



# **Training Guide**

**TireMaster Plus 9.2.0**

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# Getting Acquainted with TireMaster


Welcome to TireMaster training class. We're happy you joined us. If you have questions during class, don't hesitate to ask. Let's get started by getting acquainted with TireMaster. This chapter includes the following sections:

- ◆ "Logging in to TireMaster" on page 1
- ◆ "Finding Helpful Information" on page 2
- ◆ "The Message Center" on page 4
- ◆ "The TireMaster Support Site" on page 4
- ◆ "FixMe.IT" on page 5
- ◆ "Autotask" on page 6
- ◆ "Working with Site Information" on page 7

## Logging in to TireMaster

The first time you log in to TireMaster, you'll use credentials that have already been set up in the startup database. Once you change the system administrator's password, log in with the updated settings for that user account instead.

### To log in to TireMaster

1. Double-click the TireMaster icon (  ) on the computer's desktop. The login screen appears.
2. Type your user name and password. For class, your user ID is **admin** and the password is **admin**. TireMaster passwords are case sensitive.
3. Click **OK**.

You can identify which user is logged in to TireMaster by looking at the ID displayed at the bottom of the screen (Figure 1). The TireMaster version number is next to the user ID.



*Figure 1: The User's ID and the TireMaster Version Number*

# Finding Helpful Information

Instructions for performing tasks and reference information are available in TireMaster's help system and user guide.

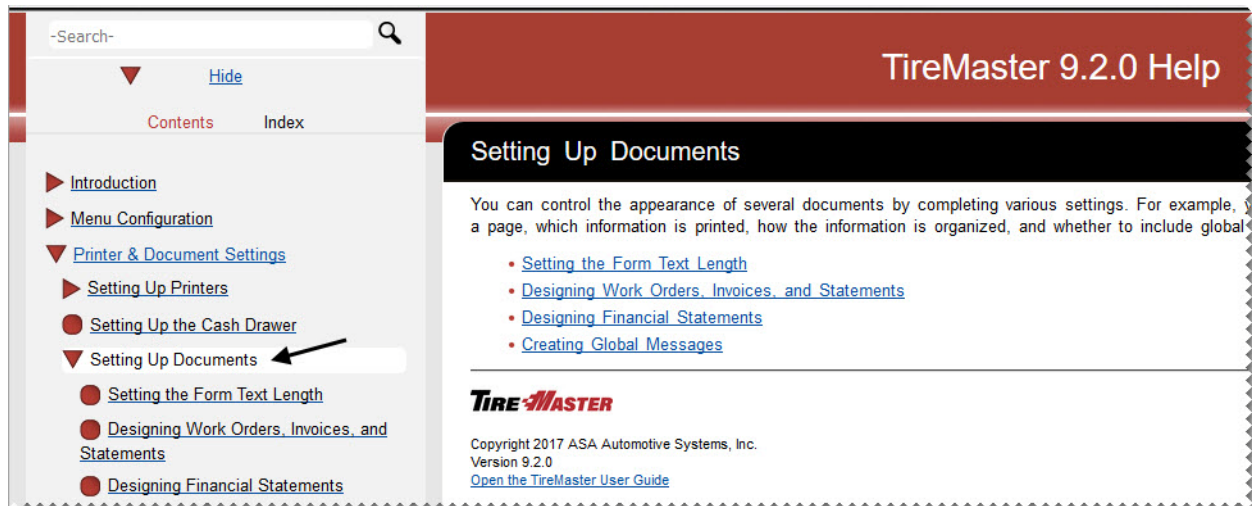
## Accessing the Help System

You can access the help system by selecting **Help Contents** from the **Help** menu. However, the easiest way to access the help system is to press **F1** on the computer's keyboard (Figure 2). When you press **F1**, the help topic that appears includes information that's relevant to the screen that's currently open.



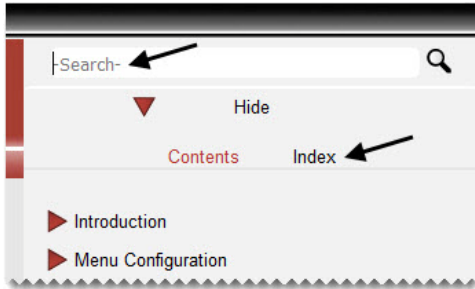
**Figure 2:** The F1 Key

You can also find information in the help system by clicking ► and ● to expand and collapse the headings in the table of contents (Figure 3).



**Figure 3:** Expanding and Collapsing Headings

Finally, search and index (Figure 4) are also available for looking up help topics with keywords.



*Figure 4: Help System Search and Index*

The **Search** field is available in the upper left of the screen. For searches, type one or more search terms and press **Enter**.

To look up index entries, click **Index**. Then type a keyword and press **Enter** to retrieve a list of matching index entries.

## Accessing the User Guide

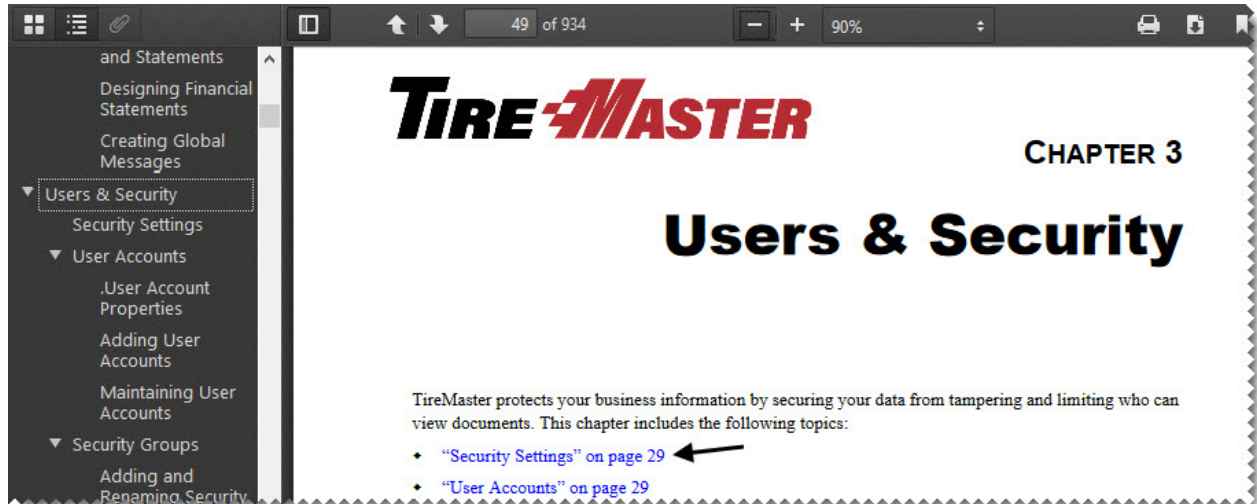
TireMaster includes a user guide that's provided in the PDF file format. To access the user guide, click the link at the bottom of the help system screen (Figure 5).



*Figure 5: Help System Link to the User Guide*

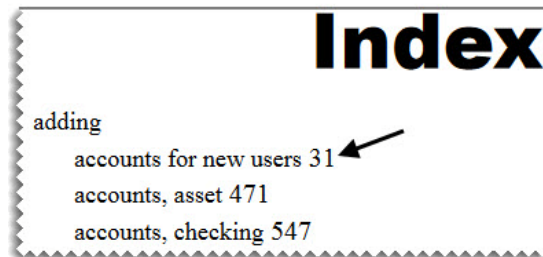
When the user guide opens, click the headings on the table of contents and the blue hyperlinks in the document to find the information you need (Figure 6).

**Note:** The FireFox browser was used for the image in Figure 6. If your table of contents looks different, your computer uses a different default browser.



**Figure 6:** Clicking Chapter Headings and Hyperlinks

You can also locate information from the index by clicking the page number for an entry (Figure 7).



**Figure 7:** Clicking an Index Entry's Page Number

## The Message Center

The TireMaster message center is used by ASA to provide you with information about a variety of subjects, including new release availability and holiday closures.

When a new notice is sent, the message indicator ( **\*\* Message \*\*** ) appears at the bottom of the TireMaster screen. Messages remain in TireMaster until 30 days after they're sent. To view a message, double-click the word *Message* on the status bar at the bottom of the screen.

## The TireMaster Support Site

The TireMaster Support Site includes a collection of information and applications that you can use to maintain your TireMaster system. On the support site, you can access the following:

- ◆ Installers for TireMaster and products that have been integrated with TireMaster
- ◆ Printer drivers and other tools
- ◆ Documentation for TireMaster and products that have been integrated with TireMaster

To access the Support Site, log on to **http://support.tiremaster.com**. Then enter the customer number and password provided to you by TireMaster Support and click **Login**.

## FixMe.IT

FixMe.IT is a remote desktop application that establishes a direct connection between your computer and the computer of a TireMaster Support technician. The connection allows the support technician see your system, making it easier to address your issues and answer your questions.

You can access the FixMe.IT installer from the TireMaster Support web site. Log on to **Support.TireMaster.com** and click **Support FixMe IT Connection Application** on the login page (Figure 8).

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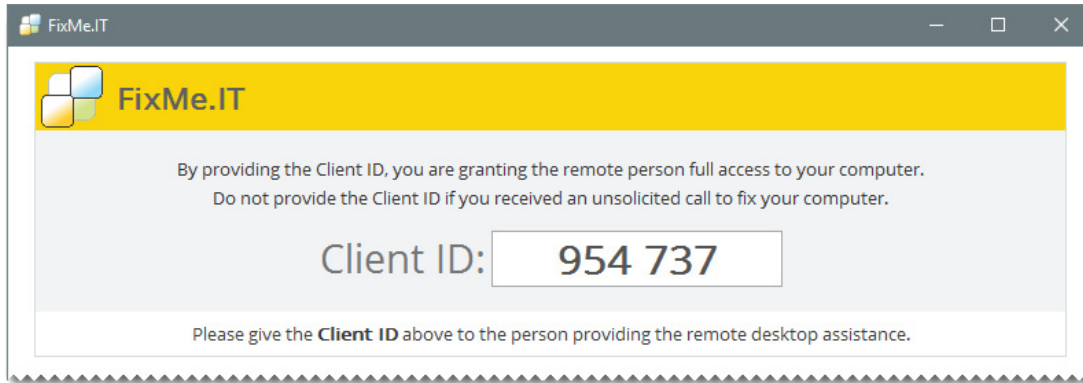
**Welcome to the TireMaster Support Center**  
Please log in.

Enter Customer#:	<input type="text"/>	<b>Login</b>
Enter Password:	<input type="password"/>	

If you do not know your customer name and password, call TireMaster Support at **800-891-7437**.  
To log an online support request, [click here](#).  
To register for an online support account, [click here](#).  
[Support FixMe IT Connection Application](#) ←

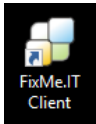
**Figure 8:** *FixMe.IT Installer Link*

Depending on your browser, you'll be able to click the file name (FixMeitClient.exe file) and begin the installation right away or you'll have to save the installer on your computer first. At the end of the installation, the client ID screen will appear. Give the ID number to the support technician who is assisting you, so he or she can complete the connection.



**Figure 9:** *FixMe.IT Client ID*

At the end of the installation, a FixMe.IT *client* icon is added to the computer's desktop. During subsequent contact with TireMaster Support, double-click that icon to retrieve the client IDs for those calls.



**Figure 10:** *FixMe.IT Client Icon*

**Note:** Once the FixMe.IT installation is complete, you can delete the icon for the FixMe.IT installer (**FixMeitClient.exe**).

## Autotask

Autotask is an online help desk for submitting support tickets. The Autotask website is available 24/7. When you submit a support ticket, you need to provide a description of the problem you're reporting, along with troubleshooting information, error messages, and supporting documentation such as attachments of screenshots.

Before you can access Autotask, you need to register for an AutoTask account. To register, click the link to request a AutoTask account on the login page of the TireMaster Support site (Figure 11). The Support site's home page also includes links to log support calls with AutoTask.

**ASA** Automotive Systems, Inc.

**Welcome to the TireMaster Support Center**

Please log in.

Enter Customer#:

Enter Password:

Login

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

To log an online support request, [click here](#).

To register for an online support account, [click here](#).

[Support FixMe IT Connection Application](#)

*Figure 11: Autotask Links on the TireMaster Support Site*

## Working with Site Information

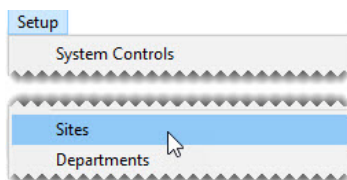
When you set up your TireMaster system, you'll define the contact information for your store (for multi-store systems, you'll do this for each site) and choose the text that will be used in the header for printed reports.

### Walk-Through: Defining Site Information

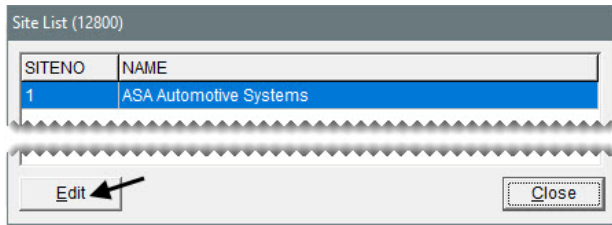
To distinguish documents generated by your TireMaster system from others in the class, add the information for your store to the site setup screen. Then specify the text that will be used for report headers. (Typically, it's the store name.)

#### To define site information

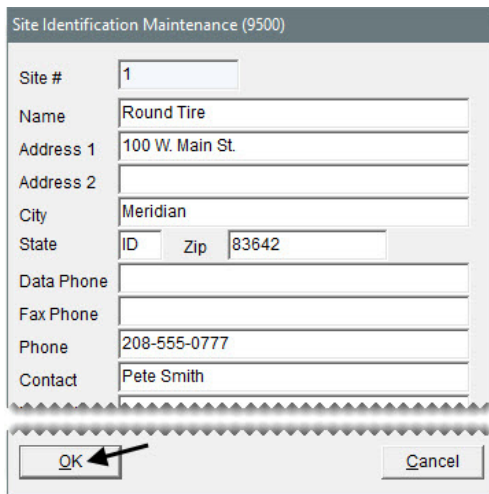
1. Enter your store information.
  - a. From the **Setup** menu, select **Sites**. The Site List appears.



