Goodyear Tire-HQ Interface

With the Goodyear Tire-HQ Interface for TireMaster, you can electronically submit delivery receipts and process vendor credits for Goodyear national-account and government-support sales. You can also use the interface to update Goodyear items that you carry in your inventory. This document describes how to set up and use the Goodyear Tire-HQ Interface. If you have questions that this document doesn't answer, log an online support request (use the link at support.tiremaster.com) or call TireMaster Support at **800-891-7437**.

Note: For information about the Tire-HQ program for dealers or the Tire-HQ web site, contact your Goodyear representative.

Contents

This document includes the following sections.

Requirements

To use the Goodyear Tire-HQ Interface, you need to meet the following requirements:

- TireMaster 9.1.0 or newer needs to be installed on your computers
- A Goodyear Tire-HQ account
- Access to the Tire-HQ web site

What's New for Existing Users

If you're updating from a previous version of the Goodyear Tire-HQ Interface, take note of the following enhancements and program changes.

Enhancements

- You no longer need to use a separate utility to submit delivery receipts and retrieve credits and miscellaneous invoices. Submission and retrieval occurs automatically now, via a process that runs daily at 2:00 a.m. and 2:00 p.m. Manual submission from within TireMaster is also available.

Action Required: To enable automatic submission and retrieval, you need to assign your Tire-HQ credentials to a pair of system controls that have been added to TireMaster. For more information, see "Setting the Goodyear Defaults" on page 5.

◆ More document types can be processed now. Local Price Support (type C), State Government Delivery (type D), Federal Government Delivery (type E), Purchase and Resale (type F), and Military Exchange (type I) documents have been added. The document type is displayed in the upper-right corner of the Goodyear requirements screen.

◆ You can automatically put all delivery receipts on hold when they're sent to Goodyear. This option allows you to view delivery receipts in Tire-HQ to verify that the items and requirements are valid (and make corrections as needed) before processing.

Action Required: By default, delivery receipts are put on hold. If you do not want to submit them to Goodyear with the on-hold status, update the setting of a new system control. For more information, see "Setting the Goodyear Defaults" on page 5.

◆ You can verify that a customer's Goodyear account and nonsig numbers are current by clicking the **GY Find** button that has been added to the Customer Recon Codes screen.

◆ Various sorting and filtering options have been added to the screen for reconciling Goodyear credits.

Maintenance

◆ The ship-to address selected for a work order carries over to the ship-to location details for the Goodyear requirements screen now. If a ship-to address isn't selected, then the customer's primary address is used instead. Similarly, shipping addresses entered in TireMaster are included with the delivery receipts submitted to Tire-HQ.

◆ Changing a work order's reconciliation code no longer prevents the Goodyear requirements fields from being displayed.

◆ Reconciliation reports launched from the Goodyear reconciliation screen no longer include reconciled items, when you choose to show only unreconciled items. Furthermore, when you're prompted to choose a date for the report, it's now the credit date instead of the invoice date.

◆ Goodyear credits manually-processed in TireMaster are no longer available for electronic processing with the Tire-HQ Interface. On the Goodyear reconciliation screen, manually-processed credits are assigned the status Complete.

◆ If you use shop supplies, the shop-supply item is automatically excluded from delivery receipts.

Installing the Goodyear Tire-HQ Interface

Installing the Goodyear Tire-HQ Interface is a two-step process. First, do one of the following to locate the installation program:

◆ Access the automatically-deployed installer from the apps directory. For instructions, see "Accessing an Automatically-Deployed Installer" on page 3.

◆ Download the installer from the TireMaster Support site. For instructions, see "Downloading the Goodyear Tire-HQ Interface Installer" on page 3.

Once you've located an installer, complete the installation. For instructions, see "Completing the Goodyear Tire-HQ Interface Installation" on page 4. Install the interface on the TireMaster server and any workstations that are used to submit claims to Goodyear.

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 Goodyear Tire-HQ Interface 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**

To access automatically-deployed installers

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 **tmapps** folder, and locate the file **GoodyearHQ00000000-04020000.exe**. Once you have located the installer, complete the installation. For instructions, see "Completing the Goodyear Tire-HQ Interface Installation" on page 4.

