



ReadMe - TireMaster Point of Sale 9.2.0

This document includes information about program changes and instructions for completing new settings that have been added in TireMaster POS. If you have questions about this release or need help completing the new settings, log a support call in Service Cloud at <https://asatire.force.com> or call TireMaster Support at 800-891-7437.

Maintenance - AR Cleanup

A new alert message advises if an invoice you're trying to apply needs to be unapplied before it can be reversed. Once you have unapplied and reversed the invoice, it's automatically applied to the original.

CARFAX Integration

Maintenance - User Interface Changes

If your TireMaster system is authorized to use CARFAX, you'll notice the following changes:

- ♦ The myCARFAX registration button has been added to the **Vehicle** tab on the Customer Maintenance screen, and it is still on the Retail Vehicle screen. Because of this change, you no longer have to go into edit mode to register *existing* vehicles.
- ♦ Promotional information for myCARFAX is now displayed properly on the myCARFAX Signup screen.
- ♦ A print button has been added to the CARFAX History screen.

Customers and Vendors

Enhancement - Cancel Button

A cancel button has been added to the Customer List and Vendor List screens. Therefore, if you make a mistake when looking up a customer or a vendor, you can return directly to the Name Lookup/Entry screen to resume your search.

Enhancement - Global Ordering for Contact Types

The option to list contact information in the same order for all customers and all vendors is now available. For example, you could define that cell phone number is always listed first on the Customer Maintenance screens, followed by home phone, business phone, email address, and fax number. For vendors, the order could be the same or different.

Global ordering for contact information is defined in the settings for contact types. Therefore, when the customer order or vendor order for a type is assigned to position 1, 2, 3, 4, or 5, it's put in the

corresponding spot on the applicable maintenance screen. If a position is not assigned, the order is set to 0 and the contact type is displayed on the maintenance screens wherever a spot is available. When the customer order and vendor order for all contact types are set to 0, contact information can be organized differently for each customer and vendor.



Action Recommended: If you want to use global ordering for contact information, update your contact types by assigning display positions for customers, vendors, or both. If you want to list contact information differently for each customer and vendor, leave the contact type settings as is. (During the update, they were all set to 0.) For more information, see [“Setting Global Ordering for Contact Types” on page 9.](#)

Enhancement - Column Added

The Contact List for customer and vendor phone numbers and e-mail addresses includes a **Name** column now. This column, which includes descriptions or names of the people or businesses to whom phone numbers or e-mail addresses belong, coincides with the **Name** field on the Add/Edit Contact screen.

Day-End Closing

Maintenance - Negative Deposit Handling

When the deposit for the day-end close is a negative amount, TireMaster once again adds entries for the deposit to the Check Reconciliation screen (check register) and the GL.

Document E-mail

Enhancement - Options Added

- ◆ Documents can be sent to multiple e-mail addresses now, including those already in customer and vendor contact information and additional addresses that you enter manually when preparing to send the documents.
- ◆ The option to edit subject line and message text is now available when you e-mail the following documents: work orders, invoices, deposits, and ROAs. To make subject line and text changes, begin the process of emailing these documents as usual. When the screen for selecting the *To* and *From* email addresses appears, you'll see it includes fields for subject and body text now. To update the predefined entries in these fields, add and delete text as needed.
- ◆ Multiple historical sale invoices (normal sale, national-account, and government-support) can be emailed simultaneously from customer subledgers. To e-mail multiple invoices, click the **Ledger/History** tab on the Customer Maintenance screen. Then click **E-Mails**. When several of the other buttons on the screen become inactive, press the **Ctrl** key and select each invoice you want to send. To finish, click **E-Mails** again. Then select the *To* and *From* e-mail addresses, adjust the subject line and body text as needed, and click **OK**.

Fitment Guide

Enhancement - Redesign

This release includes the following layout changes for the fitment guide:

- ◆ Drop-downs for year, make, model, and option have been added, allowing you to narrow down the number of vehicles displayed. At point of sale, these fields default to the vehicle selected for the quote or invoice.
- ◆ OE and plus sizes for the selected vehicle are all shown on a single list now. Previously, you needed to select a radio button to view standard or plus sizes.
- ◆ Both front and rear tire size options can be displayed for vehicles with staggered fits.
- ◆ You now have the option to select tires and add them directly to a quote, when the fitment guide is opened as standalone operation (by pressing **F7** or selecting **Fitment Guide** from the **Inventory** menu).