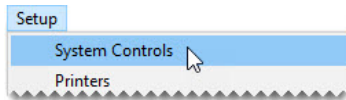
- b. Make sure site 1 is selected and click **Edit**. The Site Identification Maintenance screen appears.



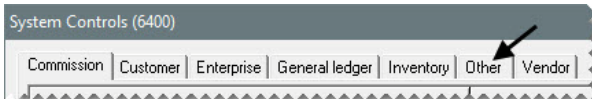
- c. Replace the information on the screen with your store's name, address, phone numbers. For the contact person, enter your name. When you're done, click **OK** to save your changes.



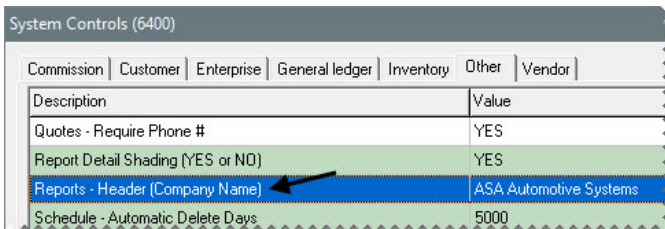
- d. Close the Site List.
2. Enter the text for the report header.
    - a. From the **Setup** menu, select **System Controls**.



- b. Click the **Other** tab.



- c. Select **Reports - Header (Company Name)** and press **Enter**.





- d. Type the name of your store and click **OK**.



- e. Close the System Controls screen.



# Customers and Invoicing

Most of the daily tasks performed with TireMaster occur in the Invoicing application. This chapter includes the following topics:

- ◆ “Starting a Basic Work Order” on page 11
- ◆ “Completing an Invoice” on page 13
- ◆ “Adding Information to Work Orders” on page 16
- ◆ “Adding Customers and Vehicles” on page 22
- ◆ “Reversing Invoices” on page 28
- ◆ “Handling Payments for Special Orders” on page 30

## Starting a Basic Work Order

When a customer needs to purchase items and services, you’ll usually start a work order, which will be turned into a completed invoice.

### Walk-Through: Starting a Basic Work Order

Joe Carlson brings his Kia in for a new set of tires. Start a work order for this job and print a copy to send out to the shop.

#### To start a work order

1. Click **Invoicing**. The Open Work Order List appears.

Invoicing

2. Click **New Work Order**. The Name/Lookup Entry screen appears.



3. Look up the customer and vehicle.

- a. Type **Carlson, Joe** in the **Enter Name** field, and click **OK**. The Customer Maintenance screen appears.



Name Lookup/Entry (2300)

Enter Name: Carlson, Joe

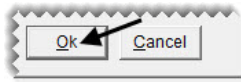
License #:  Phone # (Last 4):

Customer #:  Unit #:

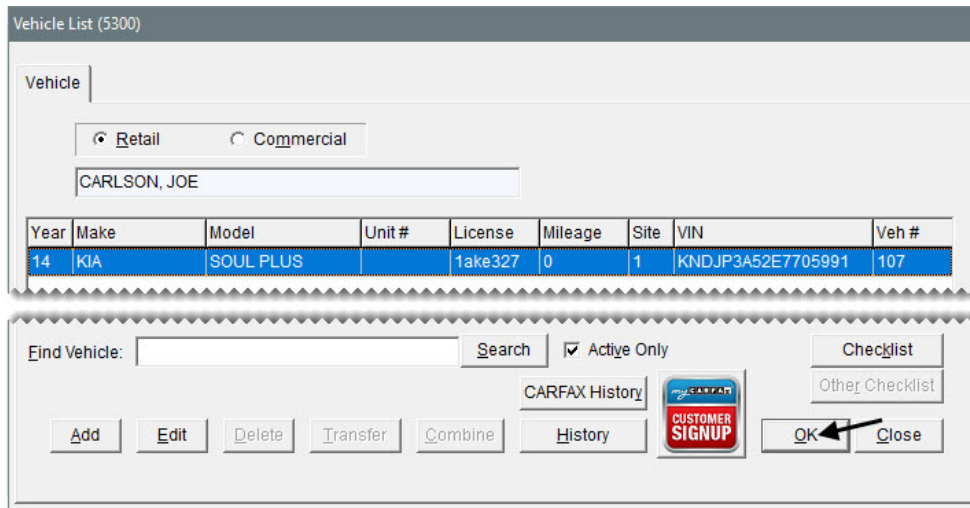
VIN #:

Active Only  
 Search All Site

- b. To accept the customer, click **OK**. The Vehicle List appears.



- c. Make sure the Kia Soul is selected, and click **OK**. The Work Order screen appears.



Vehicle List (5300)


Vehicle

Retail  Commercial

CARLSON, JOE

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
14	KIA	SOUL PLUS		1ake327	0	1	KNDJP3A52E7705991	107

Find Vehicle:    Active Only



- d. Click **OK** to continue. The Invoice Entry screen opens.



4. Add an item to the work order.
  - a. Click the **Size** field, type **2354518** (tire size without the letter and slash), and press **Enter**. The Inventory List appears.

Invoice Entry (3300)

Invoice: 114    1/ 2/2018    Sales    Admin

Sold To: CARLSON, JOE    Contact    Tax Level

Ship To:    208-555-3344

Quantity	Size	Description	Parts	Labor	FET	Tax
	2354518					

- b. Select the Bridgestone Sport Potenza tire (product code 139885), and click **OK**. The tire is added to the work order.

Inventory List (2000)

Prod Code	Size	Description	Available	On Order	On WO	Best	S
706038163	235/45R18/SL	LS-2 EAGLE	12	0	0	117.33	
93111	235/45ZR18XL	AS GTZ TIGER PAW	4	0	0	165.29	
08998	235/45ZR18XL	COMP-2 gF SPT	4	0	0	177.00	
000894	235/45R18	RE97AS POTENZA	4	4	0	190.97	
139885	235/45R18XL	RE760 SPORT POTENZA	4	4	0	191.00	
109084366	235/45R18/SL	EAG SPORT AS	8	0			
140021	235/45R18	EL400-02 TURANZA	4	4			

OK    Cancel

- c. Type **4** in the quantity field, and press **Enter**. The add-on items appear.

Quantity	Size	Description
4	235/45R18XL	RE760 SPORT POTENZA

5. Print the work order.
  - a. Click **Work Order**. The Work Order screen appears.

Work Order    Complete    Quit    Tax: 51.62    Total: 971.94

- b. To print the work order to the screen, set the number of copies to 0. For a hard copy, set it to 1.

Print    #Copies: 1

## Completing an Invoice

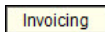
When customers pay for merchandise and services, you turn their work orders into completed invoices.

## Walk-Through: Completing an Invoice

Joe Carlson returns to pay for his new tires. Before you complete the invoice, make sure tech Russell Smith receives credit for the job, and record the DOT numbers from the tires. Mr. Carlson pays with the exact amount of cash.

### To complete an invoice

1. Retrieve the customer's work order.
  - a. If the Open Work Order List isn't already open, click **Invoicing**.



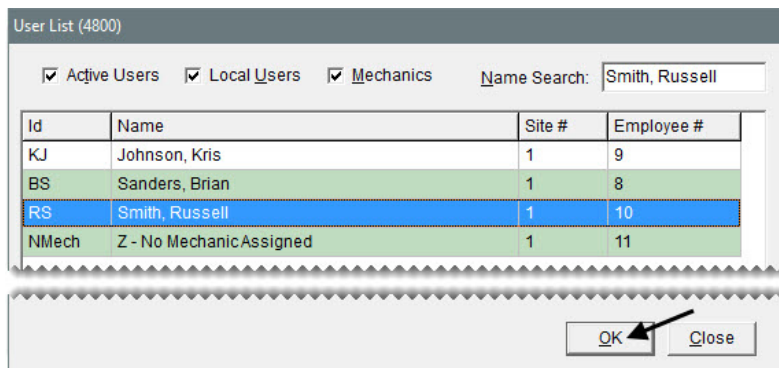
- b. Select Joe Carlson's work order, and click **Select**. The Invoice Entry screen appears.



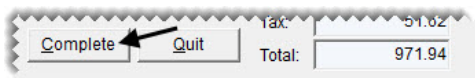
2. Assign a technician to the job.
  - a. In the row for the tire, click the **Mech 1** field and press . The User List appears.

Quantity	Size	Description	Parts	L	Mech 1	Mech 2	Flat Rate	Cor
4.00	235/45R18XL	RE760 SPORT POTENZA	191.00				0.00	
4.00	.	COMPUTER BALANCE - PAS	0.00				0.00	
4.00	.	RUBBER VALVE STEM	1.99				0.00	
4.00	.	STATE TIRE TAX (FEE)	3.00				0.00	

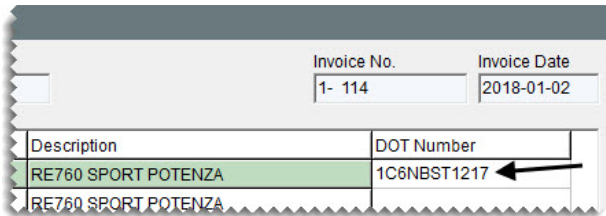
- b. Select Russell Smith, and click **OK**.



3. Click **Complete**. The DOT Information screen appears.



4. Record the DOT numbers.
  - a. For the first tire, type **1C6NBST1217**.



- b. Click **Copy DOT to the next line** three times.



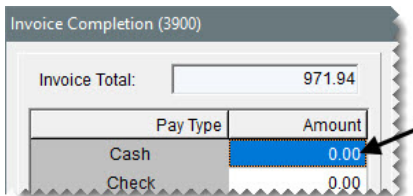
**Note:** If the DOT numbers for one or more of the other tires are different, you can type over the existing entries to make the needed changes.

- c. Click **OK**. The Invoice Completion screen appears.

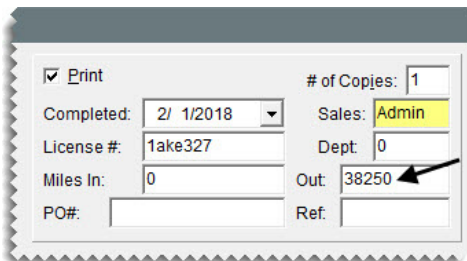


5. Enter the payment and vehicle mileage.

- a. Click the field for the **Cash** payment type, and press . The invoice amount is inserted for you.



- b. In the mileage **Out** field, type **38250**.



6. Complete and print the invoice.

- a. Click **OK**. A confirmation message appears.



- b. Click **Yes**. Depending on your point of sale print settings, the document prints or the Report Window opens and displays the invoice on the screen.

# Adding Information to Work Orders

You can add a variety of information to work orders, including notes for technicians, salesperson assignments, and promised job completion times.

## Walk-Through: Adding Information to Work Order

Start a work order for Cliff Phillips that includes the following information:

- ◆ Salesperson and technician assignments
- ◆ A note
- ◆ The job completion status
- ◆ The promised job completion time

When you're working with the order, you'll also preview the gross profit margin that will be earned.

### To add information to work orders

1. Start the work order.
  - a. If the Open Work Order List isn't already open, click **Invoicing**.

Invoicing

- b. Click **New Work Order**. The Name Lookup Entry screen appears.

A screenshot of a software interface titled 'Name Lookup/Entry (2300)'. It features a grid of buttons: 'New Work Order', 'Quote', 'Delete', 'Corp Case', 'Schedule', 'New Payout', 'ROA', 'Drawer', 'Rev. Invoice', 'Save Layout', and 'Credit Memo'. An arrow points to the 'New Work Order' button.

2. Look up the customer and vehicle.
  - a. Leave name field blank and click **OK**. The Customer List appears.

A screenshot of the 'Name Lookup/Entry (2300)' form. It contains fields for 'Enter Name:', 'License #:', 'Phone # (Last 4):', 'Customer #:', 'Unit #:', and 'VIN #:'. There are also checkboxes for 'Active Only' and 'Search All Site'. At the bottom, the 'OK' button is highlighted with an arrow.

- b. Select Cliff Phillips and click **OK**. The Customer Maintenance screen appears.

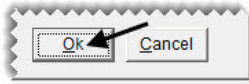
A screenshot of the 'Customer List (500)' window. It displays a table with columns: Site#, Cust#, Name, and Address1. The row for Cliff Phillips is highlighted. Below the table are buttons for 'List Edit', 'OK', and 'Cancel'. An arrow points to the 'OK' button.

Site#	Cust#	Name	Address1
1	154	KELLER, FRANK	614 SUNSET RIM
1	156	NATIONAL AUTO RENTAL	6624 CANAL ST.
1	146	OLIVER, KAREN	3540 MALIBU CT.
1	165	PHILLIPS, CLIFF	9622 E. TOBOL DR.
1	140	QUINE, BRAD	

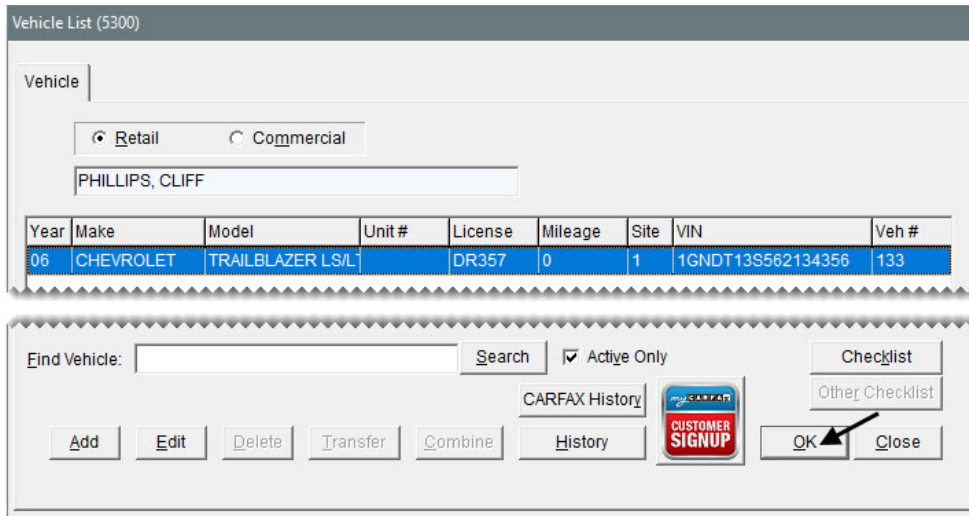


**Tip:** If you make a mistake when looking up a customer, you can click **Cancel** on the Customer List to return directly to the Name Lookup/Entry screen to resume your search.