Downloading the Goodyear Tire-HQ Interface Installer

The installer for the Goodyear Tire-HQ Interface is available for download from the TireMaster Support site. When you download the installer, save it on your TireMaster server. To log on to the TireMaster Support Site, you need your TireMaster customer number and password. If you no longer have that information, log an online support request (use the link at support.tiremaster.com) or call TireMaster Support at **800-891-7437**.

To download the Goodyear Tire-HQ Interface Installer

1. Close all applications.

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

3. Type your customer number and password, and click **Login**. The Support Center home page appears.

4. Click **Download Programs** on the menu. The Download Center page appears.

5. In the **Update Files** listing, click the link for version 4.2.0 of the Goodyear Tire-HQ Interface. You'll be prompted to save the file and possibly run the installation, depending on your browser.

6. Save the installer on your computer.

   Note: Downloading the installer might take several minutes, depending on the speed of your internet connection.

7. Exit the TireMaster Support site.

Once you have finished downloading the installer, you can install the Goodyear Tire-HQ Interface. For instructions, see "Completing the Goodyear Tire-HQ Interface Installation" on page 4.

Completing the Goodyear Tire-HQ Interface Installation

After you've located the installer for the Goodyear Tire-HQ Interface, you can complete the installation. Install the interface on the TireMaster server and any workstations you want to use to process Goodyear claims.

To install the Goodyear Tire-HQ interface

1. Right-click **GoodyearHQ00000000-04020000.exe**, and select **Run as Administrator**. A confirmation message appears.

2. Click **Yes**. 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**.

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

Setting Up the Goodyear Tire-HQ Interface

Before you can use the Goodyear Tire-HQ Interface, various configuration is needed to ensure that TireMaster and Tire-HQ can communicate with each other. Whether you need to complete all of the settings depends on if you're a new user of the interface or an existing user who has updated it.

New User Information

If you've completed the initial installation of the Goodyear Tire-HQ Interface, refer to the following sections:

*   "Required TireMaster Components" on page 4
*   "Setting Your Store's Nonsig" on page 5
*   "Loading the Goodyear Dataset" on page 5
*   "Setting the Goodyear Defaults" on page 5

Existing User Information

If you just updated an earlier version of the Goodyear Tire-HQ Interface, refer to the following sections:

*   "Setting the Goodyear Defaults" on page 5
*   "Update Goodyear Customer Data" on page 6

Required TireMaster Components

Before you can sell to customers with Goodyear accounts and process the resulting sale credits, various components must exist in TireMaster. If you're a new TireMaster user, set up all of the required components. If you're an existing user who is adding the Tire-HQ Interface to your TireMaster system, determine whether the components are already in place. In this scenario, some modification may be needed.

The required TireMaster components are listed below, along with Goodyear-specific setup information:

*   A vendor record for Goodyear.
*   The Goodyear reconciliation code (GY). The Goodyear vendor needs to be assigned to this code.

    Note: The letters of the code must be GY for the interface to recognize it.

◆ Goodyear inventory items. These items must be assigned the Goodyear reconciliation code (GY).

Note: To allow TireMaster to update your Goodyear items, make sure the Goodyear product ID is in the **Vendor Part Number 1** field (Inventory Maintenance screen).

◆ Customer records for each of your Goodyear national-account and government-support customers. These customers must be assigned the GY reconciliation code (Customer Maintenance screen). For government-support customers, also select the check box that distinguishes them from national account customers (Customer Recon Codes screen).

Note: If you know a customer's account number and nonsig, add that information. Type the account number in the **National/GS#** field and the nonsig in the **Dealer#** field (Customer Recon Codes screen).

Instructions for setting up vendors, reconciliation codes, inventory, and national-account and government-support customers are available in the TireMaster help system and user guide.

Setting Your Store's Nonsig

Goodyear identifies your store with a number known as a nonsig. This number needs to be included in your store's site settings.