Forms

Maintenance - Documents Rewritten

TireMaster's forms (work orders, invoices, ROAs, and deposits) have been rewritten with upgraded software development tools. This change was made to address PDF creation issues and problems that sometimes caused TireMaster to function poorly when these documents were sent to the printer. The rewrite also ensures that these documents can be generated on computers running newer Windows operating systems. Despite the rewrite, there are only slight differences between forms generated in previous TireMaster versions and the new forms. What you will notice, however, is a difference on the screen that appears when generating these documents. The buttons (such as **Print**, **Email**, and **Close**) are positioned along the top instead of the bottom.

Inventory

Enhancement - Group Setup Screen

The ability to add inventory groups with a setup screen is now available. Previously, groups were created by typing group names directly in the **Group** field on the Inventory Maintenance screen. To access the group setup screen, go to **Inventory > Categories & Groups**. Then select **Groups** on the Inventory Category/Group List, and click **Add** or **Edit**.

Note: Running the 9.2.0 update converts your existing groups to the new format and adds them to the Inventory Category/Group List.

Enhancement - Simplified Lookup

When looking up inventory by manufacturer, group, or category, you can press the accent/tilde key (**~**) and select a code from a list. Because of this change, the fields for manufacturers, groups, and categories are now colored yellow on the Custom Inventory Lookup screen to remind you that this functionality is available.


Enhancement - Staggered Fit Lookup

You can simultaneously look up two different tire sizes now. A new search option called Split Look has been added to the Custom Inventory Lookup screen. With the Split Look option, you type one quick look code (the size without letters or slashes) in the **Start** field and another quick look code in the **End** field. Instead of retrieving a range of items, Split Look locates items that are only the two sizes defined in the search.



Action Recommended: If you want to use the Split Look option to look up staggered fitments, you need to add it to the Custom Inventory Lookup screen. For more information, see [“Adding the Split Look Search Option” on page 9.](#)

Maintenance - Pricing Wizard Correction

Typing a decimal point in the Pricing Wizard’s **Percentage Change** fields no longer clears out the existing values in those fields. This issue occurred only when the decimal point was added with the greater than/period key () on the main keypad.

Invoice & Document Search

Maintenance - Customer Reconciliation Settings Used

Customer reconciliation code settings now affect whether prices and the heading *Delivery Receipt* are included on duplicate invoices printed from the Invoice & Document Search screen. Previously, prices and the Delivery Receipt heading did not print regardless of how customer reconciliation codes were configured.

Point of Sale

New Feature - Protection Plan Certificate Printing

If your store offers the Tire Pros Tire Protection Plan, you can use the DOT Interface to produce warranty registration certificates. This change allows you to add buyer, seller, tire, and vehicle information to a preprinted certificate form, along with tire serial numbers.



Action Recommended: If you want to print registration certificates for the Tire Pros Tire Protection Plan, you need to set a new system control. For more information, see [“Setting the Protection Plan Certificate Control” on page 10.](#)

Maintenance - Add-On Quantity Change

When you change the quantity of a parent item on a work order, the quantities for all of its add-on items are immediately updated as well. (Unless the add-on is set to a fixed quantity.) Previously, you needed to update the add-ons individually.

Maintenance - Invoice Completion Error

TireMaster no longer generates an error and stops you from completing an invoice when there is an apostrophe in the vehicle’s license number or the invoice reference number or PO number.

Maintenance - DOT Rows Removed

When tire serial numbers are not entered at point of sale, the corresponding work orders and invoices no longer include blank DOT number rows.

Maintenance - Heading Correction

An issue that sometimes caused tire UTQG ratings to be grouped with service checklist headings on printed quotes/estimates has been resolved.

QuickBooks

Maintenance - Access Changes

The following changes have been made to improve access on systems integrated with the QuickBooks® accounting application:

- ◆ Dates can be edited when processing vendor invoice documents for inventory deliveries.
- ◆ The Chart of Accounts, Fiscal Calendar, and Inventory GL Code screens are now available.

Reports

New Feature - Previous Period Balance Report

The new report Customer Balance for Previous Period provides balance information for a single customer, a group customers, or all customers for a previous fiscal period. New fiscal period data for this report becomes available once a period ends. If your computer is running at 10:30 PM on the last day of the month, the data is compiled at that time. If your computer is not running then, the compilation occurs the next time the computer is turned on. Because data compiled for this report represents a moment in time, it will not include backdated entries that posted after the compilation.

Note: Data compilations for this report affect only those fiscal periods that will occur once you begin using TireMaster 9.2.0.

New Feature - Inventory Group List

The Inventory Group List shows the inventory groups set up in TireMaster. It was added in conjunction with the new group setup screen (see [“Enhancement - Group Setup Screen” on page 3](#)).