- c. To accept the customer, click **OK**.

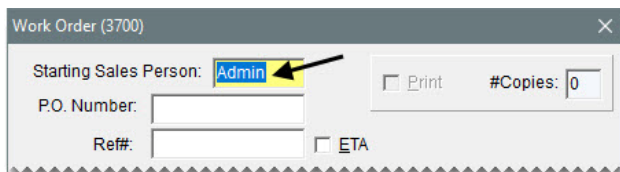


- d. Make sure the Chevy Trailblazer is selected, and click **OK**. The Work Order screen appears.

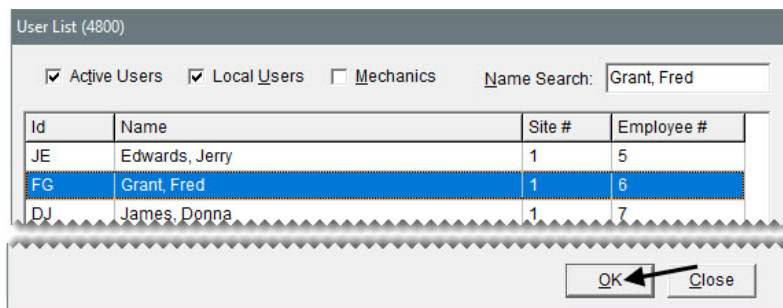


- 3. Assign a salesperson to the work order.

- a. Click the **Starting Salesperson** field, and press  to open a list of employees.



- b. Select Fred Grant, and click **OK**.



- c. Click **OK** to continue. The Invoice Entry screen opens.



4. Add an item to the work order.
  - a. Click the **Size** field, type **2357516**, and press **Enter**. The Inventory List appears.

Quantity	Size	Description
	2357516	

- b. Select the Firestone LE2 Destination tire (product code 140378), and click **OK**. The tire is added to the work order.

Prod Code	Size	Description	Available	On Order	On WO	Best	\$
88558	P235/75R16XL	CROSS COUNTRY LAREDO	4	0	0	153.18	
22027	P235/75R16XL	TOUR LONG TRAIL T/A	4	0	0	161.27	
140378	P235/75R16XL	LE2 DESTINATION	8	0	0	163.30	
35261	P235/75R16XL	RUG TERRAIN T/A	4	0	0	165.48	
027379	P235/75R16	AT DESTINATION	12	0	0		

- c. Type **4** in the quantity field, and press **Enter**.

Quantity	Size	Description
4	P235/75R16XL	LE2 DESTINATION

5. Delete the disposal.

- a. Select the row for the disposal item, and click **Delete**. A confirmation message appears.

Quantity	Size	Description	Parts	Labor	Ft
4.00	P235/75R16XL	LE2 DESTINATION	163.30	0.00	
4.00	.	COMPUTER BALANCE - LT	0.00	12.99	
4.00	.	RUBBER VALVE STEM	1.99	0.00	
4.00	.	STATE TIRE TAX (FEE)	3.00	0.00	
4.00	.	LT ROAD HAZARD WARRANT	16.33	0.00	
4.00	.	TIRE DISPOSAL - LT.	3.00	0.00	

No Status  
 On Site

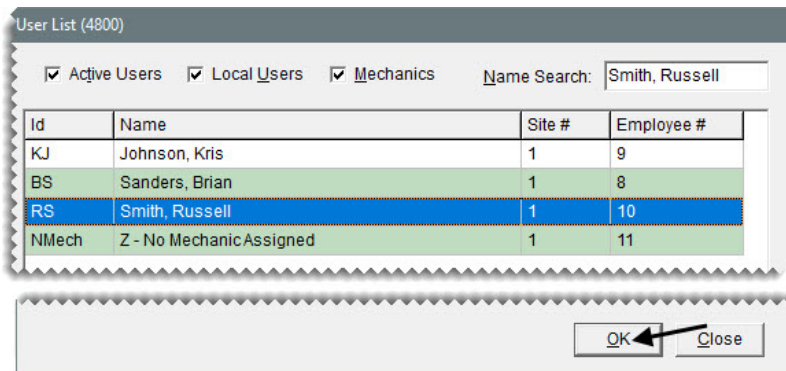
- b. Click **Yes**.

6. Assign a technician to the order.

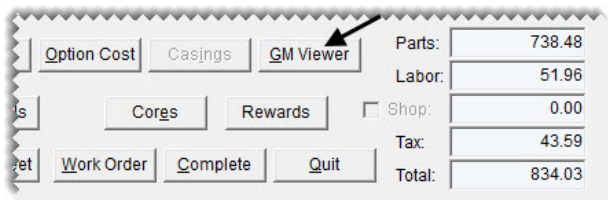
- a. Click the **Mech 1** field, and press **[F2]**. The User List appears.

Sales	Mech 1	Mech 2	Flat Rate	Cor
3.20	FG		0.00	
1.96	FG		0.00	
7.96	FG		0.00	

- b. Select Russell Smith, and click **OK**.



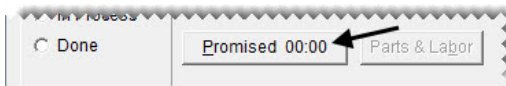
- 7. To preview the gross profit margin for the order, click **GM Viewer**. When you're done looking at the numbers, close the GM Viewer.



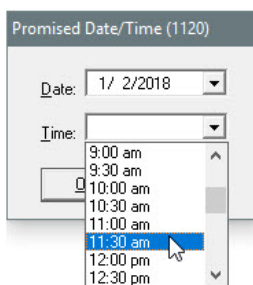
- 8. Set the status and promised job-completion time.
  - a. For the status, make sure **On Site** is selected.



- b. Click **Promised 00:00**. The Promised Date/Time screen appears.



- c. Leave the date alone.
- d. Select 11:30 AM from the **Time** drop-down.



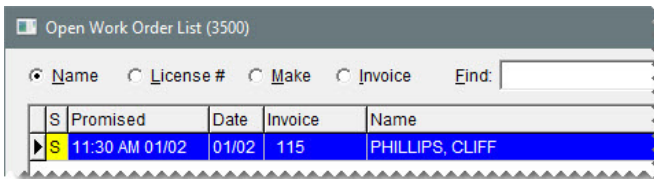
- e. Click **OK**.

9. Review the status and promised time on the Open Work Order List.

- a. To exit the work order, click **Quit**.



- b. Look at the color coding and entries in the **S** and **Promised** columns.



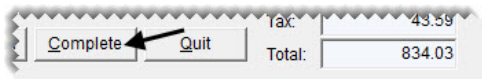
**Note:** The color codes for the status (S column) are user defined on the work order status setup screen. If the promised time is within a user-defined number of minutes, the color in the **Promised** column will be yellow. If the promised time has passed, it will be red. To define when the promised time should turn yellow, you need to set a system control.

### Walk-Through: Completing a Manual Credit Card Sale

Complete the invoice for Cliff Phillips, processing the sale as a credit card transaction. Before you process the customer's VISA card, record the DOT numbers for the tires and the vehicle's ending mileage. Then e-mail the invoice to the customer.

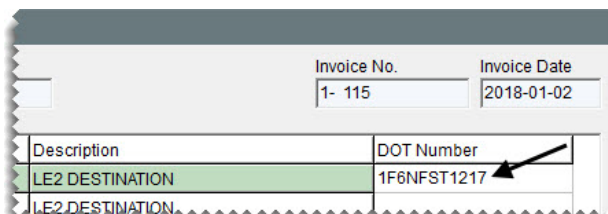
#### To complete a credit card sale

1. Retrieve the work order for Cliff Phillips.
2. On the Invoice Entry screen, click **Complete**. The DOT Information screen appears.



3. Record the DOT numbers for the tires.

- a. Type the DOT number **1F6NFST1217** for the first tire listed.




- b. Click **Copy DOT to the next line** repeatedly until the DOT numbers are filled in for all of the tires.

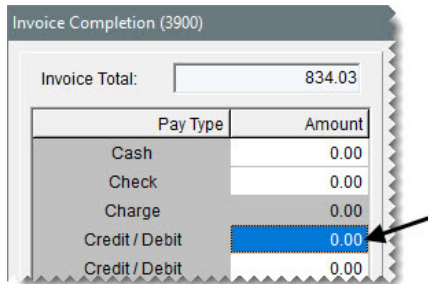


- c. Click **OK**. The Invoice Completion screen appears.

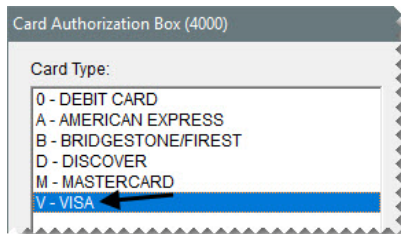


4. Record the credit card information.

- a. Click the first **Credit/Debit** payment row and press . The Card Authorization Box appears.



- b. Select the Visa payment type.

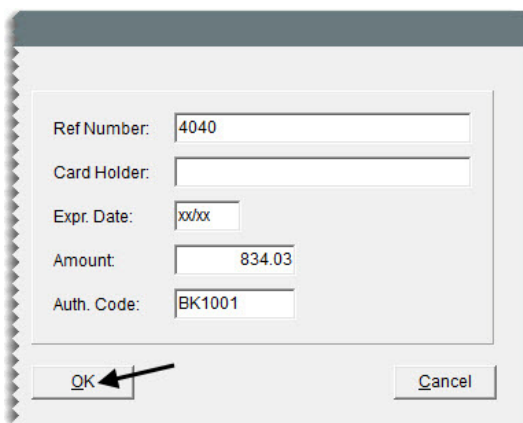


- c. For the reference number, type **4040**.

- d. For the authorization code, type **BK1001**.

**Note:** You can disregard entering the card holder's name and the expiration date.

- e. Click **OK**.



5. Complete the invoice and send a copy to the customer.

- a. Make sure the entry in the **#Copies** field is 0.

- b. For the ending mileage, type **97823**.

<input checked="" type="checkbox"/> Print	# of Copies: 0
Completed: 1/ 3/2018	Sales: FG
License #: DR357	Dept: 0
Miles In: 0	Out: 97823
PO#:	Ref:

- c. Click **OK**. TireMaster prompts you to complete and print the invoice.

**Note:** If the unchanged mileage message appears, click **Yes** to continue.

- d. Click **Yes**. The Report Window opens and displays a copy of the invoice.
6. E-mail the invoice to the customer.
- a. Click **E-mail**. The Select E-Mail screen opens.

- b. Type **cphillips@fakemail.com** in the **Email** field and click **OK**.

7. Close the open screens.

## Adding Customers and Vehicles

In addition to creating work orders, one of the most commonly performed tasks in TireMaster is adding new customers. You can set up new customer accounts as a standalone operation or at point of sale.

### Customer Types

When you add a new customer, you need to define a customer type for the client. Customer types are used to classify customers. Examples of customer types include retail, national-account, transfer, and wholesale.

Customer types define how sales to a customer post to the general ledger, and you can use customer types to organize information on several reports. Customer type assignments also affect the point of sale work flow. When you start a work order, TireMaster looks at the options settings (Figure 12) for the customer's type to determine the following:

- ◆ Whether you'll be prompted to select a vehicle

- ◆ Whether you'll be prompted to select a tax level
- ◆ Whether to include add-on items on the work order

Accounts		
AR Acct:	1100	100
AP Acct:	2000	100
AR Dis Acct:	4600	0
AP Dis Acct:	5600	0
Exp. Acct:	9999	9999

Options:

Charge     Ship-To     Addons  
 Vehicle     Tax Select     Wholesale  
 FET Exempt     Direct Deposit  
 Price Levels for National/GS

Department: 1

*Figure 12: Type Settings for Retail Customers*

## Walk-Through: Adding a Customer and Vehicle at Point of Sale

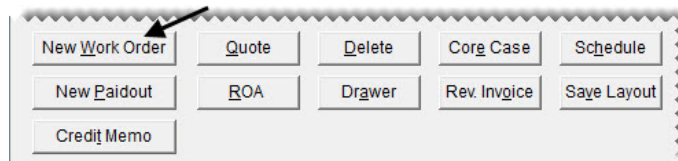
Lori Jones brought her sedan in for an inspection, because the temperature warning light is on and she's noticed fluid leaking from the vehicle. Jones is a new customer. Therefore, you need to create her customer record when you start the work order.

### To add a customer and vehicle at point of sale

1. Start a work order.
  - a. If the Open Work Order List isn't already open, click **Invoicing**.

Invoicing

- b. Click **New Work Order**. The Name Lookup Entry screen appears.



- c. Type the name **Jones, Lori** and click **OK**. The message, “No matches found” appears.

- d. Click **OK** to close the message. The Customer Maintenance screen appears.

2. Add the new customer.

- a. Click **Add**. The Name Lookup Entry screen appears with the customer’s name filled in.

- b. Click **OK**.

3. Add the customer’s address and phone number.

- a. In the **Address** field, type **650 State St. N**.
- b. Type the zip code **83701**, and click **OK** when the Zip Codes screen appears. The city and state fill in for you.



- c. Select Cell Phone from the first **Contact Type** drop-down. Then type the number **208-555-1001** and the name **Lori Cell**.

- 4. Verify that the customer is assigned the retail customer type.
  - a. Click the **Type** field, and press . The Customer/Vendor Type List appears.

