



# WebLink

With WebLink, your customers can go online to see the items you have in stock and order the products they want to buy. When an online order is submitted, a work order is generated in TireMaster and you can complete the sale. If you have questions about WebLink that are not answered in this document, log a call with TireMaster Support. Visit <http://support.tiremaster.com>, and click the link for logging support calls or call 800-891-7437.

## Contents

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## Requirements

To use WebLink, you need the following:

- ♦ TireMaster 9.1.0 or newer must be installed on your computers
- ♦ An internet connection
- ♦ A business web site

**Note:** Your business web site can be created by ASA or a web development company. If you’re interested in having ASA create a web site for you, contact your sales representative.

- ♦ A link on your business web site that connects customers to your WebLink ordering web site

Before you begin using WebLink, you should already know how to look up customers, update work orders, and complete invoices in TireMaster.

## Information for Existing Web Link Users

The following information describes differences between earlier versions of WebLink and this release.

- ♦ You will no longer need to manually create the corresponding TireMaster work orders for orders customers place online. WebLink will create the work orders for you.

**Note:** Automatic TireMaster work order creation only affects web orders placed *after* updating WebLink. Therefore, you will still need to create manual TireMaster work orders for any unfulfilled web orders that were placed before the update. You can get the information to

create those work orders from the Web Orders Report or web order emails (if your system was set up to generate emails).

- ♦ You no longer need to manually update your inventory data and specify when data uploads should occur. Because the new WebLink application uses a web service, the data is always live.
- ♦ You no longer need to access a standalone application to update your WebLink settings. The WebLink setup screen is now accessible from TireMaster's **Interfaces** menu. Therefore, if you have a WebLink icon on your desktop or the **Start** menu, you should delete it after updating.
- ♦ You need to define the manufacturers whose items you'll sell online, which inventory categories include items you'll sell online, and which sites are allowed to sell online and how their store names are displayed.
- ♦ A setting in the WebLink configuration affects whether you can assign passwords in the **Notes** field on the TireMaster Customer Maintenance screen. For more information about creating customer credentials, see ["Setting Up WebLink" on page 3](#).

## Preparing for the WebLink Installation

The WebLink installation is performed by ASA Support. Before the installation, you need to have your computer technician do the following:

- ♦ Obtain a static IP address from your internet service provider (for your location), if there already isn't one.
- ♦ Assign a *different* static IP address to your TireMaster server (for the local area network).
- ♦ Forward port 8086 to the IP address for your TireMaster server.
- ♦ Provide ASA with the IP address and port information.

## Preparing to Use WebLink

Once WebLink is installed, you need to complete the following before you can process online orders:

- ♦ Provide ASA Automotive Systems with an image (such as your company logo), which will be displayed at the top of the web page for your ordering web site.
- ♦ Complete a variety of WebLink setups that include defining the URL for your ordering web site, which items you'll sell online, and which stores can sell online.
- ♦ Set up customer accounts in TireMaster (if they don't already exist), and give credentials to customers who will be using your ordering web site.
- ♦ Add a link to your business web site for accessing your ordering web site.

### Providing an Image

Including an image, such as a company logo, on your ordering web site ensures that customers will know that they've found your business. When you provide ASA with an image, it'll be added to your ordering web site when it is configured for you.

For the best results, your image should meet these specifications:

- ♦ File format: jpg
- ♦ Dimensions: 2000 x 400 pixels, 100–400 DPI, 24 bit color depth

Both black and white and color images are accepted. You can send the logo to the support representative who is assisting you.

## Setting Up WebLink

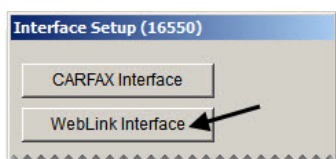
Setting up WebLink includes the following:

- ♦ Defining your company name and the contact information or messaging you want to include on your ordering web site
- ♦ Defining the URL (address) for your ordering web site
- ♦ Defining which items you'll sell online (by manufacturer and inventory category)
- ♦ Defining the sites whose items will be included in available quantity counts
- ♦ Defining which customer types are allowed to buy items online
- ♦ Defining whether customer passwords can be set up in the Customer Maintenance **Notes** field
- ♦ Defining which stores are allowed to sell items online

