Accounting Interface for QuickBooks

With the Accounting Interface for QuickBooks, you can move journal entries from TireMaster Point of Sale to QuickBooks®. If you have questions about setting up or using the interface that this document doesn't answer, log a support call in Service Cloud at https://asatire.force.com or call TireMaster Support at **800-891-7437**.

Note: TireMaster Support is authorized to only answer questions about the Accounting Interface. For questions about using QuickBooks, refer to the QuickBooks product documentation or contact QuickBooks support.

Contents

This document includes the following sections.

Requirements

To use the QuickBooks Interface, you need to meet the following requirements:

◆ TireMaster POS 9.2.0 must be installed on your computer.

◆ QuickBooks needs to be installed and set up on the same computer running TireMaster POS. (If you're using QuickBooks Desktop.)

Note: For information about installing and setting up QuickBooks Desktop, refer to the QuickBooks product documentation or contact QuickBooks support. TireMaster Support is authorized to only provide guidance on setting up and using the Accounting Interface.

For Existing Users

This release includes the following changes to the Accounting Interface for QuickBooks:

◆ It is now compatible with QuickBooks Online.

◆ It can be used with QuickBooks Enterprise (only on TireMaster systems using the Data Exchange application).

Installing and Updating the Accounting Interface

Installing and updating the Accounting Interface is a two-step process. First, do one of the following to locate the installation program:

◆ Access the automatically-deployed installer from the **tmapps** shared directory. For instructions, see "Accessing an Automatically-Deployed Installer" on page 2.

◆ Download the installer from the TireMaster Support site. For instructions, see "Downloading the Accounting Interface Installer" on page 2.

Once you've located an installer, complete the installation or update. For instructions, see "Completing the Accounting Interface Installation or Update" on page 3. Install the interface on a computer that's running both TireMaster POS and QuickBooks.

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 Accounting Interface is already available to you. Typically, installers are placed in the TireMaster program folder (**c:\TMPOS** or **d:\TMPOS**).

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 program folder (usually **c:\TMPOS** or **d:\TMPOS**).

5. Double-click the **tmapps** folder, and locate the file **tmqb00000000-05000000.exe**. Once you have located the installer, complete the installation or update. For instructions, see "Completing the Accounting Interface Installation or Update" on page 3.

Downloading the Accounting Interface Installer

The installer for the Accounting Interface for QuickBooks 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 them, log a call in Service Cloud at https://asatire.force.com or call TireMaster Support at **800-891-7437**.

To download the Accounting 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 Site 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 the QuickBooks 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. When the download is finished, click **Close**.

8. Exit the TireMaster Support site.

Once you have finished downloading the installer, you can install or update the Accounting Interface. For instructions, see "Completing the Accounting Interface Installation or Update" on page 3.

Completing the Accounting Interface Installation or Update

After you've located the installer for the Accounting Interface, you can complete the installation or update.

Note: Install the Accounting Interface on a computer that's running both TireMaster POS and QuickBooks.

To complete the Accounting Interface installation or update

1. Close all applications on your TireMaster server, including those in the Windows® system tray (such as antivirus programs).

2. Do one of the following:

   ◆ Go to the **tmapps** directory in the TireMaster POS program folder. For more information, see "Accessing an Automatically-Deployed Installer" on page 2.

   ◆ Go to the directory where you saved the installer that you downloaded from the TireMaster Support site.

3. Right-click **tmqb00000000-05000000.exe**, and select **Run as Administrator**. A confirmation message appears.

4. Click **Yes**. The TireMaster - Installation Program screen appears.

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

6. Select the program folder into which you want to install the Accounting Interface, and click **Update**. Then do one of the following:

   ◆ If you're installing the interface for the first time, click **Finish** when prompted and disregard the remaining steps.

   ◆ If you're updating the interface, go to step 7.

7. When the InstallShield Wizard appears, complete the following steps.

   a. Click **Next**. The program maintenance prompt appears.

   b. Make sure **Modify** is selected, and click **Next**.

c. Leave the settings on the screen alone, and click **Next**. The Modify the Program prompt appears.

d. Click **Install**. The InstallShield Wizard Completed prompt appears.

e. Click **Finish**. The TireMaster - Installation Program screen appears.

8. Click **Finish**.

Registering the Accounting Interface

When you log in to TireMaster after installing the Accounting Interface, you'll be prompted to register it. Registration is required to use the interface.

To register the Accounting Interface

1. Log in to TireMaster. The Interface Registration screen appears.

2. Select the interface you want to register, and click **Register**. At the end of the registration, a confirmation message appears.

3. Click **OK**.

Starting the Accounting Interface

The Accounting Interface is launched from the TireMaster menu bar. Starting the interface differs slightly, depending on whether you're using QuickBooks Desktop or QuickBooks Online.

◆ **QuickBooks Online:** In TireMaster, select Accounting from the Interfaces menu. The QuickBooks Online log in screen opens in a browser. Type your credentials and authorize QuickBooks access when the prompt appears.

◆ **QuickBooks Desktop:** Make sure QuickBooks is running. Then select **Accounting** from the **Interfaces** menu inTireMaster.

Note: If you use QuickBooks to maintain financial records for multiple companies, make sure to open the appropriate company file *before* launching the Accounting Interface (in TireMaster).

Setting Up the Accounting Interface

Before you can export data from TireMaster to QuickBooks, you need to do the following:

◆ Establish a connection between TireMaster and QuickBooks (QuickBooks Desktop only).

◆ Set a control to define whether you're using QuickBooks Online or QuickBooks Desktop.

◆ Add a set of accounts, that will be used to identify TireMaster entries, to the QuickBooks chart of accounts.