New Feature - Till Totals Report

The new Day End Till Totals Report lists the till totals recorded for a specific date. This report was added with the implementation of multiple tills (see [“New Feature - Multiple Tills” on page 7](#)).

Maintenance - Day-End Report Changes

The following changes were made to existing day-end reports when implementing the functionality for multiple tills (see [“New Feature - Multiple Tills” on page 7](#)):

- ◆ The Daily Till Detail Report (automatically prints during shift-end closes) lists details only for the till assigned to the workstation generating the report.
- ◆ The Daily Invoice Report - Till Totals/Over and Short (automatically prints during shift-end closes) lists beginning and ending till floats now and no longer has a till totals section.
- ◆ The daily deposit section on the Day End Transaction Report (on Report List) shows only the checks assigned to the till for the workstation generating the report.

Maintenance - Card Total Correction

This release addresses an issue that caused incorrect totals to print in the credit card listing at the bottom of the Daily Till Detail Report. Once again, card totals for all shifts are listed instead of the card totals for the final shift of the day.

Statements

Maintenance - Printing Error Resolved

Errors are no longer generated when printing real-time statements for customers whose names include apostrophes. The problem occurred only when printing real-time statements from the Customer Maintenance screen.

System Controls

New Feature - Vehicle Management Control

A control has been added to help information load more quickly on the Vehicle List when customers (such as auto dealerships) have dozens of vehicles that you'll work on only once. The control, called **Auto Inactivate Vehicles**, is on the **Customer** tab. When this control is enabled and a customer has more than 100 vehicles set to Active, the following occurs:

- ◆ If there was activity for fewer than 100 of the vehicles during the last 180 days, all of the vehicles that did not have sale invoices during that time will be marked inactive.
- ◆ If there was activity for more than 100 vehicles during the last 180 days and activity for fewer than 100 vehicles during the last 90 days, the vehicles that did not have sale invoices in the last 90 days will be marked inactive.
- ◆ If there was activity for more than 100 vehicles during the last 90 days and activity for fewer than 100 vehicles in the last 60 days, the vehicles that did not have sale invoices in the last 60 days will be marked inactive.
- ◆ If there was activity for more than 100 vehicles in the last 60 days, the vehicles that did not have sale invoices in the last 30 days will be marked inactive.



Action Recommended: If you want to limit the number vehicles displayed on the Vehicle List, set the new control for automatically inactivating vehicles. For more information, see [“Setting the Vehicle Management Control” on page 10.](#)

New Feature - Finance Charge Control

Finance charges can now be calculated based on invoice age. With the new control **Finance Chrg Later than Day**, you can define the age (in days) at which to begin calculating finance charges. For example, if you set the control to **90**, finance charges will be calculated only for invoices that are older than 90 days. When the control is set to 0, it is disabled. **Finance Chrg Later than Day** is on the **Customer** tab on the System Controls screen.



Action Required: Set the new finance charge control. For more information, see [“Setting the Payroll Field Control” on page 10.](#)

New Feature - Employee Payroll Control

A control called **Activate Employee Payroll Field** has been added to the **Other** tab. When this setting is enabled, you're allowed to enter data in the **Payroll** field on the Employee/User Edit screen that can be accessed by third party applications.

New Feature - Certificate Printing Control

With the control **DOT Interface - Print**, you define whether registration certificates for the Tire Pros Tire Protection Plan can be printed at point of sale. For more information, see [“New Feature - Protection Plan Certificate Printing”](#) on page 4.



Action Required: If you want to print registration certificates for the Tire Pros Tire Protection Plan, you need to set a new system control. For more information, see [“Setting the Protection Plan Certificate Control”](#) on page 10.

New Feature - Controls for Multiple Tills

Five controls for managing multiple tills have been added. For more information about using multiple tills, see [“New Feature - Multiple Tills”](#) on page 7.

- ◆ The new control **Tills - Number of Tills** lets you define how many tills your store has. (Up to four are allowed.) This control is on the **Other** tab on the System Controls screen.
- ◆ You can set a different starting float amount for each till. Till floats are defined by setting **Tills - Till#1 Starting Float**, **Tills - Till#2 Starting Float**, **Tills - Till#3 Starting Float**, and **Tills - Till#4 Starting Float**. These settings replace the **Starting Till Float** control that was in previous versions.

Note: After updating, your existing till float will be moved to control for Till#1.