**Note:** If you're working in a multi-store environment, complete the WebLink settings at the corporate site.

### To set up WebLink

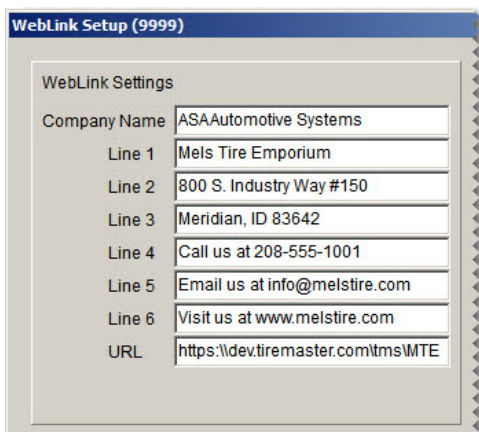
1. Select **Interface Setups** from the **Interfaces** menu. The Interface Setup screen appears.
2. Click **WebLink Interface**. The WebLink Setup screen opens.



3. Type your company name. This entry is used as the name of the image (such as a company logo) on the ordering web site.
4. Type information such as your company name (again), phone number, email address, or a message for customers in the line fields. This information will be displayed at the top of the ordering web site. You are not required to use all of the lines.

**Note:** For best results, limit the content of a line to 30 characters or fewer.

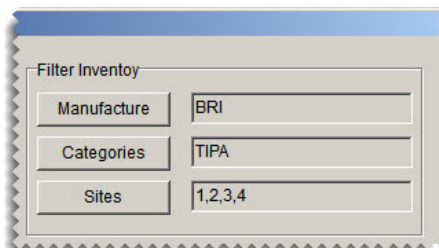
5. Type the address for your ordering web site in the **URL** field. The URL is provided by ASA.



The 'WebLink Setup (9999)' dialog box contains a 'WebLink Settings' section with the following fields:

Field	Value
Company Name	ASAAutomotive Systems
Line 1	Mels Tire Emporium
Line 2	800 S. Industry Way #150
Line 3	Meridian, ID 83642
Line 4	Call us at 208-555-1001
Line 5	Email us at info@melstire.com
Line 6	Visit us at www.melstire.com
URL	https://dev.tiremaster.com/tms/WTE


6. Define which items you'll sell online.
- Click **Manufacture**. Then select one or more manufacturers whose items you'll sell, and click **OK**. For items from all manufacturers, leave this field blank.
  - Click **Categories**. Then select the one or more categories for the types of items you'll sell, and click **OK**. For items assigned to all categories, leave this field blank.
7. Click **Sites**. Then select the sites whose items will be included in the available quantity count. For all sites, leave this field blank.



The 'Filter Inventory' dialog box contains three rows of controls:

Control	Value
Manufacture	BRI
Categories	TIPA
Sites	1,2,3,4

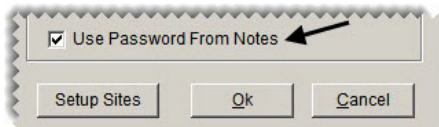
8. Click **Customer Types**. Then select the kinds of customers who will be allowed to order items online. For all customers, leave this field blank.



The 'Filter Customers' dialog box contains a single row with a 'Customer Types' control and an empty text field.

Control	Value
Customer Types	

9. If you want the ability to assign passwords in the **Notes** field on the TireMaster Customer Maintenance screen, select the **Use Password From Notes** check box. Otherwise, leave it alone. For more information, see [“Creating Customer Accounts and Credentials” on page 5](#).



The 'Use Password From Notes' dialog box contains a checked checkbox labeled 'Use Password From Notes' (indicated by an arrow), and three buttons: 'Setup Sites', 'Ok', and 'Cancel'.