To define your store's nonsig

1. Select **Setup > Sites**. The Site List opens.

2. Select your site and click **Edit**.

3. Type your store's nonsig number in the **Dealer ID** field.

4. Click **OK** to save your changes.

5. Close the Site List.

Loading the Goodyear Dataset

Goodyear inventory and customer information is added to TireMaster by loading the full dataset file that's available on the Tire-HQ site. This task is performed for you by an ASA Client Services representative. The full dataset only needs to be loaded once during the Tire-HQ Interface setup process, however, you can load it again (to update inventory) once you begin using the interface. In that scenario, you are responsible for loading the file.

When the file is loaded, items in TireMaster will be updated if their vendor part numbers match Goodyear's product IDs.

Note: To ensure your Goodyear items are updated, the entry must be in the **Vendor Part Number 1** field. TireMaster allows multiple vendor part numbers to be assigned to items.

Because the full dataset includes all Goodyear items, it's possible that some of the items are not set up in your inventory. Loading the file does not add those items to TireMaster automatically. However, you can generate a report for reference and add the items manually.

Setting the Goodyear Defaults

The Goodyear defaults affect the handling of submitted delivery receipts and invoices retrieved from Tire-HQ, and they ensure that these documents can be automatically submitted and retrieved by the Tire-HQ Interface. Make sure all of the defaults are set regardless of whether you're a new or existing user of the Tire-HQ Interface.

To set the Goodyear defaults

1. Select **Setup > System Controls**.

2. Click the **Other** tab.

3. Set the following controls.

    ◆ **Goodyear - Print Invoice Notes**: Indicate whether you want to include requirements information (such as driver name, PO number, and wheel position) captured at point of sale with the invoice notes.

    ◆ **Goodyear - Put Delivery Receipts on hold**: Indicate whether to assign the on-hold status to all delivery receipts when submitting them to Goodyear. This option allows you to view and update (if needed) delivery receipts on the Tire-HQ web site before they're processed.

    ◆ **Goodyear - Tire HQ Password**: Assign your Tire-HQ password. This setting allows for automatic submission and retrieval of Goodyear documents.

    ◆ **Goodyear - Tire HQ User Name**: Assign your Tire-HQ user name. This setting also allows for automatic submission and retrieval of Goodyear documents.

4. Click the **Vendor** tab.

5. Set the following controls.

    ◆ **Default Goodyear Account - Other Invoices:** Select the GL account that miscellaneous invoices will post to during electronic processing. Typically, this is liability account (such as 2000–999).

      Note: National-account, government-support, and adjustment invoices post to the GL accounts assigned to the Goodyear reconciliation code.

    ◆ **Default Goodyear Report Class - Other Invoices:** Select the GL class to use for miscellaneous charges and credits.

6. Close the System Controls screen.

Update Goodyear Customer Data

If you've just updated an earlier version of the Tire-HQ Interface, you can ensure that the Goodyear customer data in TireMaster is current by performing a manual data synchronization. For instructions, see .

Using the Goodyear Tire-HQ Interface

With the Tire-HQ Interface, you can prepare Goodyear delivery receipts and process credits and miscellaneous Goodyear invoices in TireMaster.

Creating Goodyear Delivery Receipts

Creating delivery receipts for Goodyear accounts is similar to creating invoices for non-Goodyear customers. In addition to gathering the information needed for a normal invoice, you must also provide additional account information required by Goodyear. The required information varies depending on the customer and account type.

To create a Goodyear delivery receipt

1. In TireMaster, start a work order for a customer with a Goodyear account.

2. Add items (tires, parts, services, or repairs) that are covered under the customer's agreement with Goodyear. Each item must be assigned a Goodyear product ID.

3. If work on the vehicle is not done, click **Work Order**. If you're ready to finalize the sale, click **Complete** instead. The Goodyear Additional Information screen appears.

4. Fill in all required fields, following the guidelines below, along with any optional fields:

   ◆ Required fields are marked with an asterisk (*) and red text. The required information that you enter is displayed in the **Comments** field on both the Work Order and Invoice Completion screens.

   ◆ Some fields have special formatting requirements. To see the format (called a mask) required for a field, click the field and press ⌐˜⌐. If a field does not require special formatting, the following message appears: "No Primary Mask for this Field."