Enhancement - Mechanic Autofill Changes

Two changes have been made to the control that affects the entry of user IDs for salespeople and mechanics at point of sale. The control, **Work Orders - Mechanic Autofill**, is on the **Other** tab on the System Controls screen:

- ◆ When EMPTY is selected, the user ID entered in *any* row of the **Sales**, **Mech 1**, and **Mech 2** columns is now automatically entered in the remaining rows that have no user IDs in them. Previously, the user ID had to be entered in the top row.
- ◆ The option BELOW has been added. When a user ID is entered in any row of the **Sales**, **Mech 1**, and **Mech 2** columns, it's automatically entered in all of the rows below it.



Action Recommended: If you want to use the EMPTY or BELOW option for entering user IDs at point of sale, update the mechanic autofill control. For more information, see [“Updating the Mechanic Autofill Control”](#) on page 11.

Till Management

New Feature - Multiple Tills

This release introduces the ability to use multiple tills. To accommodate this functionality, a variety of changes have been made that affect the system setups and the shift-end and day-end closing processes:

- ◆ Tills are now assigned to workstations instead of users. For new TireMaster installations, the assignment is completed during the workstation installation process. For existing systems, the till number is assigned on the Form Selections screen. Because of this change, there is no longer a till number field on the Employee/User Edit screen.

- ◆ As many as four tills are now allowed for a store, and they can each have different starting till float amounts. The number of tills and the starting till floats are defined with new system controls. For more information see [“New Feature - Controls for Multiple Tills” on page 7](#).
- ◆ Shifts without activity, starting till floats, or both can be closed.
- ◆ A message, with stop and continue options, appears when you begin the day-end close and a shift is still open. If you proceed with the day-end close, the open shift will become the first shift for the next day.
- ◆ The shift-end closing screen shows the shift being closed in addition to the till number now.
- ◆ A till totals report is now available, and some day-end reports have been changed. For more information, see [“New Feature - Till Totals Report” on page 5](#) and [“Maintenance - Day-End Report Changes” on page 5](#).
- ◆ The Day End Close screen has been enlarged, and display issues that occurred when you had multiple shifts for a till have been resolved.



Action Required: If you want to use multiple tills at your store, you need to complete a variety of settings first. For instructions, see [“Preparing to Use Multiple Tills” on page 11](#). If you will continue using one till, disregard these settings.

User Interface

New Feature - Customizable Menus


You can create one or more customizable menus, based on the roles of different employees. (Such as front counter, back office, and administrator.) Setting up a custom menu includes selecting buttons for the menu, positioning the menu, and identifying who will use the menu. To ensure all buttons are displayed when the screen is resized, a maximum of eight menu buttons is recommended for the resolution of 1024 x 768. When you add a menu, you also have the option to include a clock on the main TireMaster screen when the menu is used.



Action Recommended: After updating, the standard menu from previous TireMaster versions will be available with buttons that no longer have images. You can continue to use the existing menu as is, modify it, or set up one or more custom menus. Information for creating custom menus is available in the *Menu Configuration* section of the TireMaster user guide and help system.

Note: The standard menu includes the Invoicing, Customers, Inventory, PO List, Vendors, Reports, and Exit buttons.

Maintenance - New Icon

The TireMaster desktop icon has been updated. When you need to start the program, click .

Maintenance - New Help Format

Content for the TireMaster help system is now provided as a group of external web pages displayed in a browser. Previously, the help system was installed with TireMaster. Moving the help system to the web has reduced the installation file size, and you won't have to wait until the next release for updated information. You can still access TireMaster help by pressing **F1**.

Setting Up New Features

Before you can use some of TireMaster's new features, you need to complete various settings.

Setting Global Ordering for Contact Types

With global ordering for contact types, contact information for all of your customers is listed in the same order on the Customer Maintenance screen and contact information for all of your vendors is listed in the same order on the Vendor Maintenance screen. To implement global ordering, assign a position for customers, vendors, or both for up to five contact types. When a type is assigned a position, it's displayed in the corresponding spot on the customer or vendor maintenance screen. For more information, see [“Enhancement - Global Ordering for Contact Types” on page 1](#).

To set a global order for contact types

1. From the **Customers** menu, select **Contact Types**. The Contact Type screen appears.
Note: Although contact types are used for both customers and vendors, the setup screen is accessed from the **Customers** menu.
2. For *each* contact type, do the following:
 - a. Select the type and click **Edit**. The Add/Edit Contact Type screen appears.
 - b. For customers, type the number that corresponds with the position you want to assign in the **Cust Order** field. For example, type **1** to list the contact type first on the Customer Maintenance screen.
 - c. For vendors, type the number that corresponds with the position you want to assign in the **Vend Order** field. The position can be the same as the one used for customers or it can be different.
 - d. Click **OK**.
3. When you're done assigning positions, close the open screens.

