



Signature Capture Interface

With the Signature Capture Interface for TireMaster, you can collect electronic signatures from customers when you complete sale invoices. If you have questions about setting up or using the interface that this document doesn't answer, call TireMaster Support at **800-891-7437**.

Note: The interface uses a signature capture application developed by Merchant Partners. It has been integrated with TireMaster to ensure seamless functionality between the two products.

Requirements

To use the Signature Capture Interface, you need the following:

- ◆ TireMaster 8.6.0 or TireMaster Point of Sale 3.8.6
- ◆ An account with Merchant Partners
- ◆ Signature capture hardware approved by Merchant Partners. The Merchant Partners customer service department can be reached at **866-242-9933**.

Installing the Signature Capture Interface

Installing the Signature Capture 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** shared directory. For instructions, see [“Accessing an Automatically-Deployed Installer” on page 1](#).
- ◆ Download the installer from the TireMaster Support site. For instructions, see [“Downloading the Signature Capture Interface Installer” on page 2](#).

Once you've located an installer, complete the installation. For instructions, see [“Completing the Signature Capture Interface Installation” on page 3](#).

Note: TireMaster 8.6.0 or TireMaster Point of Sale 3.8.6 (or a newer version of either product) must be installed on your computers before you can install the Signature Capture Interface. Install the interface only on computers that are connected to signature capture devices.

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

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- ◆ 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, navigate 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 **TMSigCap00000000-02000000.exe**. Once you have located the installer, complete the installation. For instructions, see [“Completing the Signature Capture Interface Installation” on page 3](#).

Downloading the Signature Capture Interface Installer

The installer for the Signature Capture Interface is available for download from the TireMaster Support site. When you download the installer, save it on your TireMaster server.

To download the Signature Capture Interface Installer

1. Log on to <http://support.tiremaster.com>.
2. Type your customer number and password, and click **Login**. The Support Center home page appears.

Note: If you do not know your customer number and password, call TireMaster Support at **800-891-7437**.

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



4. In the **Update Files** listing, click the link for the Signature Capture Interface. A message prompting you to run or save the file appears.
5. Depending on your operating system, click **Save** or select **Save this program to disk** and click **OK**.
6. Select the location on the computer where you want to save the installer, and click **Save**. The Download Complete screen appears.

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 the Signature Capture Interface. For instructions, see [“Completing the Signature Capture Interface Installation” on page 3](#).

Completing the Signature Capture Interface Installation

After you’ve located the installer for the Signature Capture Interface, you can complete the installation. During the installation process for the Signature Capture Interface, you’re actually completing two installations. First, you install the software that enables TireMaster to communicate with Merchant Partners. Then you install the application that lets you collect signatures electronically.

Note: Install the Signature Capture Interface only on computers that are connected to signature capture devices.

To complete the Signature Capture Interface installation

1. Close all applications on your TireMaster server, including those in the system tray.
2. Do one of the following:
 - ♦ Go to the **apps** directory in the **TireMaster** program folder. For more information, see [“Accessing an Automatically-Deployed Installer” on page 1](#).
 - ♦ Go to the directory where you saved the installer that you downloaded from the TireMaster Support site.
3. Install the application that allows for communication between TireMaster and Merchant Partners.
 - a. Double-click **TMSigCap00000000-02000000.exe**. The TireMaster - Installation Program screen appears.
 - b. Click **OK**. The Search Results screen appears.
 - c. Select the location in which you want to install the interface (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos**, or **d:\tmpos**), and click **Install**. When finished, the ATSSecurePostUI_NET Setup Wizard appears
 - d. Click **Next**.
4. Install the application for collecting signatures electronically.
 - a. Select the check box for each of the shortcuts that you want to have on your computer’s desktop. Then click **Next**.
 - b. If the correct installation location is listed in the **Folder** field, disregard this step. Otherwise, click **Browse** and look up the correct installation location.
 - c. To give all users access to the application, select **Everyone**.
 - d. Click **Next**. The confirm installation screen appears.
 - e. Click **Next** again. The Installation Complete screen appears.
 - f. Click **Close**. The Command Prompt screen opens briefly and closes. Then the TireMaster - Installation Program screen appears.
5. Click **Finish**.

Preparing to Use Signature Capture

Before you can begin using signature capture with your TireMaster system, you need to complete a variety of settings that include installing hardware and enabling the Signature Capture Interface.

Checking for Merchant Partner Updates

Before you set up signature capture hardware, you need to make sure that you're running an application called First Mile MiddleWare. To do this, you'll check for any available updates and run them, if needed. Perform these steps on each computer that's connected to a signature capture device.

Note: First Mile MiddleWare is an application that lets you integrate with online commerce software developed by Merchant Partners.

To check for Merchant Partner updates

1. Double-click the **ATSSecurePostUI_NET** icon on the computer's desktop.
2. Click **Cancel** to close the Credit Card Sale screen.
3. If you're prompted to process another transaction, click **Cancel** again.
4. From the **Help** menu, select **Check for Update**.
5. If an update is available, click **Install**. Then follow the on-screen prompts to install First Mile MiddleWare. Otherwise you can disregard this step.

Note: If you need to install an update, choose your TireMaster program folder when you're prompted for an installation location.

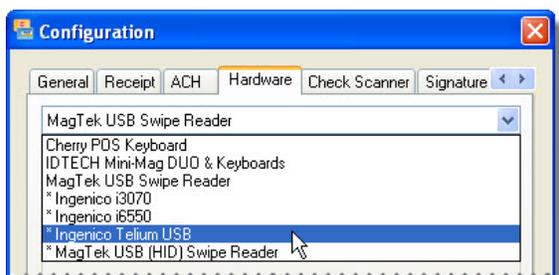
Installing the Signature Capture Hardware

Once the signature capture interface is installed, you need to connect your signature capture device to your computer. This is accomplished by installing the signature capture hardware. Perform these steps on each computer that's connected to a signature capture device.