- b. Make sure type 1 for retail customers is selected.
  - c. Close the Customer/Vendor Type List.
- 5. Click **OK** to save the new customer.

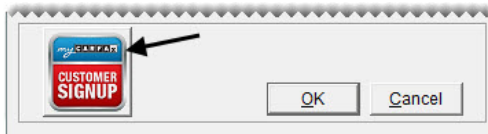
- 6. Add the customer's vehicle.
  - a. Click **OK** again to open the Vehicle List.

- b. Click **Add**. The Retail Vehicle screen appears.

- c. Type the license plate number **AILEY**, make sure **ID** is entered for the state, and click **CARFAX Search**. The vehicle year, make, and model information fills in automatically.

The screenshot shows a dialog box titled "Retail Vehicle (700)". It contains several input fields: "Veh#" with the value "1", "Cust#" with "1" and "214", "Year:", "Make:" with a "Choose" button, "Model:", "Sub:", "License#" with "AILEY", "State" with "ID", and "VIN:". A "CARFAX Search" button is located at the bottom right, with an arrow pointing to it.

**Tip:** The myCARFAX Customer Signup tool at the bottom of the Vehicle List and the retail Vehicle screen allows you to register customers for myCARFAX. With myCARFAX, customers receive service reminders and a list of shops they've previously visited including yours. Customers must provide verbal authorization and an e-mail address to sign up. When you sign them up, your store is listed as their favorite shop on the service reminders.



The screenshot shows a dialog box titled "myCARFAX Signup". It features the myCARFAX logo at the top. Below the logo is a text area with the following text: "myCARFAX is the new, free app from CARFAX that makes taking care of your car easy", "\*Be the first to know about open recalls that may affect the safety of your vehicle.", "\*Get timely alerts when your car is due for service.", "\*Track your car's service history.", and "\*Find out how much your car is worth!". Below this text are two input fields: "Email" and "Vin" with the value "3N1AB7AP9EY246452". A checkbox is checked, with the text "By creating the 'myCARFAX Account' on behalf of the customer, you acknowledge that you have the customer's verbal agreement to do so." At the bottom, there is a myCARFAX logo with "CUSTOMER SIGNUP" text and a "Close" button.

- d. Click **OK** to close the Retail Vehicle screen.

- e. Click **OK** to close the Vehicle List. The Work Order screen appears.

- 7. Assign the salesperson and add a note.

- a. Click the **Starting Salesperson** field, and press . The User List appears.

- b. Select Donna James, and click **OK**.

Id	Name	Site #	Employee #
JE	Edwards, Jerry	1	5
FG	Grant, Fred	1	6
DJ	James, Donna	1	7
KJ	Johnson, Kris	1	9

- c. In the **Comments** field, type **Customer reports water leak and the temperature warning light is on.**

- d. Click **OK**. The Invoice Entry screen appears.

8. Print a copy of the work order for the shop.
  - a. Click **Work Order**. The Work Order screen appears.

- b. Click **OK**. Depending on your point of sale print settings, the document prints or the Report Window opens and displays the work order on the screen.

## Reversing Invoices

If you make an error on a customer's invoice, you can reverse it. Then you can automatically create a new work order with the same items and quantities, if needed.

### Walk-Through: Reversing an Invoice

When Dan Walker paid for an oil change, he used a check (number 1299). However, the transaction was completed as a cash sale. Reverse the original invoice and create a replacement using the correct payment method.

#### To reverse an invoice

1. If the Open Work Order List isn't already open, click **Invoicing**.

Invoicing

2. Click **Rev. Invoice**. A confirmation message appears.

3. Click **Yes**. The Name Lookup/Entry screen appears.

4. Type **walker, dan** and click **OK**. The Customer Maintenance screen appears.



Name Lookup/Entry (2300)

Enter Name: Walker, Dan

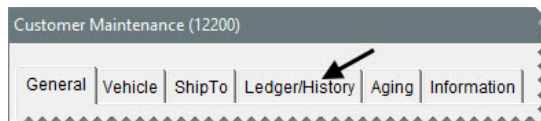
License #:  Phone # (Last 4):

Customer #:  Unit #:

VIN #:

Active Only  
 Search All Site

5. Click the **Ledger/History** tab. A list of the customer's completed transactions appears.

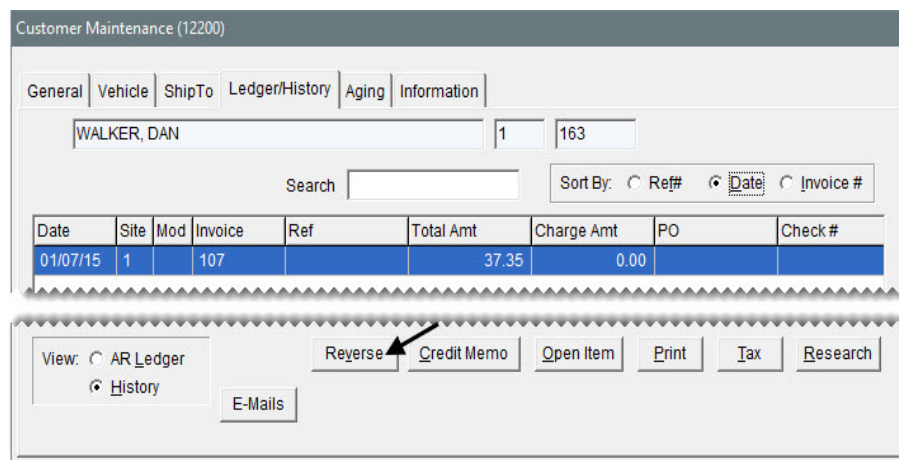


Customer Maintenance (12200)

General | Vehicle | ShipTo | Ledger/History | Aging | Information

**Tip:** To look at a duplicate copy of an invoice before reversing it, select it and click **Print**. Then select **Print selected item**, and click **OK**.

6. Select the invoice, and click **Reverse**. A confirmation message appears.



Customer Maintenance (12200)

General | Vehicle | ShipTo | Ledger/History | Aging | Information

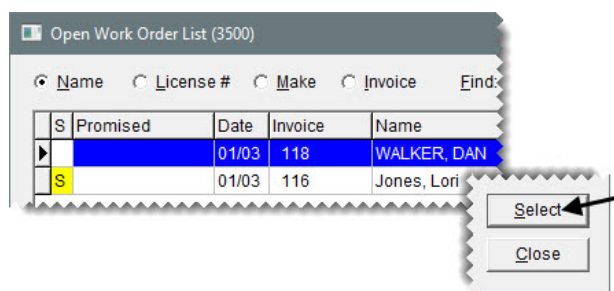
WALKER, DAN 1 163

Search  Sort By:  Ref#  Date  Invoice #

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
01/07/15	1		107		37.35	0.00		

View:  AR Ledger  History

7. Click **Yes**. TireMaster asks if you want to create a duplicate of the reversed invoice.
8. Click **Yes**. The Open Work Order List appears.
9. Complete the duplicate invoice.
  - a. Select the work order for Dan Walker, and click **Select**. The Invoice Entry screen appears.

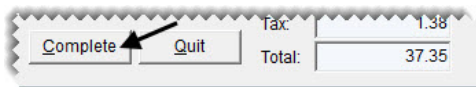


Open Work Order List (3500)

Name  License #  Make  Invoice Find:

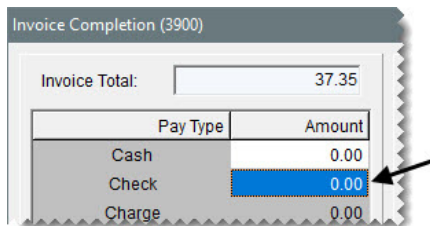
S	Promised	Date	Invoice	Name
		01/03	118	WALKER, DAN
S		01/03	116	Jones, Lori

- b. Click **Complete**. The Invoice Completion screen appears.

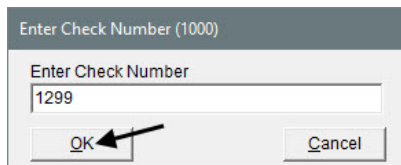


10. Process the check payment for the duplicate invoice.

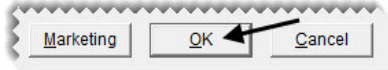
- a. Click the **Check** payment row and press  to insert the full invoice amount. TireMaster prompts you for the check number.



- b. Type check number **1299** and click **OK** to return to the Invoice Entry screen.



- c. Click **OK**. TireMaster prompts you to complete and print the invoice.



**Note:** If the mileage prompt appears, click **Yes** to continue.

- d. Click **Yes**. The Report Window opens and displays a copy of the invoice.  
e. Close the Report Window.

## Exercise

When Debbie Ericks replaced the starter for her car, the cost of the part was entered incorrectly (two numbers were transposed). Reverse the original invoice. Then create a replacement and enter the item's correct cost, which is \$135.57.

**Note:** Disregard creating a new receiving document when you correct the cost, and process the replacement invoice as a cash transaction.

# Handling Payments for Special Orders

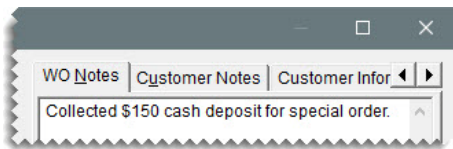
If you require a partial payment from a customer who places a special order, you can record the money down by adding a deposit to the customer's work order.

## Walk-Through: Adding Deposit to Work Orders

Norman Iman has agreed to give you a \$150 deposit for a set of Cooper tires that you'll order for his Fiat. To handle the prepayment, you need to add a cash deposit to the work order that includes the special order items.

### To add deposits to work orders

1. Start a work order for Norman Iman, and select the Fiat.
2. On the **Work Order Notes** tab (Invoice Entry screen), type **Collected \$150 cash deposit for special order**.



3. Add the special order tires to the work order.
  - a. To look up the item for non-stock passenger tires, type **Non** in the **Size** field and press **Enter**. Then select the non-stock passenger tire from the Inventory List and click **OK**. The item is added to the work order.

Quantity	Size	Description
	Non	

**Note:** The row for the non-stock tire will remain pink until you enter item's cost.

- b. Change the quantity to **4** and press **Enter**. The add-on items appear.

Quantity	Size	Description
4		NON-STOCK PASS. TIRE

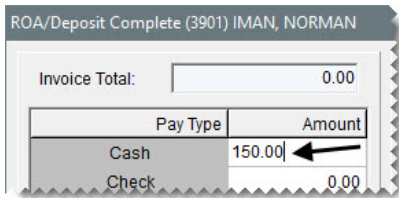
- c. Change the description to **Cooper CS5 Ultra Touring 225/45R17**.
- d. For the parts price, type **102.00**.

Quantity	Size	Description	Parts	Labor	FET	Tax
4.00		Cooper CS5 Ultra Touring 225/45R17	102.00	0.00	0.00	parts
4.00		COMPUTER BALANCE - PAS	0.00	11.99	0.00	parts

4. Add the deposit to the work order.
  - a. Click **Deposit**. The ROA/Deposit Complete screen appears.

The screenshot shows a dialog box with several options and buttons. On the left, there are radio buttons for 'No Status', 'On Site', 'Special Ordr', 'In Process', and 'Done'. In the center, there are buttons for 'Add', 'Price Level', and 'Delete'. At the bottom, there are buttons for 'Promised 00:00' and 'Parts & Labor'. A black arrow points to the 'Deposit' button.

- b. Type **150.00** in the **Cash** field.



- c. Click **OK**. TireMaster prompts you to complete and print the deposit.



- d. Click **Yes**. Depending on your work order print settings, the deposit invoice prints or the Report Window opens and displays the document on the screen.
- e. Click **Quit** to close the Invoice Entry screen.



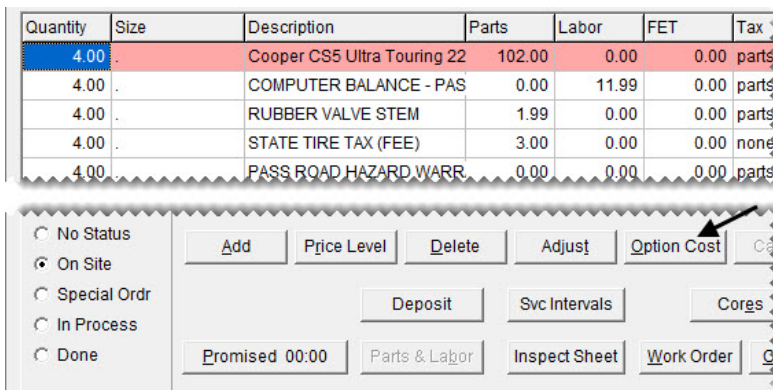
**Note:** The total on the Invoice Entry screen still reflects the full total due. However, when you click **Complete** and press [~] for the tender type, you will see the amount changes to the balance due.

### Walk-Through: Completing Special Order Invoices with Deposits

When the special order tires arrive, enter the selling price and cost of the tires and complete the invoice. The customer pays for the remainder of the balance with a check.

#### To complete special order invoices with deposits

1. Retrieve the work order for the special order tires.
2. Enter the cost of the tires.
  - a. Make sure the row for the tire is selected, and click **Option Cost**. The Option Cost screen appears.



- b. For the cost, type **79.00**.



- c. Clear the **Put item on a receiving document** check box.
- d. Click **OK**. The row for the special order tires turns green.

- 3. Complete the invoice for the special order tires.
  - a. Click **Complete**.

- b. To disregard the mechanic message, click **Yes**. The DOT Information screen appears.
- c. Type the number **F9BFC001217**, and click **Copy DOT to the next line** for each additional tire. Then click **OK**. The Invoice Completion screen appears.

Num	Product Code	Size	Description	DOT Number
1	20	.	Cooper CS5 Ultra Touring 225/45R17	F9BFC001214
2	20	.	Cooper CS5 Ultra Touring 225/45R17	F9BFC001214
3	20	.	Cooper CS5 Ultra Touring 225/45R17	F9BFC001214
4	20	.	Cooper CS5 Ultra Touring 225/45R17	F9BFC001214

- d. Click the **Check** amount field and press to insert the remaining invoice balance. TireMaster prompts you for a check number.
- e. Type **1590** and click **OK**.
- f. For the ending mileage, type **67227**.