◆ Associate TireMaster's general ledger accounts with accounts in QuickBooks.

◆ Make sure the vendor records in TireMaster are also in QuickBooks.

◆ Select TireMaster transactions, if any, to exclude from QuickBooks.

◆ Assign the Accounting Interface permission to security groups for employees who are allowed to export entries from TireMaster to QuickBooks.

Note: If you are adding QuickBooks to a new TireMaster system, make sure your inventory, AR, and AP beginning balances have been entered in TireMaster *before* you go live. Entering beginning

balances before going live with TireMaster ensures that those numbers can be easily excluded from data exports to QuickBooks.

Establishing a Connection Between QuickBooks and TireMaster

Establishing a connection between TireMaster and QuickBooks makes it possible for you to transfer data from TireMaster to your accounting application. The manner in which the connection is made depends on which QuickBooks product you're using.

- If you're using QuickBooks Online, the connection is established automatically when you open the QuickBooks Interface.

- If you're using QuickBooks Desktop, complete the following steps to establish a connection with TireMaster.

To establish a connection between TireMaster and QuickBooks Desktop

1. In TireMaster, start the Accounting Interface. For more information, see "Starting the Accounting Interface" on page 4. The QuickBooks - Application with No Certificate screen appears.

   Tip: If you cannot see the Application with No Certificate screen, maximize QuickBooks.
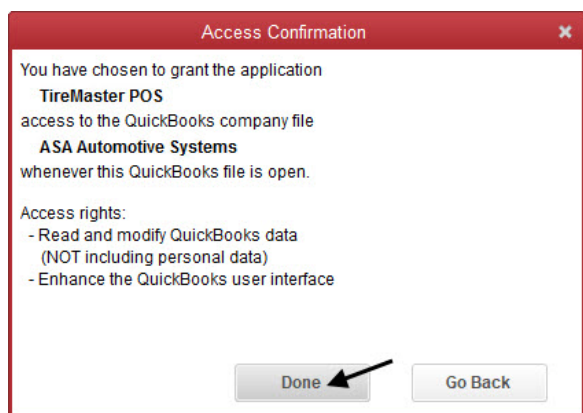
2. Select **Yes, whenever this QuickBooks company file is open**.

3. Click **Continue**. The Confirm to Proceed screen appears.
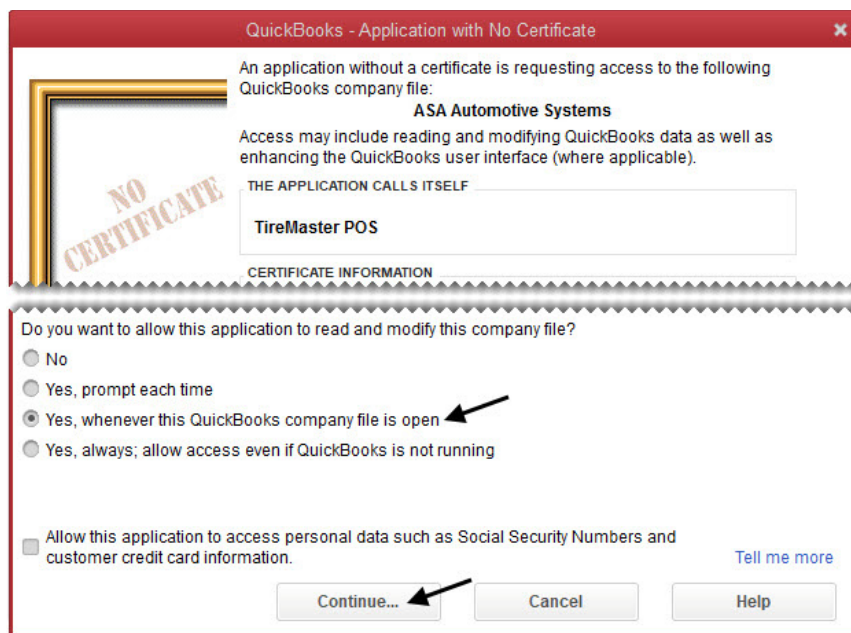
4. Click **Yes**. The Access Confirmation screen appears.

5. Click **Done**.

6. In TireMaster POS, click **OK** to close the QuickBooks chart of accounts message. The TireMaster Accounting Interface screen appears. You can leave the screen open or close it.

Tip: If you cannot see the QuickBooks chart of accounts message, minimize the main QuickBooks screen.

Setting the QuickBooks Online Control

By setting a system control, you define whether you're running QuickBooks Online or QuickBooks Desktop.

To set the QuickBooks Online control

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

2. Click the **Other** tab.

3. Select QB Online Interface and press **Enter**.

4. If you're running QuickBooks Online, select **Yes**. For QuickBooks Desktop, select **No**.

5. Close the System Controls screen.

Adding TireMaster Entry Accounts to QuickBooks

To ensure that TireMaster entries can post to the QuickBooks general ledger, you need to create five accounts in QuickBooks that meet certain requirements. These accounts will help you identify which entries originated in TireMaster, and it will prevent QuickBooks from prompting you for customer or vendor names every time you export entries. Table 1 lists the TireMaster entry accounts that you need to add to the QuickBooks chart of accounts.

Table 1: TireMaster Accounts to Add to QuickBooks

Account Name	Account Type
TireMaster	Other Current Asset
Inventory	Other Current Asset
Accounts Receivable-TireMaster	Other Current Asset
Accounts Payable-TireMaster	Other Current Liability
Sales Tax Payable-TireMaster	Other Current Liability

The accounts-receivable, accounts-payable, and sales tax accounts that you add will be used later when you associate QuickBooks and TireMaster general ledger accounts.