Mask	Description
A	Alpha (letters, which must be capitalized)
B	Blank
N	Number
X	Alphanumeric (either letters or numbers)
*	Optional
- . , /	Must be an exact match (dash, period, comma, or slash)

5. Select the vehicle type from the drop-down.

6. Click **Ship-to** and update the address if needed.

7. If the sale type is not A (national account) or B (government local invoice), select one of the following check boxes:

   ◆ For sale type C, select **Local Price Support**.
   ◆ For sale type D, select **State Gov Delivery**.
   ◆ For sale type E, select **Fed Gov Delivery**.
   ◆ For sale type F, select **Purchase and Resale**.
   ◆ For sale type I, select **Military Exchange**.

   Selecting a check box updates the document type displayed in the upper-right corner of the screen.

8. For government-support invoices, select **State**, **Federal**, or **Federal Exempt**. These options are on screen only when they're required for the customer.

   Note: For adjustment invoices, you need to click **Detail/Edit** to open a separate screen for entering required information.

9. Make sure each item being sold has information in the **Goodyear ID** and **Goodyear Description** columns. If these columns are blank for an item, you need to do one of the following:

   ◆ Select the correct product ID and description from a list of inventory items. For more information, see "Updating Goodyear Product IDs and Descriptions" on page 9.

   ◆ Exclude the item from the claim. For more information, see "Excluding Items from Delivery Receipts" on page 10.

   Note: Goodyear does not allow product descriptions that start with *Misc*.

10. Exit the work order or complete the invoice.

    ◆ To exit the work order, click **Save/Continue**. The Work Order screen appears, and you can print an updated copy of the work order, if needed.

    ◆ To complete the invoice, click **OK**. When the Invoice Completion screen appears, type the claim number for the memo in the **Ref** field. This number will be displayed in the **Claim** field on the National Credits screen. When the invoice is completed, the expected credit posts to the general ledger and is shown on the reconciliation screen
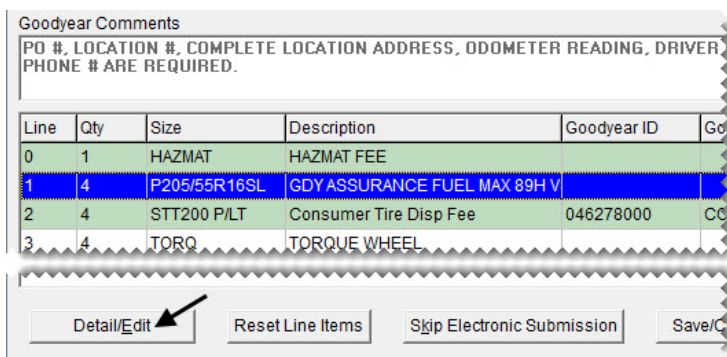
      Note: If you prefer to send printed credit memos to Goodyear and process the resulting credits in TireMaster manually, click **Skip Electronic Submission**.

Handling Adjustments

When a Goodyear-account customer returns a defective tire, you can sell a replacement at an adjusted price. During the adjustment-sale process, you need to add information about the adjusted item to the delivery receipt.

To handle an adjustment for a Goodyear-account customer

1. In TireMaster, start a work order for a customer with a Goodyear account.

2. For *each* tire being adjusted, complete the following steps.

    a. Add the replacement tire to the work order.

       Note: When multiple tires are being adjusted, put each of them on separate lines.

    b. Make sure the line for the replacement tire is selected, and click **Adjust**. A list of reconciliation codes appears.

    c. Select the code for Goodyear, and click **OK**. TireMaster prompts you for a claim number.

    d. Type the claim number and click **OK**. TireMaster reminds you to change the price of the adjusted item.

    e. Click **OK** to close the message. The row for the replacement tire turns yellow.

3. Delete add-on items from the work order, if needed.

4. If work on the vehicle is not done, click **Work Order**. If you're ready to finalize the sale, click **Complete** instead. The Goodyear Additional Information screen appears, with the document type S displayed in the upper-right corner.

5. If you need to update the ship-to information, click **Ship-to** and make changes as needed.

6. For *each* tire being adjusted, add the information Goodyear requires to process the adjustment.

    a. Select an adjusted tire, and click **Detail/Edit**. The Detail Line Information screen opens.

    b. Make sure there are entries in all of the required (red) fields.

    c. Click **OK**.