- g. Click **OK**. TireMaster prompts you to complete and print the invoice.

Invoice Completion (3900)

Invoice Total: 513.60

Pay Type	Amount
Cash	0.00
Check	363.60
Change	0.00
Credit / Debit	0.00

Deposit: 150.00

Total Tended: 513.60

Change Due: 0.00

Print # of Copies: 0

Completed: 1/ 3/2018 Sales: Admin

License #: ZIPPY1 Dept: 0

Miles In: 0 Out: 67227

Comments:  
Collected \$150 cash deposit for special order.

Marketing OK Cancel

- h. Click **Yes**. Depending on your work order print settings, the invoice prints or the Report Window opens and displays the invoice on the screen.
4. Close the Open Work Order List.

# Writing Quotes

When customers want to know how much new tires will cost, you have a variety of options for providing that information. This chapter includes the following topics:

- ◆ “Quick Quotes” on page 35
- ◆ “Basic Quotes” on page 36
- ◆ “Good, Better, Best Comparison Quotes” on page 38
- ◆ “Price Comparison Quotes” on page 43
- ◆ “Turning Quotes into Work Orders” on page 47

## Quick Quotes

You can easily tell customers the price of one, two, or four quantities of an item by giving them a quick quote. Prices on a quick quote include add-ons and sales tax, which is calculated based on your default tax settings. Quick quotes are useful for providing information over the phone.

### Walk-Through: Giving a Quick Quote

Give a caller a quick quote for a size 175/65R15 tire.

#### To give a quick quote

1. Click **Inventory**. The Custom Inventory Lookup screen appears.

- In the **Quick Look** field, type **1756515** (the tire's size without the letters and slash), and click **OK**. The Inventory List appears.

Custom Inventory Lookup (8100)

Past Lookups: [Dropdown]

1 Standard | 2 Receiving | 3 Pricing | 4 Editing | 5 Other

Prompt	Start	End
3 - Quick Look:	1756515	
Description:		

Clear | OK | Cancel

- Select the row for the Sport Pilot tire, and click **Quick Quote**. The Quick Quote screen appears.

Inventory List (2000)

Prod Code	Size	Description	Available	On Order	On WO	Best
89600	175/65R15	NT TP TOURING	6	0	0	113.19
738609571	P175/65R15/SL	FUELMAX ASUR	8	0	0	129.23
144492	175/65R15	EP422 ECOPIA	4	4	0	133.46
001483	175/65R15	EP150 ECOPIA	4	4	0	136.30
01932	175/65R15	AS 3 SPORT PILOT	4	0	0	140.00
36174	175/65R15XL	XI3 X-ICE	4	0	0	142.98

History | List Edit | Quote | Specs | Quick Quote | Save Layout

- Review the prices and on-hand quantity for the tire. To close the Quick Quote screen, click **OK**.

Quick Quote (5500)

Item: 01932 AS 3 SPORT PILOT 140.00

Add-On(s):

ProdCode	Description	Best
16	TIRE DISPOSAL - PASS.	3.00
21	STATE TIRE TAX (FEE)	3.00
29	COMPUTER BALANCE - PASS.	11.99
34	RUBBER VALVE STEM	1.99
SRV:WAR1F14.00	PASS ROAD HAZARD 'WAR14.00'	14.00

Sales Tax: 9.54    Add-On Total: 33.98

One Unit: 183.52    Four Units: 734.08  
Two Units: 367.04    On Hand: 4.00

Shop Supplies    OK

- Close the open screens.

## Basic Quotes

When customers ask for price information, the best practice is to provide them with written quotes that can be saved and retrieved when they're ready to purchase products and services.

## Walk-Through: Creating a Basic Quote

Bob Adams wants to know how much a set of tires for his 2006 Ford Mustang will cost. Create a basic quote for Mr. Adams and print a copy for him.

### To create a basic quote

1. Press **F12**. The Quote and Estimate Writer opens.



2. Record the customer and vehicle information.
  - a. Type **Adams, Bob** in the **Customer** field.
  - b. In the **Vehicle** field, type **2006 Ford Mustang**.
  - c. In the **Contact** field, type **208-555-1989**.

3. Look up a compatible tire with the fitment guide.
  - a. Click **Fitment**. The Tire and Vehicle Information screen appears.

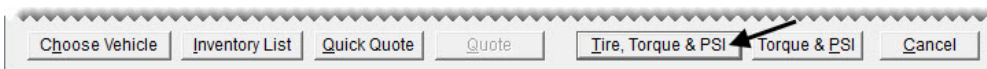
- b. Select **Base** from the drop-down for vehicle options.

Year	Make	Model	Option	Size	Inflate	Load	Speed	Torque	WBC
2006	Ford	Mustang	GT Premium	P235/55ZR17	B-32/32	98	W	5-114.3	100
2006	Ford	Mustang	GT Premium	P235/50ZR18	B-32/32	97	W	5-114.3mm	100

- c. From the list of **Matching Items**, select the Tiger Paw tire (product code 31156).

Matching Items						
Product Code	Size / Description	Available	Best	Load/Speed	UTQG	MFG
407016374	215/65R16/SL / ASSURANCE AS	8	114.67			GDY
040741	215/65R16 / PLUS WEATHERFORCE	4	121.07			BRI
766016355	215/65R16/SL / ULTRA WINTER	4	121.31			GDY
738016571	215/65R16/SL / FUELMAX ASUR	8	122.08			GDY
008858	215/65R16 / TOUR FUZION	4	127.89			FUZ
27163	215/65R16 / NT TP TOURING	4	131.43			UNI
81499	P215/65R16 / SPEC TRAC TA	4	134.99			BFG
399159349	215/65R16/SL / A/S TRPLTRED	8	135.29			GDY
31156	215/65R16 / AWP II T/PAW	4	135.83			UNI
780560350	215/65R16/SL / ULGP ICE WRT	4	137.31			GDY
048136	215/65R16 / FR710	4	140.68			FIR

- d. Click **Tire, Torque & PSI**. The tire is added to the quote.



- 4. Change the quantity of the tire to **4** and press **Enter**. TireMaster updates the quantities of the add-on items.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Quote Name 1	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/65R16	AWP II T/PAW
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		TIRE DISPOSAL - PASS.

- 5. Save and print the quote.
  - a. Click **Save**.
  - b. Click **Print**. The Report Window opens.



- c. Print the quote and close the Report Window.
- 6. Close the Quote and Estimate Writer screen.

## Good, Better, Best Comparison Quotes

You can compare competing brands by creating good, better, best quotes. In this scenario, quotes can be used to compare prices, tread life ratings, or both for multiple tires. All of the quoted items are displayed on the screen at the same time, and information for all of the quoted items is included on one printout.

### Walk-Through: Creating a Good, Better, Best Quote

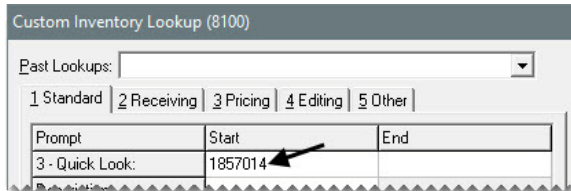
Carol Burns wants to compare the prices of tires for her 2001 Honda Civic LX. Create a comparison quote for three size P185/70R14 tires. The quoted prices will be good for one week.

**To create a good, better, best quote**

1. Look up three tires whose prices and expected tread life you want to compare.
  - a. Click **Inventory**. The Custom Inventory Lookup screen appears.



- b. Type **1857014** in the **Quick Look** field.



- c. Type **B** in the **Sort** field, and select the **Descending** check box to organize the items retrieved by best price from highest to lowest.



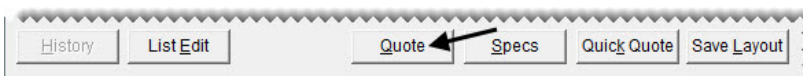
- d. Click **OK**. The Inventory List appears.

2. Choose the tires you want to compare.

- a. Select the Defender tire. Then press the **Ctrl** key and select the T/A Advantage and Assurance tires (in that order).

Prod Code	Size	Description	Available	On Order	On WO	Best
79790	185/70R14	XI2 X-ICE	4	0	0	165.98
27985	185/70R14XL	XI3 X-ICE	4	0	0	158.98
85842	185/70R14	DEFENDER	4	0	0	146.37
28653	P185/70R14	T/A ADVANTAGE	4	0	0	125.71
113671	185/70R14	WINTERFORCE	4	0	0	117.98
92003	185/70R14	II ICE&SNOW TP	4	0	0	117.98
04910	P185/70R14	AWP II T/PAW	4	0	0	115.80
03525	P185/70R14	AWP II T/PAW	4	0	0	112.35
407476374	185/70R14/SL	ASSURANCE AS	12	0	0	92.59
766476355	185/70R14/SL	ULTRA WINTER	4	0	0	79.97

- b. Click **Quote**.



- c. Click **Yes** twice to close both of the default margin warnings. The Quote and Estimate Writer opens.

3. To enlarge the quote (top) panel, click .

4. Adjust the margins for the tires that are below the 40 percent minimum.
  - a. Select the **View Margin** check box. A column for margins appears on the far right side of the quote panel.



- b. Click the **Margin** field for the Defender tire, and press to open the Margin box.

Product Code	Margin
85842	38.94%
16	

- c. Type **40**, and click **OK**. The selling price is updated.

Margin

40

- d. Click the **Margin** field for the Assurance tire, and press to open the Margin box.

Product Code	Margin
407476374	25.00%
16	

- e. Type **40**, and click **OK**. The selling price is updated.

5. Update the quantity, labeling, and add-ons for the first quoted item.

- a. Type the number **4** in the **Qty** column for the Defender tire, and press **Enter**. The quantities for the tire and the add-ons are updated.

Auth	Incl	Qty	Size	Description	Parts	Labor	Ft
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Quote Name 1				
-	<input checked="" type="checkbox"/>	4	185/70R14	DEFENDER	148.95	0.00	
	<input checked="" type="checkbox"/>	1		TIRE DISPOSAL - PASS	3.00	0.00	

- b. Click the yellow field in the first row of the **Qty** column and press once to select *Good*.

Auth	Incl	Qty	Size	Description
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Good	Quote Name 1	
-	<input checked="" type="checkbox"/>	4	185/70R14	DEFENDER
	<input checked="" type="checkbox"/>	4		TIRE DISPOSAL - PAS

- c. In the first row of the **Size** column, replace Quote Name 1 with **90,000 Mile Tread Life**.

Auth	Incl	Qty	Size	Description
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Good	90,000 Mile Tread Life	
-	<input checked="" type="checkbox"/>	4	185/70R14	DEFENDER



- d. To remove the warranty add-on for the first tire, clear the check box in the **Incl** (include) column for the road hazard item. TireMaster updates the quote totals.

Auth	Incl	Qty	Size	Description	Parts	Labor	FET	St
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Good	90,000 Mile Tread Life					
-	<input checked="" type="checkbox"/>	4	185/70R14	DEFENDER	148.95	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	TIRE DISPOSAL - PASS	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	0.00	11.99	0.00	
	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	1.99	0.00	0.00	
	<input type="checkbox"/>	4	.	PASS ROAD HAZARD V	14.89	0.00	0.00	

6. Update the quantity, labeling, and add-ons for the second quoted item.
  - a. Type the number **4** in the **Qty** column for the T/A Advantage tire, and press **Enter**. The quantities for the tire and the add-ons are updated.
  - b. Click the yellow field in the first row of the **Qty** column and press Better.
  - c. In the first row of the **Size** column, replace Quote Name 2 with **75,000 Mile Tread Life**.
  - d. To remove the warranty add-on for the second tire, clear the check box in the **Incl** (include) column for the road hazard item. TireMaster updates the quote totals.

Auth	Incl	Qty	Size	Description	Parts	Labor	FET	St
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Better	75,000 Mile Tread Life					
-	<input checked="" type="checkbox"/>	4	P185/70R14	T/A ADVANTAGE	125.71	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	TIRE DISPOSAL - PASS	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	0.00	11.99	0.00	
	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	1.99	0.00	0.00	
	<input type="checkbox"/>	4	.	PASS ROAD HAZARD V	12.57	0.00	0.00	

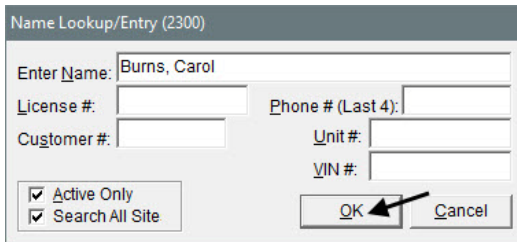
7. Update the quantity, labeling, and add-ons for the third quoted item.
  - a. Type the number **4** in the **Qty** column for the Assurance tire, and press **Enter**. The quantities for the tire and the add-ons are updated.
  - b. Click the yellow field in the first row of the **Qty** column and press Best.
  - c. In the first row of the **Size** column, replace Quote Name 3 with **65,000 Mile Tread Life**.
  - d. To remove the warranty add-on for the third tire, clear the check box in the **Incl** (include) column for the road hazard item. TireMaster updates the quote totals.

Auth	Incl	Qty	Size	Description	Parts	Labor	FET	St
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Best	65,000 Mile Tread Life					
-	<input checked="" type="checkbox"/>	4	185/70R14/SL	ASSURANCE AS	115.73	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	TIRE DISPOSAL - PASS	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	3.00	0.00	0.00	
	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	0.00	11.99	0.00	
	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	1.99	0.00	0.00	
	<input type="checkbox"/>	4	.	PASS ROAD HAZARD V	11.57	0.00	0.00	

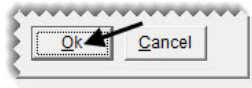
8. Add the customer and vehicle information to the quote.
  - a. Click **Customer**. The Name Lookup/Entry screen appears.