Adding Accounts to QuickBooks Online

If you're using QuickBooks Online, follow these instructions to add TireMaster accounts.

To add TireMaster Entry Accounts to QuickBooks Online

1. In QuickBooks Online, click **Accounting** on the menu.

2. Click **New**.

3. Select Other Current Assets from the **Account Type** and **Detail Type** drop-downs.

4. For the name, type `TireMaster`.

5. Fill in the remaining fields as needed.

    Note: Account numbers are not required in QuickBooks. However, assigning numbers ensures that accounts are grouped by account type on the QuickBooks chart of accounts screen. When numbers are not assigned, accounts are listed in alphabetical order.

6. Click **Save & Close**.

7. To add the four remaining accounts, repeat steps 2 through 6 and make the following assignments:

   ◆ For the second account, select Other Current Asset for the type and detail type and name it `Inventory`.
   ◆ For the third account, select Other Current Asset for the type and detail type and name it `Accounts Receivable-TireMaster`.
   ◆ For the fourth account, select Other Current Liability for the type and detail type and name it `Accounts Payable-TireMaster`.
   ◆ For the fifth account, select the type Other Current Liability for the type and detail type and name it `Sales Tax Payable-TireMaster`.

Adding Accounts to QuickBooks Desktop

If you're using QuickBooks Desktop, follow these instructions to add TireMaster accounts.

To add TireMaster Entry Accounts to QuickBooks Desktop

1. In QuickBooks Desktop, open the chart of accounts using one of the following methods:

   ◆ Click the Chart of Accounts icon on the home page.

   ◆ Select **Chart of Accounts** from the **Lists** menu.
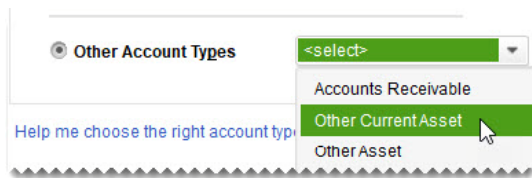
2. Add the account named TireMaster.

   a. Click **Account** (bottom left of the screen), and select **New**. QuickBooks prompts you to choose an account type.
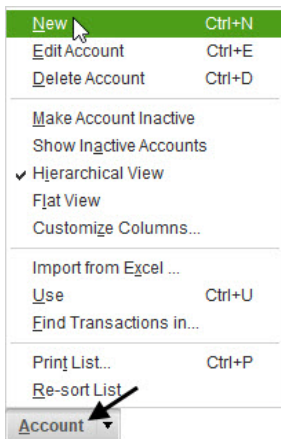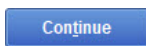
b. Select **Other Account Types**. Then choose **Other Current Asset** from the drop-down.

c. Click **Continue**.
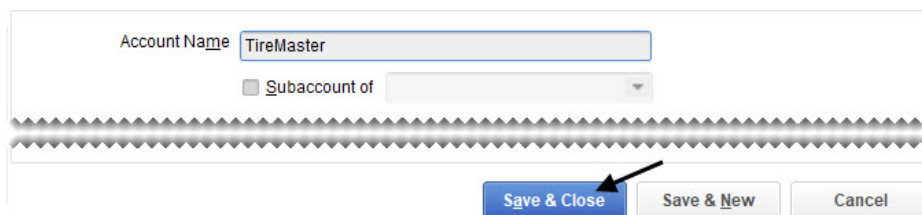
d. For the account name, type `TireMaster`.

e. Fill in the remaining fields as needed.

> **Note:** Account numbers are not required in QuickBooks. However, assigning numbers ensures that accounts are grouped by account type on the QuickBooks chart of accounts screen. When numbers are not assigned, accounts are listed in alphabetical order.

f. Click **Save & Close**.

3. To create the four remaining accounts, repeat step 2 and make the following assignments:
   - For the second account, select the type **Other Current Asset** and name it `Inventory`.
   - For the third account, select the type **Other Current Asset** and name it `Accounts Receivable-TireMaster`.
   - For the fourth account, select the type **Other Current Liability** and name it `Accounts Payable-TireMaster`.
   - For the fifth account, select the type **Other Current Liability** and name it `Sales Tax Payable-TireMaster`.

4. Click ✖ to close Chart of Accounts screen.

Associating TireMaster and QuickBooks GL Accounts

Before you can export TireMaster entries, you need to define how transactions completed in TireMaster will post to the QuickBooks general ledger. To enable this association, change the preset account names in TireMaster so they match account names used in the QuickBooks chart of accounts.

To associate TireMaster and QuickBooks accounts

1. Open QuickBooks and print the Chart of Accounts. If you're using QuickBooks Online, keep it open.

2. In TireMaster, select **Accounting** from the **Interfaces** menu.

3. When TireMaster displays the general ledger account message, click **OK**.

4. Review the list of TireMaster accounts that need to be associated with the chart of accounts in QuickBooks. Then click **OK**. The TireMaster Accounting Interface screen appears.

5. Click **Setup**. The TireMaster GL Account Edit screen appears.

6. Click **Print**. The Report Window opens and displays the TireMaster Chart of Account Master List.

7. Print the account list and close the Report Window. Keep the TireMaster GL Account Edit screen open.

8. Compare the TireMaster and QuickBooks account lists. For each TireMaster account, identify a corresponding account in QuickBooks.

    Note: Three of the TireMaster entry accounts that you added to QuickBooks *must* be associated with specific TireMaster accounts (see step 9). You can use your discretion when associating the remaining accounts. Depending on how you do business, you might need to create additional accounts in QuickBooks or associate multiple TireMaster accounts with one QuickBooks account.

