withheld from claims. For Goodyear's definition of retail transactions, refer to Goodyear's guidelines for the Point-of-Sale Incentive Program.

Note: To determine which items to include in a claim, POSI looks for invoices with blank document type codes, also known as keymods. (The document type codes for national-account and government-support invoices are NA and GS.) Once the invoices with the blank document type codes are identified, POSI then looks at the line items on the remaining invoices. When an invoice includes an adjustment line, that item is excluded from the claim.

Depending on your business, you might want to further control which sales information is included in claims. In this scenario, *you have the option* to define the customer types that are assigned to retail customers. To accommodate this, a new system control called **Goodyear POSI Customer Types** has been added. If you do not need to set additional limits for including information in claims, disregard setting the control. For more information, see "Setting the POSI Controls" on page 5.

The Claims Process

Every day at 2:00 AM, Goodyear sales data is extracted from TireMaster and is compiled into a claims file that's sent to AutoPoint. At AutoPoint, the claims file is reviewed to ensure that the items sold meet various requirements. Any items failing the test are removed from the claims file before it's sent to Goodyear for processing. When Goodyear is done processing the claims, the dealer's claim history is updated by AutoPoint.

You can view your claim history, along with the status of outstanding claims, by logging on to http://smx.redrocketsolutions.com. Rejected claims can be corrected and resubmitted on this web site as well. If you have questions about claim status or resubmitting claims, contact AutoPoint at **386-271-3502** or GYSupport@autopoint.com.

Note: Because the POSI Interface sends claims to AutoPoint every morning at 2:00 AM, your TireMaster server needs to be running after business hours.

Installing the Goodyear POSI Interface

When you install the interface for the Goodyear Point-of-Sale Incentive Program, run the installation on your TireMaster server only. For multi-store environments, install it on the server at each site.

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 POSI is already available to you. Typically, installers are placed in one of the following locations:

- **c:\TireMaster\apps**
- **c:\QDSTM\apps**
- **c:\TMPOS\apps**
- **d:\TireMaster\apps**
- **d:\QDSTM\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**).

4. Double-click the **apps** folder, and locate the file **GYPOSI00000000-02000000.exe**.

Once you've located the installer, complete the installation. For instructions, see "Completing the POSI Installation" on page 3.

Downloading the POSI Installer

The installer for POSI is available on the TireMaster Support site. Download the installer and save it on your computer.

To download the POSI installer

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

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

3. Click the Goodyear POSI link. The File Download screen appears.

4. Depending on your browser, you'll be prompted to save or run the file.

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

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

7. Exit the TireMaster Support site.

Completing the POSI Installation

Once you've located the installer for POSI, you can complete the installation.

To complete the POSI installation

1. Close all other applications.

2. Navigate to the location where you saved the Goodyear POSI installer, and double-click **GYPOSI00000000-02000000.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 POSI and click **Install**. The installation begins.

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

Preparing to Use POSI

Before you can use POSI to submit claims, you need to complete the following steps:

◆ Assign the Goodyear nonsig number on TireMaster's site setup screen.

◆ Assign the nine-digit Goodyear product code to *each* qualifying item in TireMaster. The nine-digit product code needs to be entered in an item's vendor part number field.

 Note: Items manufactured by another company can be included in claim submissions, but they must be assigned a nine-digit Goodyear product code.

◆ Define which inventory categories are for tires.

◆ Set a group of system controls in TireMaster.

◆ Send a test file to AutoPoint.

Assigning the Goodyear Nonsig Number

To identify your store as a participant in the Goodyear Point-of-Sale Incentive Program, you need to include your Goodyear nonsig number in TireMaster's site settings. To assign the nonsig number, open the Site Identification Maintenance screen (select **Sites** from the **Setup** menu) and enter the nonsig in the **Dealer ID** field (Figure 1).

Figure 1: Properly Assigned Goodyear Nonsig

Assigning Goodyear Codes

Before items will be accepted for claims processing by Goodyear, they need to be assigned a nine-digit Goodyear product code in TireMaster, regardless of the manufacturer. For example, qualifying items made by Dunlop would be assigned Goodyear product codes. When assigning a Goodyear product code, enter it in one of the vendor part number fields for the item (Figure 2).

In addition to the Goodyear product code, you also need to assign the Goodyear reconciliation code. Enter it in the recon code field below the field in which you entered the product code. Depending on the number of items you need to update, you can assign product codes to individual items or in bulk with Inventory List Editing.

*Figure 2: Properly Assigned Goodyear Product and Reconcilation Codes*

Defining Which Categories Are for Tires

Only tire sales are eligible for POSI claims submission. To ensure that claims are not submitted for other types of items, you need to define which of your inventory categories are for tires.

Tip: It is not necessary to complete this process for all categories assigned to tires. You need to do it only for the categories that are assigned to the eligible tires.