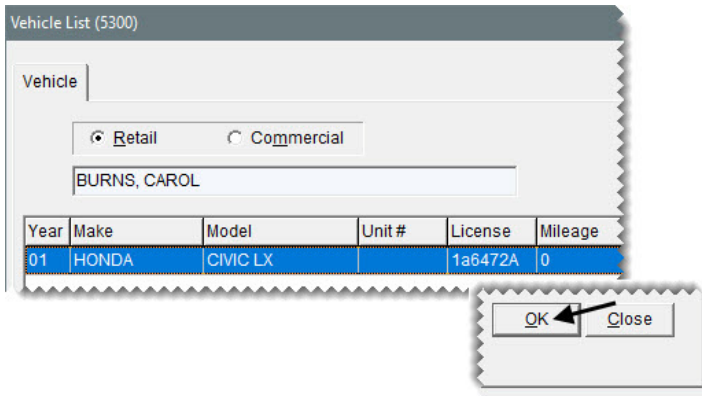
- b. Type **Burns , Carol** and click **OK**. The Customer Maintenance screen appears.



- c. Click **OK** to accept the customer. The Vehicle List appears.



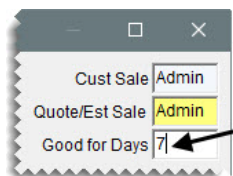
- d. Select the Honda Civic and click **OK**.



9. To add the customer's phone number to the quote, click **Contact** and select a phone number from the list that appears.



10. To set an expiration date for the quote, type the number **7** in the **Good for \_\_\_ days** field.

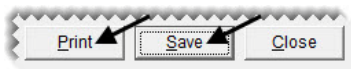


11. Save and print the good, better, best quote.
  - a. Clear the **Auth** (authorize) check box for each quote.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	P
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Good	90,000 Mile Tread Life				
	-	<input checked="" type="checkbox"/>	4	185/70R14	DEFENDER	148.95	0.00	
		<input checked="" type="checkbox"/>	4		TIRE DISPOSAL - PASS	3.00	0.00	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Better	75,000 Mile Tread Life				
	-	<input checked="" type="checkbox"/>	4	P185/70R14	T/A ADVANTAGE	125.71	0.00	
		<input checked="" type="checkbox"/>	4		TIRE DISPOSAL - PASS	3.00	0.00	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Best	65,000 Mile Tread Life				
	-	<input checked="" type="checkbox"/>	4	185/70R14/SL	ASSURANCE AS	115.73	0.00	
		<input checked="" type="checkbox"/>	4		TIRE DISPOSAL - PASS	3.00	0.00	

**Note:** When the authorization check box is clear, the printout shows only the totals for each quote. When the check box is selected, a grand total prints at the bottom of the page in addition to the individual quote totals.

- b. Click **Save**.
- c. Click **Print**. The Report Window opens and displays a copy of the quote.



- d. Print the quote and close the Report Window.

12. Close the open screens.

## Price Comparison Quotes

You can write quotes that let customers compare a variety of pricing options for a single item by assigning different add-on packages. For example, if you offer add-on packages for different types of tire warranties, you would add the same tire to a quote two or more times. Then you would assign a different add-on package to each instance of the tire.

You can also create price comparison quotes by excluding items or by deleting individual add-on items. In some cases, you might want to add extra items to the parent items on the quote instead.

### Walk-Through: Creating a Price Comparison Quote

Create a price comparison quote for John Ray. When you create the quote, look up a set of tires with the fitment guide. Then provide three different pricing options for the tires. The completed quote will include the following:

- ◆ The gold option, which includes a two-year warranty and an alignment
- ◆ The silver option, which includes a one-year warranty and an alignment
- ◆ The bronze option, the basic add-on package, which includes only the one year warranty.

## To create a price comparison quote

1. Press **F12**. The Quote and Estimate Writer opens.



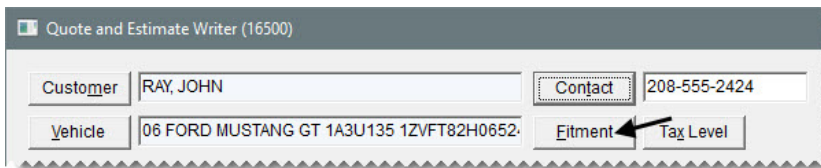
2. Define the customer, vehicle, and contact number.
  - a. Click **Customer**, and look up John Ray and his Ford Mustang.



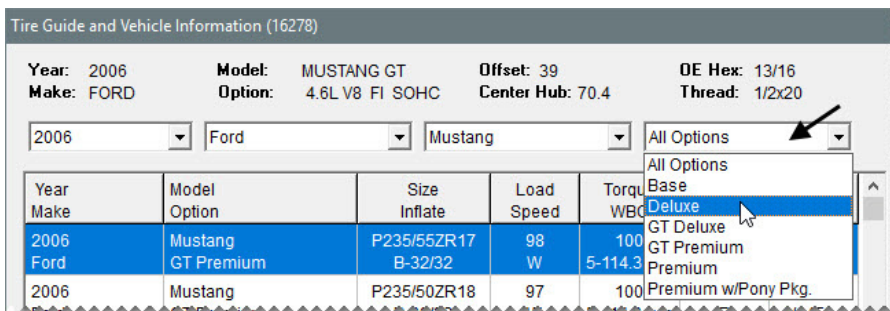
- b. Click **Contact** and select the customer's business phone number from the list that appears.



3. Look up a tire with the fitment guide.
  - a. Click **Fitment**. The Tire and Vehicle Information screen appears.



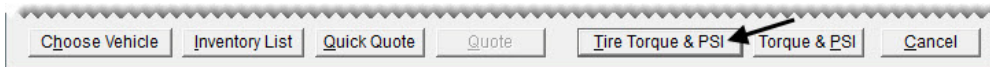
- b. Select Deluxe from the drop-down for vehicle options.



- c. From the list of **Matching Items**, select the Tour Fuzion tire.

Product Code	Size / Description	Available	Best	Load/Speed	UTQG	MFG
766016355	215/65R16/SL / ULTRA WINTER	4	121.31			GDY
738016571	215/65R16/SL / FUELMAX ASUR	8	122.08			GDY
008858	215/65R16 / TOUR FUZION	4	127.89			FUZ
27163	215/65R16 / NT TP TOURING	4	131.43			UNI

- d. Click **Tire Torque & PSI**. The tire is added to the quote.



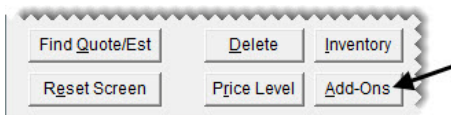
- 4. To enlarge the quote (top) panel, click .
- 5. To add two more quotes for the same tire, click **Duplicate Quote Line** *twice*.



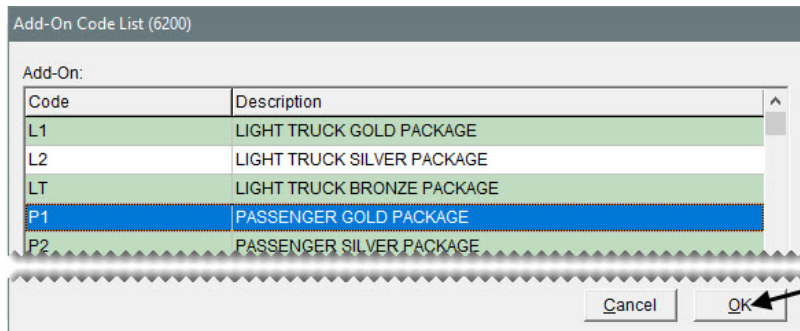
- 6. Change the name of the first quote and the add-on package assigned to it. Then update the quantities.
  - a. Type **Gold option** in the **Size** field.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Gold Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	215/65R16	TOUR FUZION

- b. Click **Add-Ons**. The Add-On Code List appears.



- c. Select the gold add-on package for passenger tires, and click **OK**. The add-on items for the first quote are updated.



- d. Change the quantity of the parent item to **4** and press **Enter**. The quantities for the add-on items are also updated.

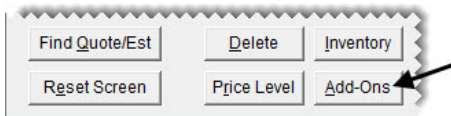
Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Gold Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/65R16	TOUR FUZION

7. Change the name of the second quote and the add-on package assigned to it. Then update the quantities.

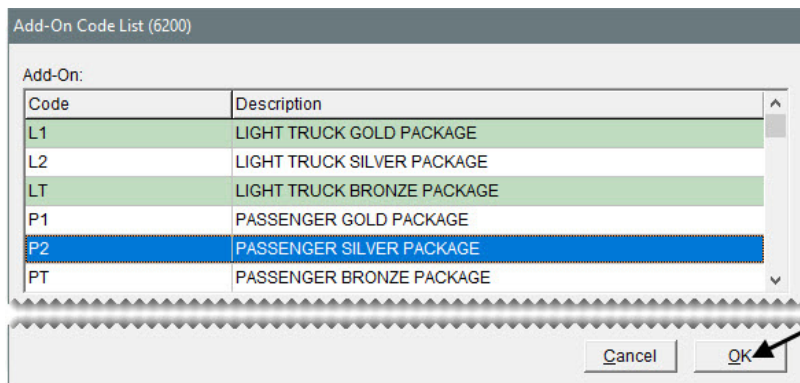
a. Type **Silver Option** in the **Size** field.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Silver Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	215/65R16	TOUR FUZION

b. Click **Add-Ons**. The Add-On Code List appears.



c. Select the silver add-on package for passenger tires and click **OK**. The add-on items for the second quote are updated.



d. Change the quantity of the parent item to **4** and press **Enter**. The quantities for the add-on items are also updated.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	Silver Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		215/65R16	TOUR FUZION

8. Change the name of the last quote and update the quantity.

a. Type **Bronze Option** in the **Size** field.

**Note:** Because the quote item is already assigned the bronze add-on package by default, you don't need to look up a different set of add-ons.

b. Change the quantity of the parent item to **4** and press **Enter**. The quantities for the add-on items are also updated.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	Bronze Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		215/65R16	TOUR FUZION

9. Save and print the quote.
  - a. Clear the **Auth** (authorize) check box for each quote.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	F
	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Gold Option			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/65R16	TOUR FUZION	127.89	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		COMPUTER 4-WHEEL ALIGNMEN	0.00	85.00	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Silver Option			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/65R16	TOUR FUZION	127.89	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		COMPUTER 4-WHEEL ALIGNMEN	0.00	85.00	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Bronze Option			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/65R16	TOUR FUZION	127.89	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4		TIRE DISPOSAL - PASS	3.00	0.00	

- b. Click **Save**.
  - c. Click **Print**. The Report Window opens and displays a copy of the quote.



- d. Print the quote and close the Report Window.

10. Close the Quote and Estimate Writer screen.

## Turning Quotes into Work Orders

When a customer is ready to purchase the items you've put on a quote, you can turn the quote into a work order.

### Walk-Through: Turning a Quote into a Work Order

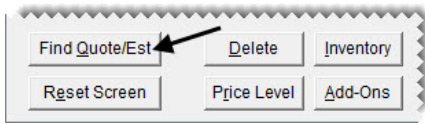
Bob Adams has decided to buy the Uniroyal tires you put on a quote for him. Retrieve the quote and turn it into a work order.

#### To turn a quote into a work order

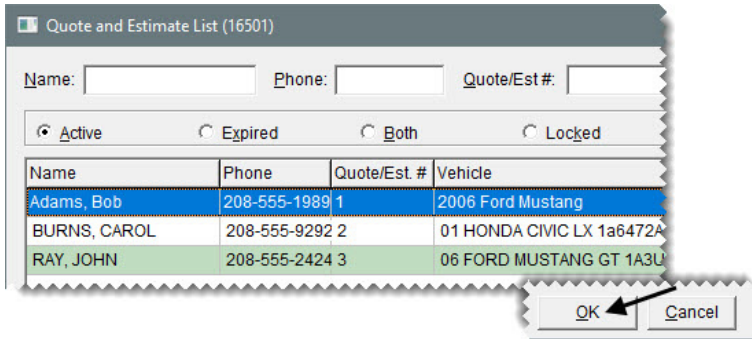
1. Retrieve the quote for Bob Adams.
  - a. Press **F12** to open the Quote and Estimate Writer.



- b. Click **Find Quote/Est.** The Quote and Estimate List appears.



- c. Select the quote for Bob Adams and click **OK**.

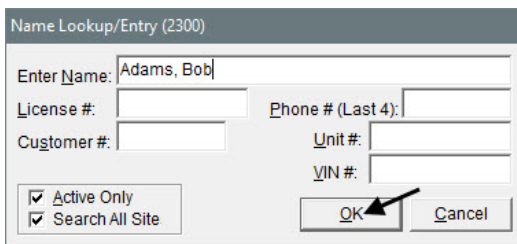


- 2. To activate the button for turning a quote into a work order, create a customer record for Bob Adams.

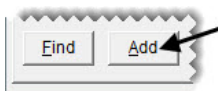
- a. Click **Customer**. TireMaster prompts you for the customer's name.



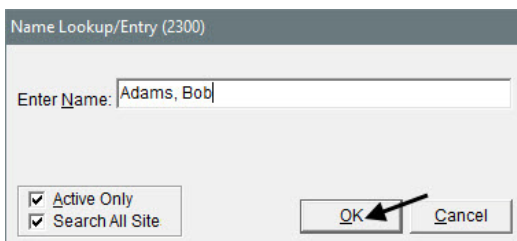
- b. Type **Adams, Bob** and click **OK**. The message, “No matches found” appears.



- c. Click **OK** to close the message. The Customer Maintenance screen appears.
- d. Click **Add**. The Name/Lookup screen opens with the customer's name filled in.



- e. Click **OK**.





3. Add Bob's address to the customer record.
  - a. Type **1001 8th St.** in the **Address** field.
  - b. Type **83701** in the **Zip** field. The Zip Codes screen appears.
  - c. Click **OK**. The city and state fill in for you.

Customer Maintenance (12200)

General | Vehicle | ShipTo | Ledger/History | Aging | Info

Name: Adams, Bob

Address: 1001 8th St.