9. Rename three of the accounts on the TireMaster GL Account Edit screen. Doing this will ensure that a group of accounts from QuickBooks are associated with their corresponding accounts in TireMaster. The account names you need to use are listed below. To edit an account name, click the **Major Name** column and type your changes.

    ◆ Change the name of account **1110–0** to `Accounts Receivable-TireMaster`.
    ◆ Change the name of account **2000–0** to `Accounts Payable-TireMaster`.
    ◆ Change the name of account **2020–0** to be named `Sales Tax Payable-TireMaster`.

    The spelling, punctuation, and number of spaces in account names *must* be the same in both TireMaster and QuickBooks. For the best results, copy account names in QuickBooks and paste them into the TireMaster GL Account Edit screen.

10. Replace the name of each remaining TireMaster account with the name of the corresponding QuickBooks account.

    Note: Because apostrophes *cannot* be used for TireMaster account names, you need to edit the names of any corresponding QuickBooks accounts that include apostrophes.

11. When you're finished changing the account names, click **Save**.

> **Note:** Each TireMaster account must be renamed to match the name of its corresponding QuickBooks account. If there are any mismatched names, you'll be prompted to make corrections when you start the interface.

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

13. Close the TireMaster GL Account Edit screen and the Accounting Interface. Now you can associate TireMaster vendor records with vendor records in QuickBooks.

Defining Classes for QuickBooks Enterprise

If you handle the accounting for multiple, independent stores that each run TireMaster and share data via the Data Exchange program, you need to add the QuickBooks classes for those stores to the Accounting Interface. If you're running a single location using QuickBooks Desktop or QuickBooks Online, disregard this section.

Note: In QuickBooks, classes are used for tracking activity by department, business segment, or location. Class tracking for transactions is enabled in the QuickBooks accounting company preferences in and new classes are added from the Class List. For detailed information, refer to the QuickBooks product documentation.

To define classes for QuickBooks Enterprise

1. In TireMaster, select **Accounting** from the **Interfaces** menu.

**2.** Click **Setup**. The TireMaster GL Account Edit screen appears.

3. Click **Sites**. The TireMaster Sites to Class Setup screen appears.

4. For each TireMaster location, type the corresponding class name from QuickBooks.

The spelling, punctuation, and number of spaces in class names *must* be the same in both TireMaster and QuickBooks. For the best results, copy class names in QuickBooks and paste them into the TireMaster Sites to Class Setup screen.

5. Click **Save**. A confirmation message appears.
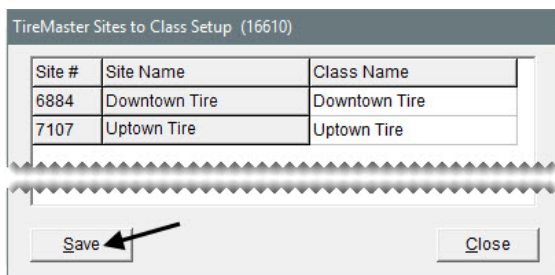
6. Click **OK** to close the message. Then close the TireMaster Sites to Class Setup screen.

Associating TireMaster and QuickBooks Vendor Records

The next step in setting up the Accounting Interface is to make sure the vendor records in TireMaster are also available in QuickBooks. If you have any vendor records in QuickBooks that you have not yet added to TireMaster, you can also create TireMaster records for those vendors at this time. Adding QuickBooks vendors to TireMaster, however, is not required.

Note: You can limit the following steps to only the active vendors for whom you create purchase orders.

To associate TireMaster and QuickBooks vendor records

1. In TireMaster, generate a list of vendors:

   a. From the **Vendors** menu, select **List Editing**. The Vendor Range Lookup screen appears.

   b. Leave all fields on the screen blank, and click **OK**. The Vendor List Editing screen appears.

   c. Click **Print**. The Report Window opens and displays the List Editing Report.

   d. Print the vendor list, and close the Report Window.

   e. Close the Vendor List Editing and Vendor Range Lookup screens.

2. In QuickBooks, print a vendor contact list.

   ◆ **QuickBooks Desktop:** Click **Reports** (left side of the screen). Then select **Vendors & Payables** from the list of standard report types. Scroll down to the vendor lists, select the date for the report, and click ⊕.

◆ **QuickBooks Online:** Click **Reports** (left side of the screen). Then click the report search field and select Vendor Contact List from the drop-down.
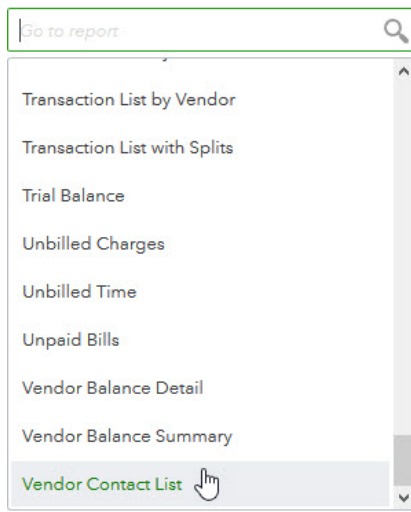
3. Compare the vendor lists to identify which TireMaster vendors do not have records in QuickBooks.

4. Add TireMaster vendors to QuickBooks Online as needed. If you're using QuickBooks Desktop, go to step 5.

   a. In QuickBooks Online, click **Expenses** (left side of screen).

   b. Click **Vendors** (top of screen).
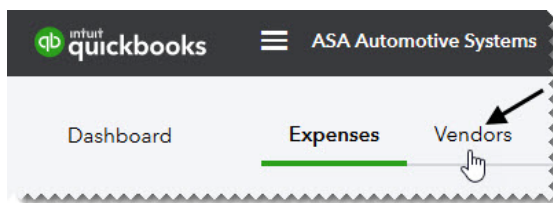
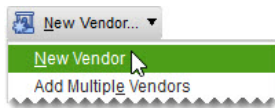   c. Click **New Vendor**. The Vendor Information screen appears.
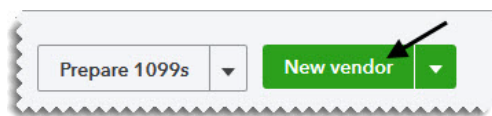
   d. Add the new vendor's information.