To define which categories are for tires

1. From the **Inventory** menu, select **Categories**. The Inventory Category List appears.

2. Select a category that needs to be defined as a category for tires and click **Edit**.
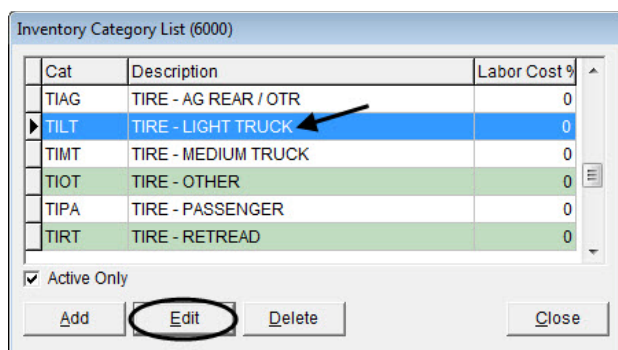
3. Select the **Tire** check box.
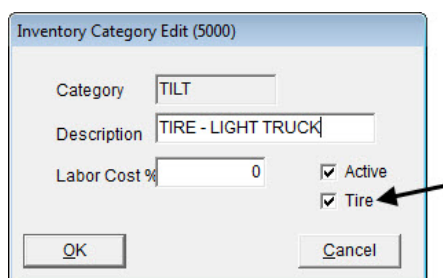
4. Click **OK** to save your changes.

5. To update additional categories, repeat steps 2 through 4.

6. Close the Inventory Category List.

Setting the POSI Controls

Before you can begin using the interface for the Goodyear Point-of-Sale Incentive Program, you need to set three system controls in TireMaster. Setting a fourth control is optional. These controls define your customer types for retail sales (optional), the manufacturer codes for eligible items, the start date for submitting claims, and the date of the last claim submission.

Note: You can submit claims for up to four different manufacturers.

To set the POSI controls

1. On the **Setup** menu, select **System Controls**.

2. Click the **Other** tab.

3. If you're running a multi-store system, select **Store Controls**. Otherwise, disregard this step.

4. If you want to define the customer types for retail sales, select **Goodyear POSI Customer Types** and press **Enter**. Then type the applicable customer type codes, separating them with commas, and click **OK**. (**Example: 1,E**. There are no spaces between the letters and commas.) Otherwise, disregard this step.

> **Note:** Customer types entered here need to match the customer type codes on the Customer/Vendor Type List (select **Types** from the **Customers** menu). For Goodyear's definition of retail transactions, refer to Goodyear's guidelines for the Point-of-Sale Incentive Program.

5. Set the start and last sent dates.

    a. Select **Goodyear POSI Start Date** and press **Enter**. Then choose the date when you want claims submissions to start and click **OK**.

    > **Note:** The claims submission start date can be in the past. For example, if it's currently September and you want to start claim submissions with sales that occurred throughout the month of August, you would select the date August 1.

    b. Select **Goodyear POSI Last Sent Date** and press **Enter**. Then select the same date you used for your starting date.

    > **Note:** Once you begin sending claims, the last sent date will increment each time a claims file is sent to AutoPoint.

6. To define default manufacturer codes, select **Goodyear POSI MFG Default** and press **Enter**. Then type up to four manufacturer codes, separating them with commas, and click **OK**. (**Example: GOO,DUN,KEL**. There are no spaces between the letters and commas.)

> **Note:** The manufacturer codes entered here need to match the codes on the Manufacturer List (select **Manufacturer Codes** from the **Setup** menu).

7. Close the System Controls screen.

Sending a Test File to AutoPoint

Once POSI has been installed and the controls have been set, a test file will be sent to AutoPoint (at 2:00 AM the next morning) to ensure that the connection between your TireMaster system and the claims processor is active. Once AutoPoint has received and reviewed the test file, a kickback file will be e-mailed to you. The kickback file is an Excel® spreadsheet that lists each item sold that day, along with the corresponding invoice number and the processing status. (An item's status can be In Process, Rejected, or Completed.) If you do not receive a kickback file, log a support call in Service Cloud at https://asatire.force.com or call TireMaster Support at **800-891-7437**.

Note: Because the POSI Interface sends claims to AutoPoint every morning at 2:00 AM, your TireMaster server needs to be running after business hours.

Once you've verified that the connection between your TireMaster system and AutoPoint is working, POSI will send a claims file to AutoPoint every morning at 2:00 AM. From that time forward, you can view your

claim history, along with the status of outstanding claims, by logging on to http://smx.redrocketsolutions.com. Rejected claims can be corrected and resubmitted on this web site as well. If you have questions about claim status or resubmitting claims, contact AutoPoint at **386-271-3502** or GYSupport@autopoint.com.

Note: If a claim was rejected because an item was assigned an invalid product code, complete the resubmission process on the web site. Then correct the item's product code to ensure that future claims for the item will not be rejected.