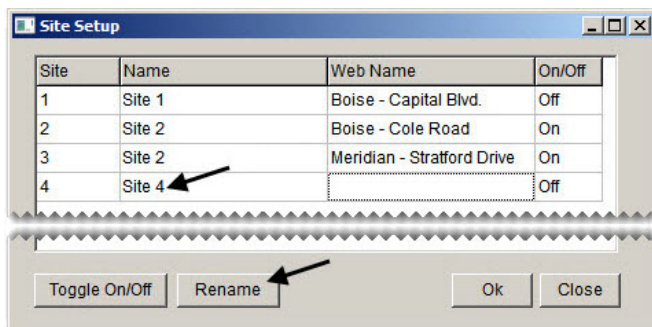
Control	Value
Use Password From Notes	<input checked="" type="checkbox"/>
Buttons	Setup Sites, Ok, Cancel

10. Define which sites can sell online and how their names will be displayed on the ordering web site.

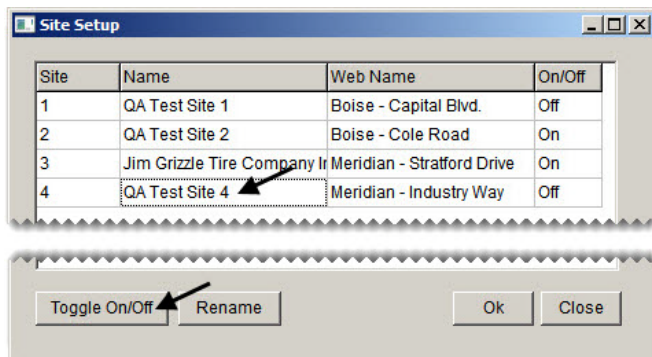
- a. Click **Setup Sites**. The Site Setup screen opens.



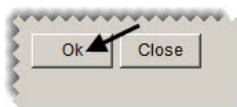
- b. If you want to use a different name for a store on the ordering web site, select the site and click **Rename**. When the text-entry box opens, type the new name and click **OK**.



- c. To allow or disable a site's ability to sell online, select the site and click **Toggle On/Off**.



11. When you're done making your changes, click **OK**.



## Creating Customer Accounts and Credentials

Before your customers can access the online inventory listing and place orders, you need to do the following:

- ♦ Set up customer accounts for them in TireMaster (if they don't already exist). For instructions, refer to the TireMaster help system or user guide.
- ♦ Give them user names and passwords for accessing the ordering web site.

### To create WebLink user names and passwords

Before your customers can access your ordering web site, you need to give them credentials. To create a WebLink user name for a customer, combine the following:

- ♦ The number for the site (store) where the customer was added to TireMaster.

Unless you're running a multi-store TireMaster system, this number will always be 01. You can find the site number in the upper-right corner of the Customer Maintenance screen.

- ♦ The system-generated customer number that's assigned to the customer by TireMaster.

This number is called a CUCD. This portion of the user name will be different for each of your customers. You can also find the system-generated customer number (CUCD) in the upper-right corner of the Customer Maintenance screen (Figure 1).

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information Prev Next

Cust#: 1 234

Name: Karr's Auto Superstore Contact Type: Business Phone Number / E-Mail: 208-999-5555

Address: 1001 E. Cruiser Ave. Fax Number: 208-999-5550 Name: 208-999-5550

A. Last Four Digits of Business Phone Number\*  
 B. Site Number  
 C. System-Generated Customer Number  
 \* Phone numbers are used for passwords.

**Figure 1:** Customer Settings Used for User Names and Passwords

In addition to the user name, customers also need a password to access WebLink. The password is either the last four digits of the customer's *business* phone number (Figure 1) or a code that is enclosed in a pair of brackets ([ and ]) in the **Notes** field on the Customer Maintenance screen. Passwords set up in the **Notes** field must be at least four characters long, and they can include both letters and numbers (Figure 2).

**Note:** To use the **Notes** field for setting up passwords, you need to select the **Use Password from Notes** check box in the WebLink configuration. For more information, see [“Setting Up WebLink” on page 3](#).

Notes:

[29JWT]

Find Add Edit Delete Terms Combine

**Figure 2:** A Password Set Up in the Notes Field

Figure 3 shows two examples of how to create valid user names and passwords.

**Note:** If the customer does not have a business phone number and there is no password entered in the **Notes** field, the password defaults to 8765.