   Tip: The spelling, punctuation, and number of spaces in vendor names must be the same in both TireMaster and QuickBooks. For the best results, copy vendor names in TireMaster's Vendor Maintenance screen and paste them in the QuickBooks Vendor Information screen.

   Note: For detailed instructions on creating vendor records in QuickBooks, refer to the QuickBooks product documentation.

5. Add TireMaster vendors to QuickBooks Desktop as needed. If you're using QuickBooks Online, see step 4.

   a. Click **Vendors** (left side of the screen).

b. Click **New Vendor**, and select **New Vendor** from the drop-down. The New Vendor screen appears.

c. Type the new vendor's name.

   Tip: The spelling, punctuation, and number of spaces in vendor names must be the same in both TireMaster and QuickBooks. For the best results, copy vendor names in TireMaster's Vendor Maintenance screen and paste them into the QuickBooks New Vendor screen.

d. Fill in the remaining fields as needed.

   Note: For detailed instructions on creating vendor records in QuickBooks, refer to the QuickBooks product documentation.

e. To save the new vendor record, click **OK**.

6. Add QuickBooks vendors to TireMaster (optional).

a. Click **Vendors**. The Name Lookup/Entry screen appears.

b. Click **Cancel**. Then click **Add**.

c. Type the name of a vendor you want to add, and click **OK**. The Vendor Maintenance screen appears.

   Note: Because vendor names in TireMaster can only be up to 30 characters long, you might need to shorten vendor names in QuickBooks. Each vendor name must be unique.

   Tip: The spelling, punctuation, and number of spaces in vendor names must be the same in both TireMaster and QuickBooks. For the best results, copy vendor names from the Vendor Information screen in QuickBooks and paste them in the **Enter Name** field on TireMaster's Name Lookup/Entry screen.

d. Fill in the vendor's contact information (optional), and click **OK**.

e. For additional vendors, click **Add**. Then repeat steps 6c and 6d.

Excluding Previous TireMaster Transactions from QuickBooks

If you're an existing QuickBooks user, it's likely that you've already made manual entries for previous TireMaster transactions in QuickBooks. To ensure that the Accounting Interface does *not* post these entries, exclude them from QuickBooks. For more information, see "Excluding Entries from QuickBooks" on page 19.

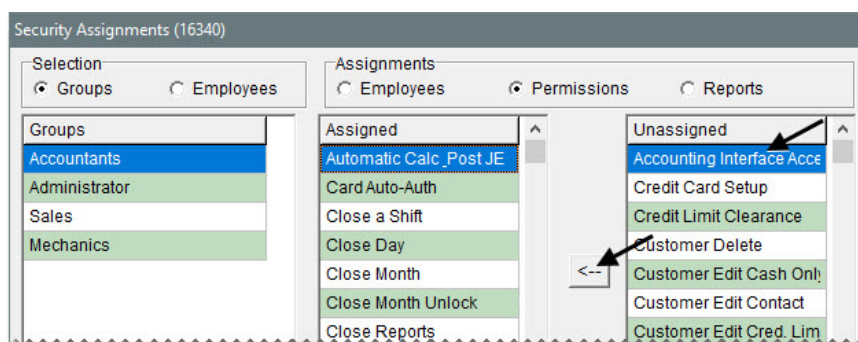## Assigning the Accounting Interface Permission

Access to the Accounting Interface is allowed only for employees who belong to a security group that has been assigned the permission **Accounting Interface Access**.

To assign the Accounting Interface permission

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

2. Click **Security**. The Security Assignments screen appears.
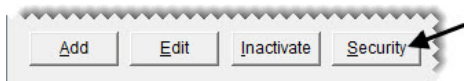
3. In the **Groups** pane, select the group to which you want to assign the permission.

4. In the **Assignments** area, select **Permissions**. The **Accounting Interface Access** permission is displayed in the **Unassigned** pane.

5. Make sure the **Accounting Interface Access** permission is selected, and click `<--`.

6. To assign the permission to other security groups, repeat steps 3 through 5.

7. To exit the Security Assignments screen, click **Close**.

8. To exit the User List, click **Close**.

Exporting Entries

The Accounting Interface for QuickBooks reduces the need to manually post entries for TireMaster transactions in QuickBooks. With this utility, you can generate a batch of entries for the day's TireMaster transactions, verify the data is correct, and export it to QuickBooks. Table 2 lists the types of entries that are exported from TireMaster POS to QuickBooks:

Table 2: Exported Entries

Normal Sales	National-Account Sales	Government-Support Sales
Adjustment Sales	Invoice Reversals	Point of Sale Deposits
Paidouts	ROAs	Transfers
Finance Charges	Sales Tax Changes	Customer Balance Adjustments
Inventory Receivings (POs)	Inventory Returns	Inventory Corrections

The way in which a TireMaster entry is handled by the Accounting Interface depends on the type of entry it is. Entries generated from inventory corrections and transactions that affect accounts receivable post as journal entries in the QuickBooks general ledger. Entries for completed purchase orders and inventory returns, however, post to individual vendor accounts in QuickBooks.

Exporting Inventory Correction and AR Entries

Entries for inventory corrections and transactions that affect accounts receivable are listed on the TireMaster Accounting Interface screen. You can export entries for one or multiple days to the QuickBooks general ledger.