Adding the Split Look Search Option

With the new Split Look option for the Custom Inventory Lookup screen, you can search for two different tire sizes at the same time. For more information, see [“Enhancement - Staggered Fit Lookup” on page 3](#).

To add the split look search option

1. Select **Inventory Lookup** from the **Setup** menu. The Custom Inventory Lookup screen appears.
2. Look at the search options assigned to each tab to decide where you want to add the Split Look option and how to reassign the existing options.
3. Assign the Split Look option.
 - a. Click the tab on which you'll assign the new option.
 - b. Click the row that you want to change to the new option. Then select Split Look from the drop-down.
4. Update the remaining search options assigned to the selected tab as needed.
5. To add the Split Look option to remaining tabs, repeat steps 3 and 4.

Setting the Vehicle Management Control

With the new vehicle management control, you can define whether vehicles are automatically inactivated when customers have dozens of vehicles that you'll work on only once. For more information, see [“New Feature - Vehicle Management Control” on page 6.](#)

To set the new vehicle management control

1. From the **Setup** menu, select **System Controls**.
2. Click the **Customer** tab.
3. Select Auto Inactivate Vehicles, and press **Enter**.
4. Select Yes to enable auto inactivation, and click **OK** Otherwise, leave the control set to No.
5. Close the System Controls screen.

Setting the Finance Charge Control

With the new finance charge control, you define the age (in days) at which to begin calculating finance charges for invoices. For more information, see [“New Feature - Finance Charge Control” on page 6.](#)

To set the new finance charge control

1. From the **Setup** menu, select **System Controls**.
2. Click the **Customer** tab.
3. Select Finance Chrg Later than Day and press **Enter**.
4. Type the number of days that should pass before calculating finance charges, and click **OK**.
5. Close the System Controls screen.

Setting the Payroll Field Control

If you need to use the **Payroll** field on the Employee/User Edit screen to provide data to a third party application, enable the new payroll field control. For more information, see [“New Feature - Employee Payroll Control” on page 6.](#)

To set the new payroll field control

1. From the **Setup** menu, select **System Controls**.
2. Click the **Other** tab.
3. Select Activate Employee Payroll Field, and press **Enter**.
4. Select Yes to activate the field, and click **OK** Otherwise, leave the control set to No.
5. Close the System Controls screen.

Setting the Protection Plan Certificate Control

If you want to print registration certificates for the Tire Pros Tire Protection Plan at point of sale, you need to enable the system control **DOT Interface - Printing**. For more information, see [“New Feature - Protection Plan Certificate Printing” on page 4.](#)

To set the protection plan certificate control

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

2. Click the **Other** tab.
3. Select DOT - Interface Print and press **Enter**.
4. Select Yes, and click **OK**.
5. Close the System Controls screen.

Preparing to Use Multiple Tills

If you decide to use multiple tills, you need to complete various settings first. For more information, see [“New Feature - Multiple Tills” on page 7](#).

To prepare for multiple till use

1. Define the number of tills to use. You can have as many as four.
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Other** tab.
 - c. Select Tills - Number of Tills and press **Enter**.
 - d. Select one of the choices, and click **OK**.
2. Define the starting float amount for each till.
 - e. Make sure the System Controls screen is opened to the **Other** tab. Select Tills - Till#1 Starting Float and press **Enter**.
 - f. Type the float amount, and click **OK**.
 - g. Repeat steps 2e and 2f as needed for the remaining tills.
3. For *each* workstation, update the till number.
 - a. On the workstation select **Printers** from the **Setup** menu. The Printer Selection screen appears.
 - b. Click **Forms**. The Forms Selections screen appears.
 - c. Change the entry in the **Till#** field. The number entered cannot exceed the number of tills defined in System Controls; however, you can use the same till number for more than one workstation.
 - d. Click **Save Setup**. Then close the open screens.

Updating the Mechanic Autofill Control

You can affect the entry of user IDs at point of sale by updating the mechanic autofill control. The existing EMPTY setting has been changed, and the BELOW setting has been added to the control **Work Orders - Mechanic Autofill**. If you want to continue using the control as is, disregard this step. For more information, see [“Enhancement - Mechanic Autofill Changes” on page 7](#) and the System Controls appendix in the TireMaster Help System or User Guide.

To update the mechanic autofill control

1. From the **Setup** menu, select **System Controls**.
2. Click the **Other** tab.
3. Select Work Orders - Mechanic Autofill and press **Enter**.

4. Select EMPTY or BELOW, and click **OK**.
5. Close the System Controls screen.