7. Exit the work order or complete the invoice.

    ◆ To exit the work order, click **Save/Continue**. The Work Order screen appears, and you can print an updated copy of the work order, if needed.

    ◆ To complete the invoice, click **OK**. When the Invoice Completion screen appears, type the claim number for the memo in the **Ref** field. This number will be displayed in the **Claim** field on the

National Credits screen. When the invoice is completed, the expected credit posts to the general ledger and is shown on the reconciliation screen

Note: If you prefer to send printed credit memos to Goodyear and process the resulting credits in TireMaster manually, click **Skip Electronic Submission** instead.

Updating Goodyear Product IDs and Descriptions

If the vendor part numbers for your Goodyear items in TireMaster don't match the product IDs used by Goodyear, you need to update those settings before you can complete delivery receipts for Goodyear national-account and government-support customers. Updating these settings at point of sale also updates the entires in the **Vendor Part #** and **Description** fields for the items in Inventory Maintenance.

To update an item's Goodyear product ID and description

1. On the Goodyear Additional Information screen, select an item and click **Detail/Edit**. The Detail Line Information screen appears.

Note: The Goodyear Additional Information screen appears at point of sale. For information on creating a Goodyear invoice, see "Creating Goodyear Delivery Receipts" on page 6.

2. Click **Product ID**. The Product Selection screen appears.

3. Locate the matching item, using one of the following methods:

    ◆ Scroll down the list.

    ◆ Type the product code, description, or group and click **Find**. To move further down the list, click **Next** as often as needed.

4. Select the product ID and description, and click **OK**.

5. To save your changes, click **OK** on the Detail Line Information screen. A confirmation message appears.

6. If you want to change the item's vendor part number in TireMaster, click **Yes**. Then click **OK** again.

7. To implement the description changes, click **Reset Line Items**.

Excluding Items from Delivery Receipts

You can exclude items from Goodyear delivery receipts at point of sale.

To exclude an item from a claim

1. On the Goodyear Additional Information screen, select an item and click **Detail/Edit**. The Detail Line Information screen appears.

Note: The Goodyear Additional Information screen appears at point of sale. For information on creating a Goodyear invoice, see "Creating Goodyear Delivery Receipts" on page 6.

2. Select the **Exclude Item** check box.

3. Click **OK**. The Goodyear description is changed to --*Excluded*-- on the Goodyear Additional Information screen.

Submitting Delivery Receipts to Goodyear

Delivery receipts are submitted to Goodyear via an automatic process that runs on your TireMaster system at 2:00 a.m. and 2:00 p.m. daily. If you need to submit delivery receipts between those times, you can send them manually.

To manually submit delivery receipts to Goodyear

1. If the Goodyear Reconcile Screen isn't already open, do the following:

   a. Select **Vendors > Nat'l Recon Codes & Credits** (TireMaster 9.1.0), or select **Vendors > National Accounts** (TireMaster 9.2.0 and newer).

   b. Select the Goodyear reconciliation code and click **Recon**.

   c. When the reconciliation prompt appears, click **Electronic Reconciliation**.

2. To display only unsent delivery receipts, select **Un-Sent**.

3. Do the following as needed:

   ◆ To submit all of the delivery receipts, click **Submit All DR**.

   ◆ To submit an individual delivery receipt, select it. Then click **Submit DR**.

Processing Goodyear Credits

Credits from Goodyear are received during an automatic process that runs on your TireMaster server at 2:00 a.m. and 2:00 p.m. daily. Once the credits are received, you can load them into the Goodyear reconciliation screen for processing.
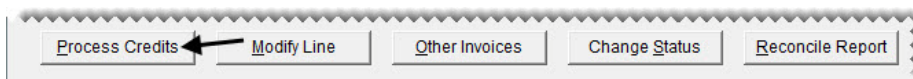
To process Goodyear credits

1. If the Goodyear Reconcile Screen isn't already open, do the following:

   a. Select **Vendors > Nat'l Recon Codes & Credits** (TireMaster 9.1.0), or select **Vendors > National Accounts** (TireMaster 9.2.0 and newer).

   b. Select the Goodyear reconciliation code and click **Recon**.

   c. When the reconciliation prompt appears, click **Electronic Reconciliation**.