Note: The date on which a transaction was completed in TireMaster is the date that's recorded when entries for that transaction post to the QuickBooks general ledger.

### To export inventory correction and accounts-receivable entries

1. Open the Accounting Interface. When it opens, it displays *all* of the inventory correction and AR entries that can be exported. For more information, see "Starting the Accounting Interface" on page 4.

2. For a list of entries that can be exported, click **Print**. Then print the report, and close the Report Window.
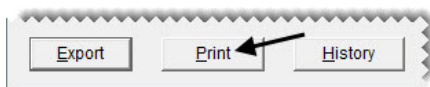
3. If you want to view entries for a specific transaction type (such as sales, ROAs, or finance charges), make a selection from the **View JEs to Export** drop-down.
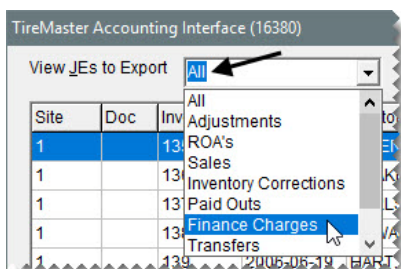
4. Click **Export**. The GL Export screen appears and displays the date or dates for which there are entries to export.
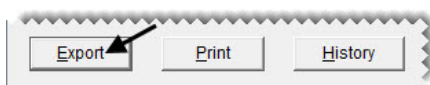
Note: If the **Export** button is not active, make sure All is selected from the **View JEs to Export** drop-down.

5. If you don't want to export entries for a specific date, clear its check box.

    Tip: To clear the check boxes for all dates simultaneously, select **Unmark All**. To select the check boxes for all dates, select **Mark All**.

6. For a list of entries that *can be* exported, click **Print**. Then print the report and close the Report Window.

7. Click **Export**. The exported entries are removed from the TireMaster Accounting Interface screen. If you're using QuickBooks Online, you'll be prompted to connect before the export can be completed.
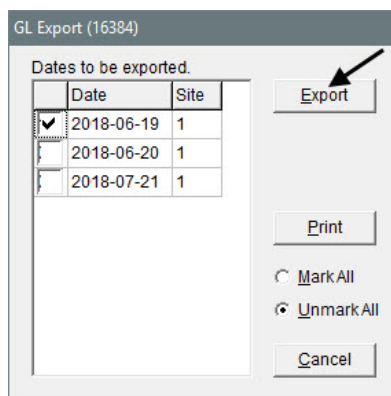

Exporting Purchase Order and Inventory Return Entries

Entries for completed purchase orders and inventory returns are displayed on the AP Export screen. You can export all of the entries to QuickBooks in one batch or export a single entry.

Note: The date on which a transaction was completed in TireMaster is the date that's recorded when entries for that transaction post to the QuickBooks general ledger.

To export purchase order and inventory return entries

1. If it isn't already open, start the Accounting Interface. For more information, see "Starting the Accounting Interface" on page 4.

2. Select the **View AP to Export** check box (upper-right corner). The AP Export screen appears.
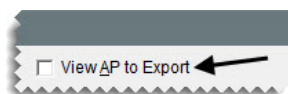
3. For a list of entries that *can be* exported, click **Print**. Then print the report and close the Report Window.
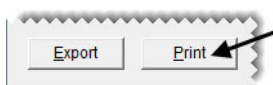
4. Do one of the following:

   ◆ To move all entries to QuickBooks, click **Export**.

   ◆ To move a single entry to QuickBooks, select it and click **Export Single Transaction**. When the confirmation message appears, click **Yes**.
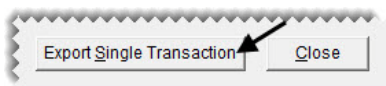
   The exported entry or entries are removed from the AP Export screen. If you're using QuickBooks Online, you'll be prompted to connect before the export can be completed.

   Note: For some transactions, an adjusted cost entry posts in the QuickBooks general ledger. This occurs when a receiving document includes both positive and negative quantities for the same item. It also happens when an item reaches negative quantities at point of sale and is then received into inventory at a different cost. When this type of entry posts to QuickBooks, a note stating that the average cost has changed is included in the entry's memo.

Viewing an Entry's General Ledger Information

The Accounting Interface includes information about which general ledger accounts an entry will post to when it's exported. The way you look up this information depends on the type of entry. Information for entries generated from inventory corrections and transactions affecting accounts receivable is viewed on the Invoice Detail screen, while entries for purchase orders and inventory returns is available on the AP Export screen.
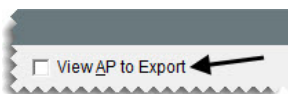
To view an entry's general ledger information

1. If it isn't already open, start the Accounting Interface. For more information, see "Starting the Accounting Interface" on page 4.

2. Do one of the following:

   ◆ To view general ledger information for an inventory correction or an AR entry, select the entry and click **Invoice Line Detail**.

   The Invoice Detail screen appears. The items sold, if any, are displayed in the upper portion of the screen. The general ledger accounts affected by the transaction are displayed in the lower half of the screen.

◆ To view general ledger information for a purchase order or inventory return entry, select **View AP to Export**.

The AP Export screen appears. When you select an entry, the GL information is displayed near the bottom of the screen.

Excluding Entries from QuickBooks

If you or a previous bookkeeper stopped using the Accounting Interface but you've decided to use it again, you need to exclude any TireMaster entries that were manually entered in QuickBooks. Excluding these entries prevents you from inadvertently posting them twice.

Note: You can exclude all entries, only inventory corrections, or entries that affect accounts receivable.