Address2:

City: BOISE

State: ID Zip: 83701 Color

4. Add Bob's cell phone and enable texting.
  - a. Click **Phone & E-mail**. The Contact List opens.

Information

Prev Next

Cust#: 1 215

Contact Type	Number / E-Mail	Name
Business Phone		
Business Phone		

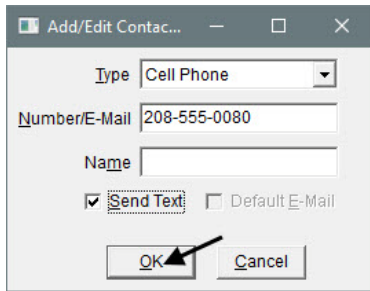
Phone & E-Mail Text Edit Contact

- b. Click **Add**. The Add/Edit Contact screen opens.

Add Edit Delete

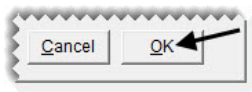
- c. Do the following:
    - ◆ Select Cell Phone from the **Type** drop-down.
    - ◆ For the number, type **208-555-0080**.
    - ◆ Select the **Send Text** check box.

- ◆ Click **OK** to save your changes.

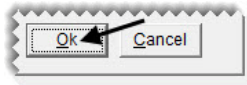


d. Close the Contact List and return to the Customer Maintenance screen.

5. To save the new customer, click **OK**.



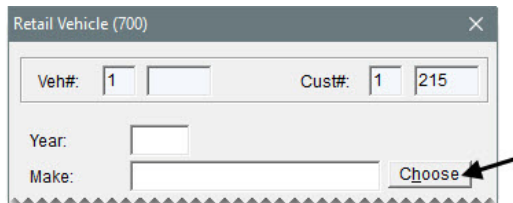
6. Add the customer's vehicle.
  - a. Click **OK** again. The Vehicle List appears.



b. Click **Add**. The Retail Vehicle screen appears.

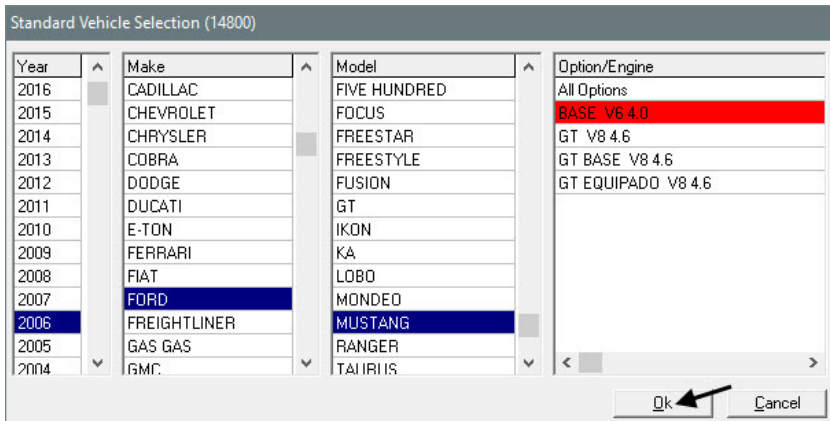


c. Click **Choose**. The Standard Vehicle Selection screen appears.



- d. Select the following, and click **OK**.
  - ◆ Year: 2006
  - ◆ Make: Ford
  - ◆ Model: Mustang
  - ◆ Engine/Option: Base V6 4.0.

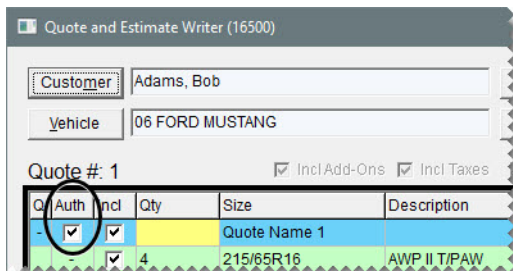
- e. To save the new vehicle, click **OK**. Then click **OK** again to close the Retail Vehicle screen.



- f. To close the Vehicle List, click **OK**.



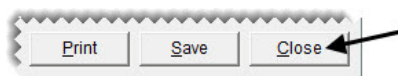
- 7. Make sure the **Auth** (authorization) check box is selected for the quote.



- 8. Click **Create/Update WO**. A confirmation message appears.



- 9. Click **OK** to close the message. The green coloring in the **Q** and **Auth** columns identifies the items that were put on the work order.
- 10. Close the Quote and Estimate Writer screen.



### Walk-Through: Turning a Comparison Quote into a Work Order

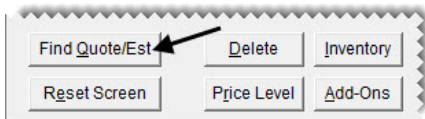
Carol Burns returns with her good, better, best quote. She's decided to buy the Goodyear Assurance tire with the 65,000 mile tread life.

### To turn a comparison quote into a work order

1. Retrieve the quote for Carol Burns.
  - a. Press **F12** to open the Quote and Estimate Writer.



- b. Click **Find Quote/Est.** The Quote and Estimate List appears.

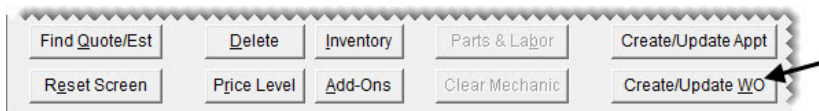


- c. Select the quote for Carol Burns and click **OK**.
  2. To enlarge the quote (top) panel, click .
  3. Select the **Auth** check box in the blue row for the Assurance tire.

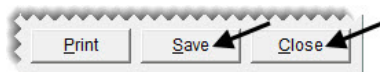
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Best	65,000 Mile Tread Life
-	<input checked="" type="checkbox"/>	4	185/70R14/SL ASSURANCE AS
	<input checked="" type="checkbox"/>	4	TIRE DISPOSAL - PASS

**Tip:** To simplify the screen display, click the minus sign (-) in the **Q** column for the first row of the quote to hide the quoted item and its add-ons. When you need to see the items again, click the plus sign (+).

4. Click **Create/Update WO**. A confirmation message appears.



5. Click **OK** to close the confirmation message. The green coloring in the **Q** and **Auth** columns identifies the items that were put on the work order.
6. Save your changes and close the Quote and Estimate Writer.



# Selling Maintenance and Repairs

In addition to providing customers with tire quotes, you can create vehicle inspection reports and write estimates for vehicle maintenance and repairs. This chapter includes the following topics:

- ◆ “Service Checklist Settings” on page 53
- ◆ “Recording Results of Vehicle Inspections” on page 54
- ◆ “Writing Estimates” on page 57
- ◆ “Turning an Estimate into a Work Order” on page 60
- ◆ “Recording Core Charges” on page 62
- ◆ “Scheduling Services” on page 63

## Service Checklist Settings

You can set up one or more service checklists in TireMaster. Service checklists are set up on the Service Checklist Maintenance screen. They can include one or more inspection areas (Figure 13).

Inspection area	Mileage	Postcard
Battery Inspection		
Brake Inspection		
Fluid Inspection		
General Inspection		
Tire Inspection		
Under Hood Inspection		

**Figure 13:** Service Checklist Maintenance Screen

For each inspection area, you can indicate whether services should be recommended automatically based on vehicle mileage, associate them with postcards for declined service mailings, and create a list of items

that are commonly added to estimates and work orders when services are recommended (Figure 14). Adding items to inspection areas helps you save time at point of sale.

Area Name: Brake Inspection

Mileage: 0 Mileage-Based Service

Postcard: ...

Description: Check linings, lines, hoses, and parking brake.

Inventory:

Size	Description	Parts	Labor
.	STANDARD BRAKE JOB - FRONT	0.00	0.00
.	STANDARD BRAKE JOB - BACK	0.00	0.00
.	NON-STOCK BRAKE PADS	0.00	0.00
.	NON-STOCK BRAKE ROTOR	0.00	0.00

*Figure 14: The Settings for an Inspection Area*

## Recording Results of Vehicle Inspections

You can record the results of vehicle inspections with the Quote and Estimate Writer. The recorded information can then be used to write estimates for recommended services. When you record the results of vehicle inspections, you can set the status of the inspection areas to the following:

- ◆ OK The inspection area is okay.
- ◆ SUG The inspection area will need maintenance or repairs during this or a future visit.
- ◆ REC The inspection area needs repairs immediately.
- ◆ No status indicates that the inspection area was not checked.

### Walk-Through: Recording the Results of Vehicle Inspections

When Lori Jones dropped off her Nissan Sentra, Russell Smith identified the cause of the leaking fluid and temperature warning. He also noticed that the tires should be aligned. Record the results of the inspection.

## To record the results of a vehicle inspection

1. Retrieve the work order for Lori Jones.
2. On the Invoice Entry screen, click **Chk**. The Quote and Estimate Writer opens.

Invoice Entry (3300)

Invoice: 116    1/ 3/2018    Sales DJ

Sold To: Jones, Lori    Contact    Tax Level

Ship To:    208-555-1001    Lori Cell

Vehicle: 14 SENTRA S/SV/SR/SL NISSAN AILEY (0)    SVC    **Chk**    Fitment

3. Click **Contact** and select the cell phone number from the list that appears.

Quote and Estimate Writer (16500)

Customer: Jones, Lori    Contact

**Note:** You can define whether a phone number is required to save quotes and estimates by setting a system control.

4. Make sure the basic inspection checklist is selected. If it isn't, click **Checklist** and select it from the list that appears.

Checklist    Basic Inspection    Add Quote Line    Duplicate Quote Line

5. To enlarge the service checklist (bottom) panel, click twice.
6. Identify the areas that passed the inspection and the technician who performed the inspection.
  - a. For the Battery inspection area, click the **Status/Qty** field and press . The status is set to OK.

Q	Auth	Incl	Status/Qty	Inspection Area/Size
+	<input type="checkbox"/>	<input type="checkbox"/>		Battery Inspection


- b. Click the **Tech/Tax** field for the Battery inspection area and press . Then select Russell Smith from the list that appears and click **OK**.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	FET/Miles	Sales/Sub	Tech/Tax
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection		Admin	RS
					0.00		0.00


- c. Repeat steps 6a and 6b for the Brake, Fluid, and General inspection areas.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Brake Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Fluid Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	General Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	


7. Suggest an alignment for the vehicle.

- a. Click the **Status/Qty** field for the Tire inspection area and press  twice. The status is set to Sug (for suggested).

+	<input type="checkbox"/>	<input type="checkbox"/>		Tire Inspection	Check tread, wear pattern, and pres
+	<input type="checkbox"/>	<input type="checkbox"/>		Under Hood Inspection	Check air filter, drive belts, cooling :



- b. Click the **Tech/Tax** field for the Tire inspection area and press . Then select Russell Smith from the list that appears and click **OK**.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Admin	RS	1/4/2018	
+	<input type="checkbox"/>	<input type="checkbox"/>	SUG	Tire Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	


- c. Click the **Notes/Product Code** field for the Tire inspection area and press  to open the Notes screen. Then type **Noticed some uneven tire wear. should have alignment soon,** and click **OK**.

Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
Admin	RS	1/4/2018	
Admin	RS	1/4/2018	
0.00	0.00	0.00	

8. Recommend replacing the vehicle's water pump.

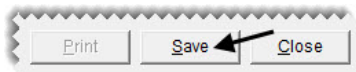
- a. Click the **Status /Qty** field for the Under Hood inspection areas and press  three times. The status is set to Rec (for recommended).
- b. Click the **Tech/Tax** field for the Under Hood inspection areas and press . Then select Russell Smith from the list that appears and click **OK**.



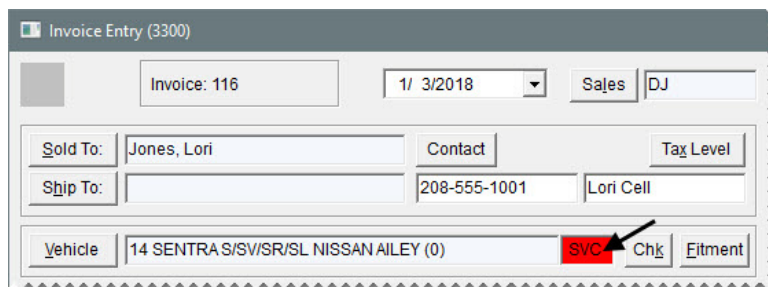
- c. Click the **Notes/Product Code** field for the Under Hood inspection area and press  to open the Notes screen. Then type **Water pump is leaking. Recommend replacement**, and click **OK**.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Brake Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Fluid Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	General Inspection	Admin	RS	1/4/2018	
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	SUG	Tire Inspection	Admin	RS	1/4/2018	Noticed some uneven t
					0.00	0.00	0.00	
+	<input type="checkbox"/>	<input type="checkbox"/>	REC	Under Hood Inspection	Admin	RS	1/4/2018	Water pump is leaking
					0.00	0.00	0.00	

9. Click **Save**.



10. Close the Quote and Estimate Writer screen. The recommended-service indicator on the Invoice Entry screen is colored red, indicating that vehicle repairs are needed immediately.



Invoice Entry (3300)

Invoice: 116      1/ 3/2018      Sales      DJ

Sold To: Jones, Lori      Contact      Tax Level

Ship To:      208-555-1001      Lori Cell

Vehicle: 14 SENTRA S/SV/SR/SL NISSAN AILEY (0)      **SVC**      Chk      Fitment

**Note:** The recommended-service indicator is also on the vehicle in the Customer Maintenance screen.

11. To exit the work order, click **Quit**.

## Writing Estimates

If a customer wants to know how much recommended services are going to cost, you can create an estimate with the Quote and Estimate Writer.

## Walk-Through: Writing an Estimate

Lori Jones wants to know how much the recommended water pump replacement and suggested alignment will cost. Write an estimate for these two jobs.