Valid Credentials	Valid Credentials
Example 1	Example 2
<b>Customer</b> Name: Karr's Auto Superstore Added at Site: 01 System-Generated Number (CUCD): 234 Phone Number: 208-999-5555	<b>Customer</b> Name: Karr's Auto Superstore Added at Site: 01 System-Generated Number (CUCD): 234 Notes Field Password Entry: [99KAS]
<b>Results</b> User Name: 01234 Password: 5555	<b>Results</b> User Name: 01234 Password: 99KAS

**Figure 3:** *Creating Valid User Names and Passwords*

## Using WebLink

When customers want to look at your inventory and place orders, they can log on to your ordering web site from desktop computers, tablets, and smart phones. WebLink is compatible with the following browsers:

- ♦ Mozilla FireFox
- ♦ Google Chrome
- ♦ Microsoft Edge
- ♦ Microsoft Internet Explorer

### Accessing WebLink

To access your ordering web site, customers will typically click a link on your business web site. When the WebLink login prompt appears, they can enter the credentials you've given them and click **Login**.

### Searching for Items

If your customers need help looking up items once they access your ordering web site, provide them with the following information.

**Note:** When customers are assigned price levels, that pricing is listed with the products instead of the regular selling prices.

#### To search for items with WebLink

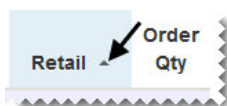
1. Type one of the following in the **Search** field. Both full and partial entries are accepted:
  - ♦ The item's size
  - ♦ The tire's size *without letters or slashes* (This is the item's quick look code from TireMaster.)
  - ♦ The item's description
  - ♦ The manufacturer's product code for the item
2. To limit the search to items that are on hand, select the **In Stock** check box.

3. Use the drop-down to select the name of the store you want to order from.

**Note:** In a multi-store environment, the number in the **Quantity** column is the quantity on hand for the selected store and the number in the **Available** column is the total quantity on hand for all locations.

4. Do the following as needed:

- ♦ Click the arrows next to a column name to arrange the items from ascending to descending order (or the other way around).



- ♦ Click the tread image in the **Product Code** column to see a picture of an item and a list of features, benefits, and specifications.

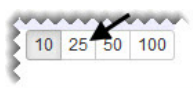


**Note:** Product images and information are provided by Pearl Communication for dealers who subscribe to Tire Brands.

- ♦ Click the numbers in lower-left corner of the screen to move to the previous or next page of the search results.



- ♦ Click the numbers in the lower-right corner of the screen to change the number of items displayed.



## Placing Orders with WebLink

If your customers need help placing orders online, provide them with the information below.

### To place orders with WebLink

1. Look up an item you want to buy. For more information, see [“Searching for Items” on page 7](#).



2. Type the quantity in the item's **Order Qty** field, and click **Add**. The item is added to the **Purchase Order** tab.



**Note:** Depending on the screen size of the monitor or device the customer being used, the **Purchase Order** tab is on the right side of the screen or at the bottom.

3. To order additional items, repeat steps 1 and 2.
4. Add the following as needed:
  - ♦ A PO number
  - ♦ Notes about the order
5. To place the order, click **Order**. A confirmation message appears.

Qty	Product code	Size	Description	Parts	Extended	Actions
4	014927	P225/50R18	CHAMPION FUEL FIGHTER	\$148.95	\$595.80	Edit Delete
8	124653	P205/60R16 91H	FIRESTONE 710	\$102.95	\$823.60	Edit Delete

6. Close the confirmation message.

Once the order is placed, it's listed under the **Customer Orders** tab, along with its status. To see all of the items included on a specific order, click the row for the order. When you're finished looking at the order detail, click an order row to hide it.

Order ID	Date	PO	Qty	Product	Status
1066	2017-10-19	1020	4	015148:CHAMPION FUEL FIGHTER:457301	Sent
1065	2017-10-19	1019	8	124653:FIRESTONE 710:447501	Sent

**Note:** If you think the order's status should be different than the status that's listed, refresh the browser. You might be prompted to re-enter your credentials.

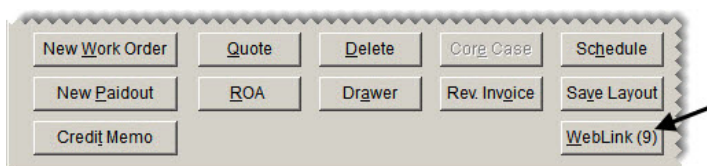
## Processing Web Orders

Orders that are placed online can be accessed from the Open Work Order List and processed in the same manner as work orders that are created for customers who visit your store in person.