To exclude entries from QuickBooks

1. If it isn't already open, start the Accounting Interface. For more information, see "Starting the Accounting Interface" on page 4.

2. Click **Exclude**. The Exclude Transactions screen appears.

3. Select a date range for excluded transactions from the **Starting Date** and **Ending Date** pop-up calendars.
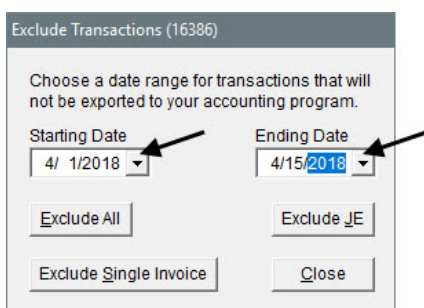
4. Define which entries you want to exclude:

◆ For all entries, click **Exclude All**.

◆ If you haven't already generated bills for your vendors and you'd like to use QuickBooks to do so, click **Exclude JE**.

◆ To exclude a specific sales invoice, click **Exclude Single Invoice**. Then select the invoice, and click **Exclude**.

5. To finish excluding the entries, click **Yes**.

Searching for Previously Exported Entries

Occasionally, you might have questions about a TireMaster entry that you previously exported to QuickBooks. If you need to know which accounts the entry posted to, you can look up that information in the Accounting Interface.
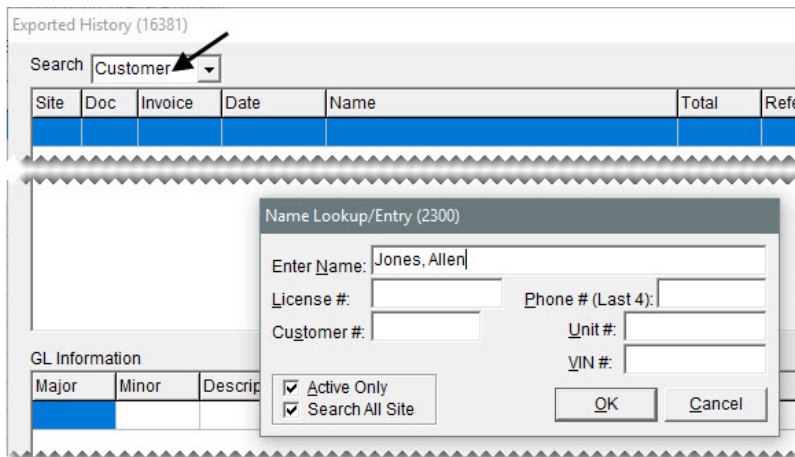
To look up a previously exported entry

1. If it isn't already open, start the Accounting Interface. For more information, see "Starting the Accounting Interface" on page 4.

2. Click **History**. The Exported History screen appears.
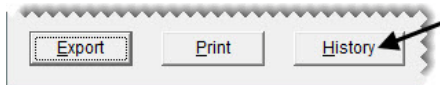
3. Look up the entry using one of the following methods.

   ◆ To look up the entry by customer name, select **Customer** from the **Search** drop-down. Then look up the customer's name when prompted.
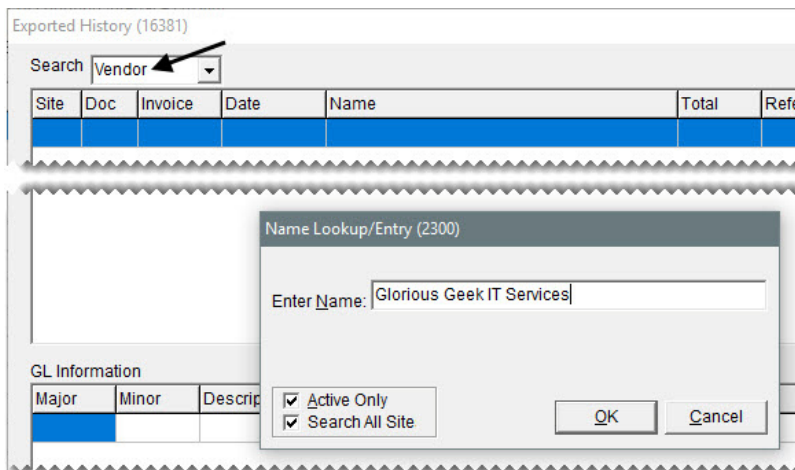
   ◆ To look up the entry by vendor name, select **Vendor** from the **Search** drop-down. Then look up the vendor's name when prompted.

◆ To look up the entry by invoice or document number, select **Invoice** from the **Search** drop-down. Then type the invoice or document number and click **Find**.
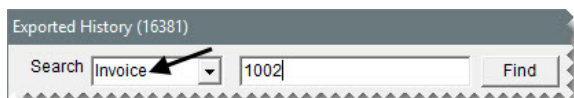
◆ To look up the entry by date, select **Date** from the **Search** drop-down. Then select the date from the pop-up calendar, and click **Find**.
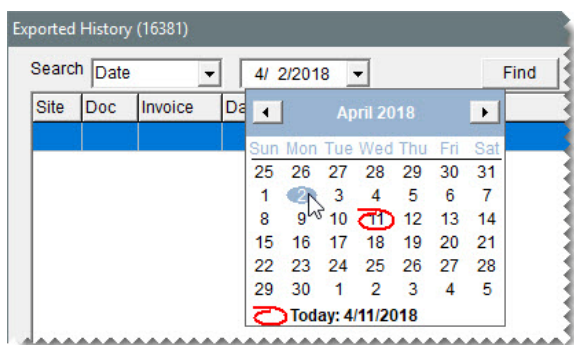
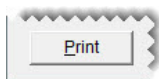4. In the upper part of the screen, select the entry whose general ledger information you want to view. The accounts that were posted to and the entry amounts are displayed in lower part of the screen.