2. Click **Apply Reconcile**. The status of all claims that have been processed by Goodyear changes to **Complete**. The interface also inserts a memo number, credit date, credit amount, and handling fee for each of the credits you are reconciling.
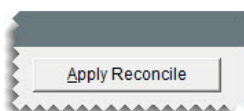
   Note: Any expected credits rejected by Goodyear are changed to the status **Rejected**. For information about resubmitting rejected claims, see "Reprocessing Rejected Delivery Receipts" on page 12.

3. To process the credits marked **Complete**, click **Process Credits**.

Reprocessing Rejected Delivery Receipts

In some cases, Goodyear might reject delivery receipts and return them without credit. You can modify rejected delivery receipts and resubmit them.

To reprocess rejected delivery receipts

1. If the Goodyear Reconcile Screen isn't already open, do the following:

   a. Select **Vendors > Nat'l Recon Codes & Credits** (TireMaster 9.1.0), or select **Vendors > National Accounts** (TireMaster 9.2.0 and newer).

   b. Select the Goodyear reconciliation code and click **Recon**.

   c. When the reconciliation prompt appears, click **Electronic Reconciliation**.

2. To research a rejected claim, select the claim, and click **Modify Line**.

3. Make sure that all required fields are filled in correctly.

   Note: For information about the requirements for a Goodyear account, refer to any documentation provided by Goodyear or the customer for that account.

4. Check optional fields to make sure they are filled in correctly.

5. Make sure your items are associated with the correct Goodyear product IDs. If not, select an item, and click **Detail/Edit.** Then reassign the Goodyear product ID. For more information, see "Updating Goodyear Product IDs and Descriptions" on page 9.

   Note: For some types of problems (for example, having the wrong customer, the wrong inventory item, or the wrong quantity), you won't be able to use this screen to make the correction. You'll need to reverse the original invoice instead. To do this, create an identical invoice with negative quantities, and complete it.

6. Click **Change Status**, and then click **Un-Sent**. The status of the selected item changes back to the status **Un-Sent**.


7. Select the claim you want to resubmit, and click **Submit DR**.

Processing Miscellaneous Goodyear Invoices

Goodyear uses Tire-HQ to send various types of invoices to you. With the Tire-HQ Interface, you can enter these invoices in TireMaster to post charges and credits to the general ledger.

To process miscellaneous invoices

1. If the Goodyear Reconcile Screen isn't already open, do the following:

    a. Select **Vendors > Nat'l Recon Codes & Credits** (TireMaster 9.1.0), or select **Vendors > National Accounts** (TireMaster 9.2.0 and newer).

    b. Select the Goodyear reconciliation code and click **Recon**.

    c. When the reconciliation prompt appears, click **Electronic Reconciliation**.

2. Click **Other Invoices**. The Goodyear Other Invoices screen appears.
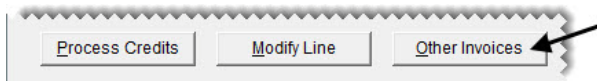
3. Select the type of invoices displayed on the screen.

    a. Click **Select List**. The Invoice Selection screen appears.

    b. Select the check boxes for the types invoices you want to view:

    ◆   To limit invoices to those from a specific date range, select the **Date Range** check box. Then enter the dates.

    ◆   Indicate whether to display unposted, posted, or all invoices.

4. Click **OK** to return to the Goodyear Other Invoices screen.
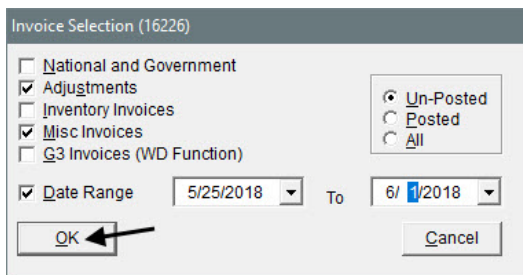
5. Print a list of invoices:

    ◆   For a detailed invoice list, click **Print Detail List**.

    ◆   For a summary, click **Print Summary List**.

6. To post invoices to the general ledger, do one of the following:

    ◆   To post a single invoice, select it, and click **Post**.