**Note:** If you updated from a previous version of WebLink, unfulfilled web orders placed before the update need to be turned into work orders manually. You can get the information to create those work orders from the Web Orders Report or web order emails (if your system was set up to generate emails).

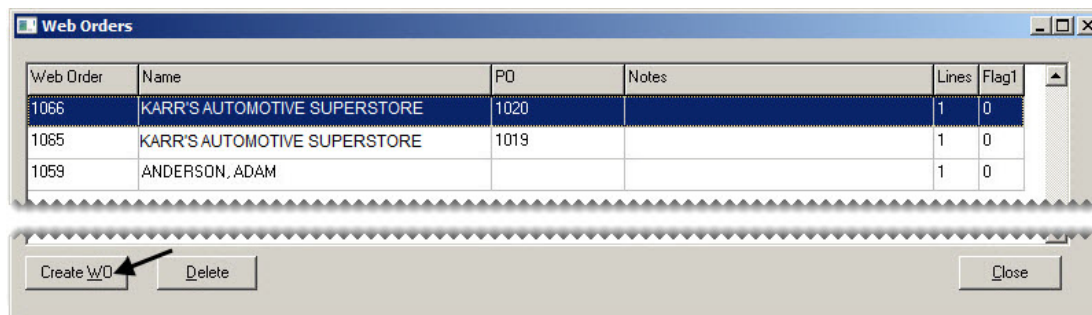
### To process a web order

1. If the Open Work Order List isn't already open in TireMaster, click **Invoicing**.
2. Click **WebLink**. A list of pending web orders opens.



**Note:** The number in parentheses on the **WebLink** button represents the number of pending web orders.

3. Select the order you want to work with, and click **Create WO**.



**Note:** If there is already a TireMaster work order for the customer, you'll be prompted to create a new work order or add the items to the existing TireMaster work order.

4. Close the Web Orders screen. The work order created for the online order is now on the Open Work Order List. You can access, update, and invoice the new work order in the same manner as work orders started in TireMaster. For more information, refer to the TireMaster help system or user guide.

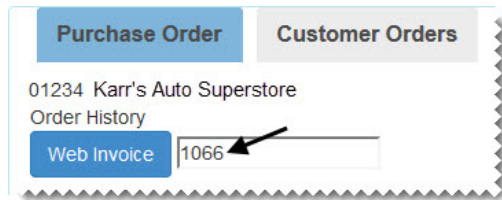
## Retrieving Web Invoices

Once the sale for an online order is completed, customers can use invoice numbers to retrieve the invoices associated with those orders. If they have questions about retrieving web invoices, provide them with the following information.

### To retrieve a web invoice

1. Log in to WebLink, if you haven't already. For more information, see [“Accessing WebLink” on page 7](#).

2. Click the **Customer Orders** tab.
3. Type the invoice number in the **Web Invoice** field. Then click the **Web Invoice** button. The invoice opens in a separate browser tab.



The screenshot shows a software interface with two tabs: 'Purchase Order' (active) and 'Customer Orders'. Below the tabs, the text '01234 Karr's Auto Superstore' is displayed. Underneath, there is a section labeled 'Order History'. Within this section, there is a blue button labeled 'Web Invoice' and a text input field containing the number '1066'. A black arrow points to the text input field.


## Generating WebLink Order Reports

The WebLink Order Report lists the web orders placed during a user-defined date range or orders for a specific customer, along with the following information:

- ♦ The items ordered and the order quantity
- ♦ The notes (if any) included on the web orders
- ♦ The status of whether a corresponding TireMaster work order has been created

**Note:** If you're an existing WebLink user who updated the application, the report might include unfulfilled web orders that were placed before updating. For these web orders, you'll still need to refer to the item descriptions and quantities on the report to create the corresponding TireMaster work orders manually.

### To generate a WebLink Order report

1. Click **Reports**.
2. Click the **Inventory** tab.
3. Select **WebLink Order Report** and click **Launch**.
4. Do one of the following:
  - ♦ For a list of web orders placed during a date range, select the beginning and ending dates.
  - ♦ For a list of web orders placed on a specific day, select the same date for both the beginning and ending dates.
  - ♦ For a list of web orders placed by a specific customer, click in the **Customer** field and press . Then select the customer's name from the list that appears.
5. Click **Print**. The Report Window opens.
6. Print the report and close the Report Window.