5. To generate a list of the previously exported entries, click **Print**. The Report Window appears.

6. Print the report and close the Report Window.

7. To exit the Exported History screen, click **Close**.

Troubleshooting

This section describes issues that could occur and how to resolve them.

Mismatched Account and Vendor Names

The names of general ledger accounts and vendor records used in both TireMaster and QuickBooks must match exactly. If they do not, the Accounting Interface will prompt you to make a correction.

◆ **Problem:** The following message appears: "The general ledger accounts in TireMaster do not match the general ledger accounts in your accounting program."

Solution: This error occurs when an account has been renamed in QuickBooks but not in TireMaster. Click **OK** to close the message. The name of the TireMaster account that does not match the name of its corresponding QuickBooks account appears. To rename the TireMaster account, click **Setup** on the TireMaster Accounting Interface screen. Then replace the name of the TireMaster account with the name of the corresponding QuickBooks account.

Tip: The spelling, punctuation, and number of spaces in account names must match exactly in both TireMaster and QuickBooks. For the best results, copy account names on the Edit Account screen in QuickBooks, and paste them into the account name field on the TireMaster GL Account Edit screen.

Note: Because apostrophes cannot be used for TireMaster account names, you need to edit the names of any corresponding QuickBooks accounts that include apostrophes.

◆ **Problem:** The following message appears: "The vendor records in TireMaster do not match the vendor records in your accounting program."

Solution: This error occurs when a vendor record exists in TireMaster but not QuickBooks. Click **OK** to close the message. The name of the TireMaster vendor record that doesn't exist in QuickBooks appears. To eliminate the error, add a matching vendor record to QuickBooks or edit the vendor name so it is the same in both TireMaster and QuickBooks.

Tip: The spelling, punctuation, and number of spaces in vendor names must match exactly in both TireMaster and QuickBooks. For the best results, copy vendor names on TireMaster's Vendor Maintenance screen, and paste them into the vendor name field on the QuickBooks New Vendor screen.

Posting Errors

A posting error means a transaction could not post to the TireMaster general ledger. If a posting error exists, it must be resolved before TireMaster entries can be exported to QuickBooks.

Problem: The following message appears: "Warning. There are posting errors that require attention. Please call TireMaster Support.

Solution: Click **OK** to close the message. When the GL Temp Report opens, print it and fax it to TireMaster Support. Once a Support technician resolves the error, you'll be able to export your TireMaster entries to QuickBooks.

Halted Export

If the Accounting Interface has not been configured to indicate which accounts-receivable, accounts-payable, and sales tax entries originated in TireMaster, it will stop you from exporting entries. This section describes the settings you need to change when entries cannot be exported.

◆ **Problem:** The following message appears: "There was an error when saving a General Journal transaction. QuickBooks error message: Transaction split lines to accounts receivable must include a customer on that split line."

Solution: In QuickBooks, create an account with the type Other Current Asset and name it Accounts Receivable-TireMaster. Then change the name of accounts **1100–0** and **1110–0** to `Accounts Receivable-TireMaster` on the TireMaster GL Account Edit screen.

◆ **Problem:** The following message appears: "There was an error when saving a General Journal transaction. QuickBooks error message: Sales tax detail line must have a vendor."

Solution: In QuickBooks, create an account named Sales Tax Payable-TireMaster and assign it the type Other Current Liability. Then change the name of account **2020–0** to `Sales Tax Payable-TireMaster` on the TireMaster GL Account Edit screen.

◆ **Problem:** The following message appears: "There was an error when saving a General Journal transaction. QuickBooks error message: Transaction split lines to accounts payable must include a vendor on that split line.

Solution: In QuickBooks, create an account named Accounts Payable-TireMaster and assign it the type Other Current Liability. Then change the name of account **2000–0** to `Accounts Payable-TireMaster` on the TireMaster GL Account Edit screen.

> **Tip:** The spelling, punctuation, and number of spaces in account names must match exactly in both TireMaster and QuickBooks. For the best results, copy account names on the Edit Account screen in QuickBooks, and paste them into the account name field on the TireMaster GL Account Edit screen.

QuickBooks is Not Running

To export entries, QuickBooks needs to be running.

Problem: The Error 8004040C message appears.
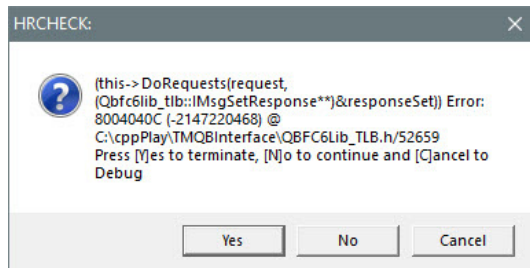
Solution: This error appears when QuickBooks is closed while the Accounting Interface is open. To eliminate the error, click **Cancel**. Then start QuickBooks.

Remote Server Error

If you're using QuickBooks Online, TireMaster is supposed to connect to it when you launch the Accounting Interface.

Problem: A message opens in a browser, and then the following error appears in TireMaster: "The remote server returned an error: (400) Bad Request."

Solution: These errors appear when the TireMaster database is unable to connect to QuickBooks Online. Close both messages. Then do the following:

◆ Make sure the Accounting Interface for QuickBooks is registered.

◆ Make sure the permission **Accounting Interface Access** is assigned to you in TireMaster. For more information, see "Assigning the Accounting Interface Permission" on page 15.

◆ Make sure the system control **QB Online Interface** is set to Yes in TireMaster. For more information, "Setting the QuickBooks Online Control" on page 6.