To install the signature capture hardware

1. If you haven't already done so, plug the signature capture device into the computer.
2. Double-click the **ATSSecurePostUI_NET** icon on the computer's desktop.
3. Click **Cancel** to close the Credit Card Sale screen.
4. If you're prompted to process another transaction, click **Cancel** again.
5. From the **File** menu, select **Configure**. The Configuration screen appears.
6. Click the **Hardware** tab.

7. Select the device that you'll be using from the drop-down list.



8. Click **Download & Install**. A setup wizard appears.
9. Follow the on-screen prompts to install the device.

Note: When you're prompted to choose an installation location, select your TireMaster program folder.

10. At the end of the installation, click **Close**.
11. Close the First Mile MiddleWare screen.

Installing the Signature Pad Add-On

Once the hardware is installed, you need to establish a connection between the signature pad on the signature capture device and your computer. Perform these steps on each computer that's connected to a signature capture device.

To install the signature pad

1. Double-click the **ATSSecurePostUI_NET** icon on the computer's desktop.
2. Click **Cancel** to close the Credit Card Sale screen.
3. If you're prompted to process another transaction, click **Cancel** again.
4. From the **File** menu, select **Configure**. The Configuration screen appears.
5. Click the **Signature Pad** tab.
6. Select your device from the drop-down list.



7. Click **Download & Install**.
8. Follow the on-screen prompts to install the signature pad.

Note: When you're prompted to choose an installation location, select your TireMaster program folder.

9. At the end of the installation, click **Close**.

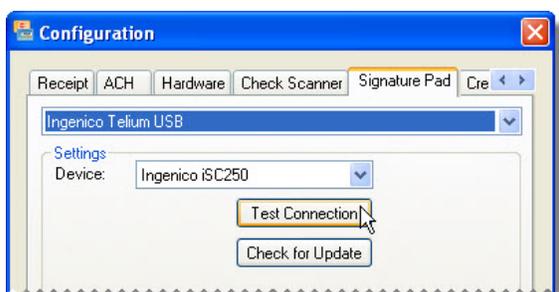
10. Click **OK** to close the Confirmation screen.
11. Close the First Mile MiddleWare screens.

Testing the Signature Capture Device's Connection

Once the installation of the signature capture device and signature pad are complete, you need to test the connection between the device and the computer. Perform these steps on each computer that's connected to a signature capture device.

To test the signature capture devices connection

1. Double-click the **ATSSecurePostUI_NET** icon on the computer's desktop.
2. Click **Cancel** to close the Credit Card Sale screen.
3. If you're prompted to process another transaction, click **Cancel** again.
4. From the **File** menu, select **Configure**. The Configuration screen appears.
5. Click the **Signature Pad** tab.
6. Select your device from the drop-down list, and select a model (if needed).
7. Click **Test Connection**. A confirmation message tells you whether the device is available.



Note: If the device is unavailable, make sure that it is plugged in and try again. If it is still unavailable, you might need to rerun one or both of the previous installations or uninstall and reinstall the signature capture hardware and signature pad.

8. Close the message.
9. Click **OK** to close the Confirmation screen.
10. Close the First Mile MiddleWare screen.

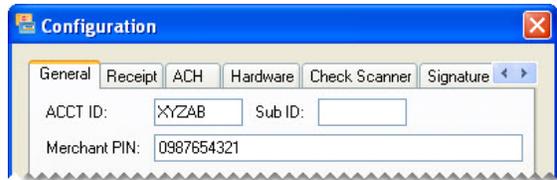
Defining Your Merchant Partners Credentials

During the process of purchasing the Signature Capture Interface, Merchant Partners will provide you with an account ID and merchant PIN number. These credentials need to be entered in the settings for the signature capture application. Perform these steps on each computer that's connected to a signature capture device.

To define your Merchant Partners credentials

1. Double-click the **ATSSecurePostUI_NET** icon on the computer's desktop.
2. Click **Cancel** to close the Credit Card Sale screen.

3. If you're prompted to process another transaction, click **Cancel** again.
4. From the **File** menu, select **Configure**. The Configuration screen appears.
5. If it isn't already selected, click the **General** tab.
6. Type the account ID and merchant pin provided to you by Merchant Partners.



7. Click **OK** to save your changes.
8. Close the First Mile MiddleWare screen.

Enabling the Signature Capture Interface

Before you can electronically gather signatures at point of sale, you need to enable the Signature Capture Interface by setting a system control in TireMaster. Perform these steps on your TireMaster server.

To enable the Signature Capture Interface

1. If TireMaster isn't already running, start it and log in.
2. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
3. Click the **Other** tab.
4. Select **Signature Capture** and press **Enter**.
5. Select **Invoice** and click **OK**.

Note: Signature capture for work orders will be available in a future release.

6. Close the System Controls screen.

Capturing Signatures Electronically

When the Signature Capture Interface is installed and set up, you'll be prompted to gather customer signatures when you complete sale invoices. Electronically gathered signatures are included on both original and duplicate invoices.

To capture signatures electronically

1. Look up the work order for the sale you're about to complete.
2. Update the work order, if needed.
3. Complete the sale.
 - a. Click **Complete**. The Invoice Completion screen appears.
 - b. Choose the payment type and enter the amount.
 - c. Click **OK**. TireMaster prompts you to complete the invoice.
 - d. Click **Yes**. The Signature Capture screen appears.

4. Collect the customer's signature.
 - a. Ask the customer to sign his or her name and click **OK** on the signature capture device. The customer's signature appears on the Signature Capture screen.
 - b. Click **Accept**. The completed invoice is sent to the printer.