    ◆   To post all invoices, click **Post All**.

7. When you're finished processing invoices, close the Goodyear Other Invoices screen.

Synchronizing Goodyear Customer Data

Information about customers who have Goodyear accounts is added to the TireMaster database via the Goodyear data synchronization. This synchronization occurs automatically at 2:00 a.m. and 2:00 p.m. daily, or you can manually run the synchronization at any time.

Note: The synchronization lasts at least 15 minutes and prevents you from performing other operations on your computer. If you choose to run a manual synchronization, ASA recommends doing so outside of business hours.

**To manually synchronize Goodyear customer data**

1. Open the Goodyear setup screen.

   a. On the menu, select one of the following:

      ◆ **Vendors > Nat'l Recon Codes & Credits** (TireMaster 9.1.0)
      ◆ **Vendors > National Accounts** (TireMaster 9.2.0 and newer)
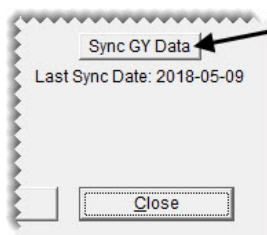
      The reconciliation code list opens.

   b. Select the Goodyear reconciliation code, and click **Recon**.
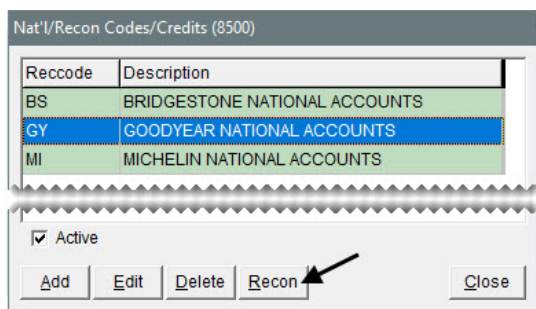
2. When the reconciliation prompt appears, click **Electronic Reconciliation**. The Goodyear Reconcile screen opens.
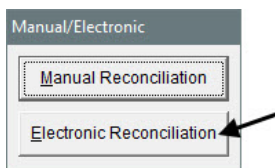
3. Click **Sync GY Data**.

4. When the synchronization is finished, close the open screens.

5. Close the open screens.

Updating Goodyear Inventory

When Goodyear adds items to its product line and updates existing items, you can retrieve information about the changes by loading a file from Tire-HQ into your TireMaster system. Loading the file updates *existing* items automatically based on inventory update settings defined for the Tire-HQ Interface.

Note: If you want to change the update settings, you can. For instructions see "Defining Goodyear Inventory Update Settings" on page 16.

New items produced by Goodyear need to be added to TireMaster manually. To identify new items (and changes made to inventory), generate the Goodyear inventory reports after loading the file. For more information, see "Generating a Goodyear Inventory Report" on page 17 and "Generating a Goodyear Inventory Update Report" on page 18.

To update Goodyear inventory

1. Log on to the Tire-HQ web site, and choose the TPP dataset file you want to download. When you download the file, save it in the **Goodyear\Input** subdirectory of the TireMaster program folder.

2. Open the Goodyear Interface screen.

   a. Right-click , and select File Explorer from the menu that appears.

   b. In the Quick Access navigation pane, scroll to This PC.

      Note: If File Explorer opens the This PC screen instead, disregard this step.

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

   d. Double-click the **TireMaster**, **qdstm**, or **tmpos** program folder.

   e. Double-click **GoodyearIO**, and log in with your TireMaster user name and password.

      Note: You must be assigned the Nat'l Recon Credits permission to log in,

3. Click **Load Input File**.
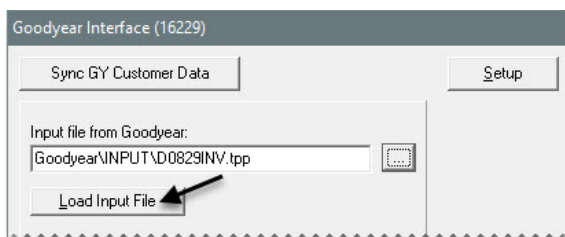
4. When the file is done loading, click **OK** to close the message.

5. To generate a a new inventory report, and inventory update report, or both, click the applicable report button (optional). These reports can also be generated from the TireMaster Report List.

6. Close the Goodyear Interface screen.

Defining Goodyear Inventory Update Settings

When Goodyear dataset files are loaded into your TireMaster system, items are updated based on settings defined for the interface. During the Tire-HQ Interface setup process, ASA Client Services defined those settings for you. However, you can change them as often as needed.

To change the Goodyear inventory update settings

1. Open the Goodyear setup screen. You can access the setup screen when you're getting ready to load the TPP file for updating Goodyear items or during the process of reconciling Goodyear credits.

   Depending on which screen is open, do one of the following:

   ◆ On the Goodyear Interface screen, click **Setup**.
   ◆ On the Goodyear reconciliation screen, click **Setup.**

2. Select the **Update Inventory** check box. Then select one or more of the following items to update:

    ⬥ **Description**
    ⬥ **Base Price**
    ⬥ **Excise Tax**
    ⬥ **Weight**
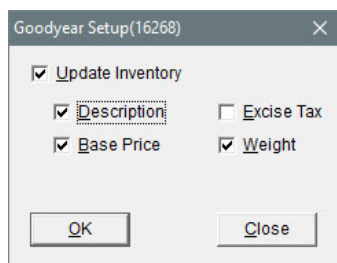
3. Click **OK**.

Tire-HQ Reports

The Goodyear Tire-HQ Interface includes three reports to help you manage your Goodyear customers and inventory.

Generating a Goodyear Customer Report

The Goodyear Customer Report is a list of businesses, agencies, and individuals who have purchasing agreements with Goodyear. You can generate the report by state or by Goodyear account number. (Multiple customers can share an account number.)

Note: The Customers on the report are not added to TireMaster automatically. Before you can create delivery receipts for them, you need to add them in TireMaster.

To generate a Goodyear Customer Report

1. In TireMaster, click **Reports**. The Report List appears.

2. Click the **Customer** tab.

3. Select **Goodyear Customer Report**, and click **Launch**. The Goodyear Customer Report screen appears.

4. Do one of the following:

    ⬥ For a a list of customers from a single state, select the state from the **Choose a State** drop-down list.
    ⬥ For a list of all customers associated with a single national-account number, type the number in the **National Account** field.

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

6. Print the report, and close the Report Window.

Generating a Goodyear Inventory Report

The Goodyear Inventory Report is a list of Goodyear items (including tires, parts, services, repairs, warranties). You can generate this report for all items, a single item, or a group of items.

Note: Items on the report are not added to TireMaster automatically. However, you can refer to this report and use it to add new inventory manually.

To generate a Goodyear Inventory Report

1. In TireMaster, click **Reports**. The Report List appears.

   Note: You can also generate this report from the Goodyear Interface application, which is available in the TireMaster program folder.

2. Click the **Inventory** tab.

3. Select **New Inventory Report**, and click **Launch**. The Goodyear Product Report screen appears.

4. Do one or more of the following as needed:

   ◆ For a single item, type the item's product code in the **Product Code** field.
   ◆ For items in a Goodyear product group, type the group number in the **Product Group** field.
   ◆ For items with a specific tread depth, type the depth in the **Original Tread Depth** field.
   ◆ To limit the items to those introduced by Goodyear on or after a specific date, click the **Effective Date** check box and enter the date.
   ◆ To limit the items to those available on or after the date when an inventory dataset (.tpp file) was downloaded from Tire-HQ, click the **New Inventory From** check box and enter the download date.

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

6. Print the report, and close the Report Window.

Generating a Goodyear Inventory Update Report

When you load a dataset file into TireMaster, you can generate the Goodyear Inventory Update Report to determine which items have been changed.

To generate a Goodyear Inventory Update Report

1. In TireMaster, click **Reports**. The Report List appears.

   Note: You can also generate this report from the Goodyear Interface application, which is available in the TireMaster program folder.

2. Click the **Inventory** tab.

3. Select **Goodyear Inventory Update Report**, and click **Launch**. The **Goodyear Inv Update Report** screen appears.

4. Select the date of the latest update, and click **Print**. The Report Window opens.

5. Print the report, and close the Report Window.