### To write an estimate

1. Retrieve the vehicle inspection results for Lori Jones.
  - a. Press **F12** to open the Quote and Estimate Writer.



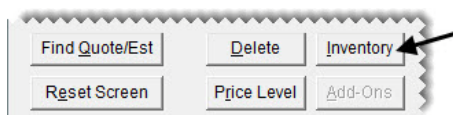
- b. Click **Find Quote/Est.**



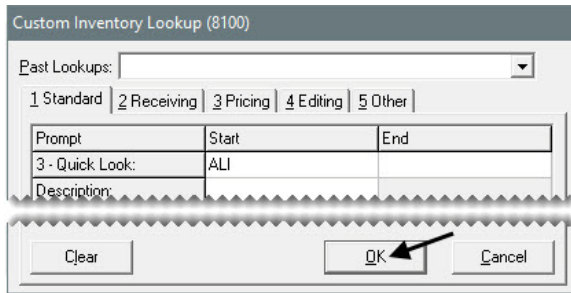
- c. Select the row for Lori Jones and click **OK**.
2. To enlarge the service checklist (bottom) panel, click  twice.
3. Add the alignment to the estimate.
  - a. To include the name of the inspection area and a description of the problem on the estimate, select the **Incl** (include) check box for the Tire Inspection row.
  - b. To include the alignment in the estimate total (at the bottom of the printout), select the **Auth** check box.
  - c. To see if there is a list of items that can be used to service the tire inspection area, click the plus sign (+) in the **Q** column for the tire inspection row. (No items are listed.)

Q	Auth	Incl	Status/Qty	Inspection Area/Size	C
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	C
+	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SUG	Tire Inspection	C
+	<input type="checkbox"/>	<input type="checkbox"/>	REC	Under Hood Inspection	C

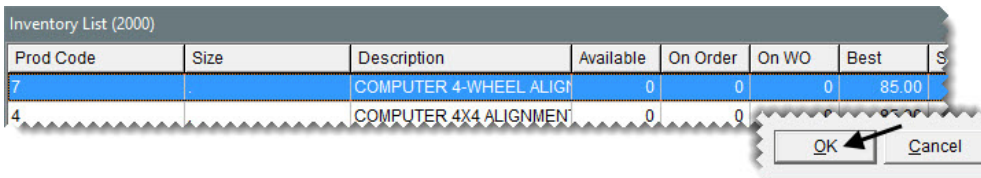
- d. To add the alignment to the estimate, click **Inventory**. The Custom Inventory Lookup screen appears.



- e. Type the quick look code **Ali** and click **OK**. The Inventory List appears.

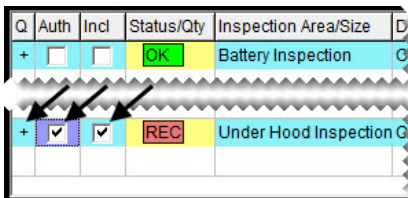


- f. Select the 4 wheel alignment and click **OK**.

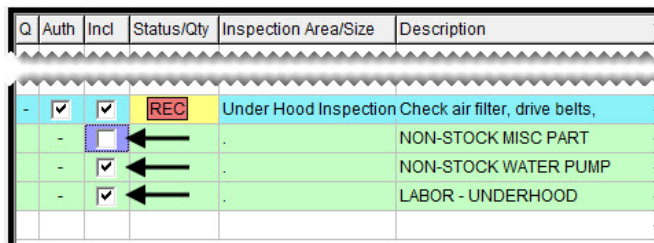


- 4. Add the water pump replacement to the estimate.

- a. To include the name of the inspection area and a description of the problem on the estimate, select the **Incl** (include) check box for the Under Hood Inspection row.
- b. To include replacing the water pump in the estimate total (at the bottom of the printout), select the **Auth** check box.
- c. To see a list of items that can be used to service the inspection area, click the plus sign (+) in the **Q** column for the Under Hood Inspection row.



- d. To define which items to include on the estimate, make sure the check boxes in the **Incl** column are selected for the labor item and the nonstock water pump. Then clear the check box for the miscellaneous non-stock part.



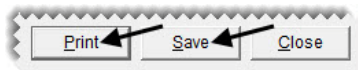
- e. Change the description of the non-stock water pump to **Murray Water Pump**, and change the price to **\$53.99**.

- f. For the labor item, change the quantity to **1.1** (the number of hours to do the job) and change the description to **Remove and replace water pump**.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FE
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC		Under Hood Inspection Check air filter, drive belts,			
-	<input type="checkbox"/>	<input type="checkbox"/>	1	.	NON-STOCK MISC PART	0.00	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	Murray Water Pump	53.99	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1.1	.	Remove and replace water pump	0.00	80.00	

5. Save and print the estimate.

- a. Click **Save**.
- b. Click **Print**. The Report Window opens and displays a copy of the estimate.



- c. Print the estimate and close the report Window.

6. Close the Quote & Estimate Writer.

## Turning an Estimate into a Work Order

You can select the items needed for recommended maintenance or repairs in the Quote and Estimate Writer and add them to an existing work order or a new work order.

### Walk-Through: Turning an Estimate into a Work Order

Lori Jones decides to have the water pump replaced on her vehicle today, and she declines the alignment. Add the water pump replacement to her work order. Then update the cost of the item.

#### To turn an estimate into a work order

1. Retrieve Lori Jones's work order, and click **Chk** on the Invoice Entry screen. The Quote and Estimate Writer opens.

2. To enlarge the service checklist (bottom) panel, click  twice.

3. Define which items will be added to the customer's work order.
  - a. Clear the **Auth** (authorize) check box for the Tire inspection area, because the alignment has been declined.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Des
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Chg
-	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SUG	Tire Inspection	Chg
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		COI
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Under Hood Inspection	Chg
-	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		NOT

- b. If you cannot see the water pump parts and labor, click the plus sign (+) in the **Q** column for the under hood inspection row.



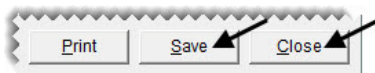
- c. Make sure the **Incl** check boxes are selected for both the parts and labor.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	Ft
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Under Hood Inspection	Check air filter, drive belts,			
-	<input type="checkbox"/>	<input type="checkbox"/>	1		NON-STOCK MISC PART	0.00	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Murray Water Pump	53.99	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1.1		Remove and replace water pump	0.00	80.00	

4. Click **Create/Update WO**. A confirmation message appears.



5. Close the confirmation message. The green coloring in the **Q** and **Auth** columns identifies the items that have been added to the work order.
6. Save your changes and close the Quote and Estimate Writer. The Invoice Entry screen appears.



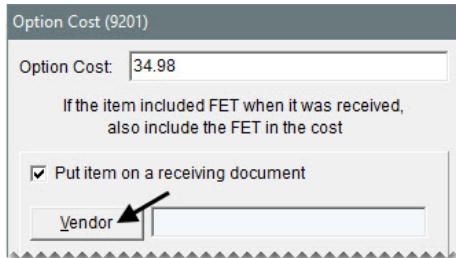
7. Record your cost for the water pump.
  - a. Select the row for the water pump, and click **Option Cost**. The Option Cost screen appears.

Quantity	Size	Description	Parts	Labor	FET	Tax
1.00		Murray Water Pump	53.99	0.00	0.00	part
1.10		Remove and replace water pi	0.00	80.00	0.00	part

<input type="radio"/> No Status	<input type="button" value="Add"/>	<input type="button" value="Price Level"/>	<input type="button" value="Delete"/>	<input type="button" value="Adjust"/>	<input type="button" value="Option Cost"/>	<input type="button" value="Close"/>
<input checked="" type="radio"/> On Site						

- b. Type **34.98** in the **Option Cost** field.
- 8. Add the water pump to a receiving document (an order from a vendor).
  - a. Make sure the **Put item on a receiving document** check box is selected.
  - b. Click **Vendor**. The Name Lookup/Entry screen appears.



- c. Type **O'Reilly** and click **OK**.
- d. Click **OK** to save your changes and close the Option Cost screen. The row for the water pump is now green, because the cost has been recorded.



- 9. Leave the work order open.

## Recording Core Charges

When you sell replacement parts, you can record the core charges that the vendors assessed when you bought the items. Recording core charges in TireMaster helps you keep track of the cores you have on hand for each vendor, along with the credits those vendors owe you.

### Walk-Through: Recording Core Charges

Before you close the work order for Lori Jones, record the \$9.00 core charge passed on to you by the vendor.

**Note:** The core charge was included in the item's \$34.98 cost that you entered in the previous exercise.

#### To record core charges

- 1. If the work order for Lori Jones isn't already open, open it.
- 2. Type **9.00** in the **Core Return** field for the water pump and press **Enter**. The Add Cores screen opens.

Size	Description	Parts	La	Flat Rate	Core Return	F
	Murray Water Pump	53.99		0.00	9.00	2
	Remove and replace water pi	0.00		0.00	0.00	2

**Tip:** If you can't see the field, scroll to the right.

3. Look up the vendor who sold you the item.
  - a. Click **Vendor**. The Name Lookup/Entry screen appears.

Add Cores (16394)

Qty:  Vendor Core Charge:  Customer Core Charge:   
 \* Core charge amounts are per item.

Vendor:

Reference:

Description:

- b. Type **O'Reilly** and click **OK**.
4. Click **OK** to save your changes and close the Add Cores screen.

Add Core Line to POS

5. Close the Invoice Entry screen and the Open Work Order List.

## Scheduling Services

If customers need to return their vehicles for a suggested or recommended service, you can access the Scheduler from the Quote and Estimate Writer and set an appointment.

### Walk-Through: Scheduling Services

Lori Jones will be able to return for the suggested alignment later this week. Schedule the appointment for Friday morning.

#### To schedule services

1. Retrieve the vehicle inspection results for Lori Jones from the Customer Maintenance screen.

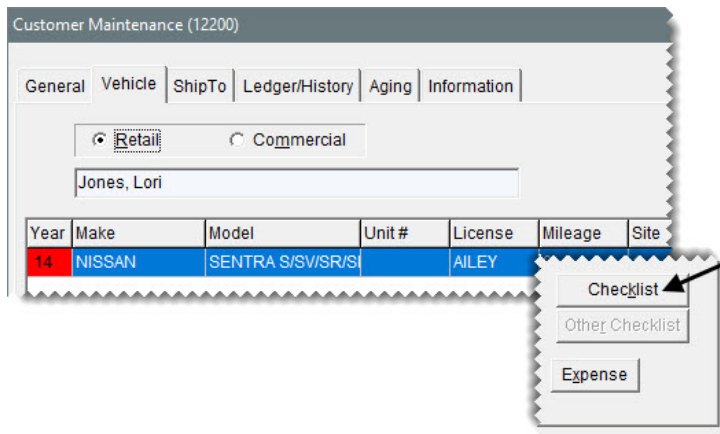
- a. Click **Customers**.


- b. Look up Lori Jones. The Customer Maintenance screen appears.
  - c. Click the **Vehicle** tab.

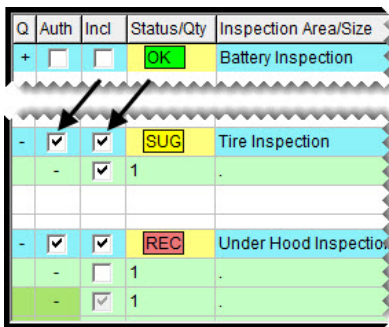
Customer Maintenance (12200)

General **Vehicle** ShipTo Ledger/History Aging Information

- d. Make sure the Nissan Sentra is selected and click **Checklist**. The Quote and Estimate Writer opens.



2. To enlarge the service checklist (bottom) panel, click  twice.
3. If you cannot see the alignment item, click the plus sign (+) in the **Q** column for the Tire Inspection row.
4. Select the **Auth** check box for the Tire Inspection area.
5. Make sure the **Incl** check box is selected for the alignment item.



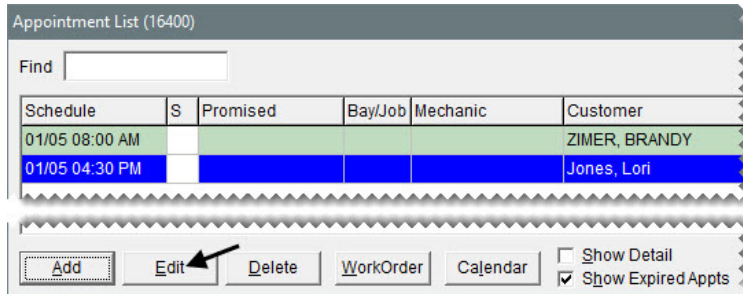
6. Click **Create/Update Appt**. A confirmation message appears.



7. Close the confirmation message. The Appointment List appears.



8. Set the date and time for the appointment that has been created.
  - a. Make sure the row for Lori Jones is selected and click **Edit**. The Appointment Maintenance screen appears.



- b. Enter this Friday's date in the **Begin Date** and **End Date** field.
- c. Set the beginning time to 8:00 AM and the ending time to 10:00.

Customer: Jones, Lori  
 Primary: 208-555-1001 Alternate:  Do not send Text   
 Vehicle: 14 NISSAN SENTRAS/SV/SR/SL (Lic: AILEY)

Begin Date: 1/ 5/2018 End Date: 1/ 5/2018  
 Begin Time: 8:00 am End Time: 10:00 am

Notes:

- d. Save the appointment and close the Appointment Maintenance screen.



9. Close the Appointment List and the other open screens.



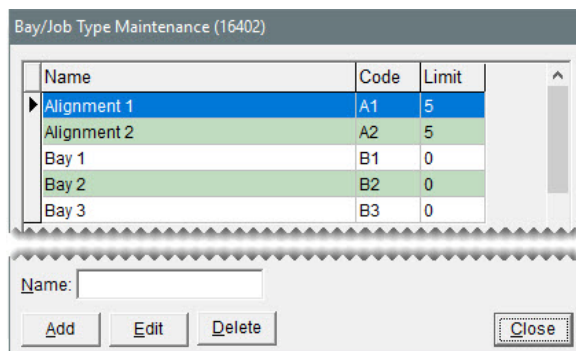
# Working with the Scheduler

With the Appointment Scheduler in TireMaster, you can collect information about upcoming jobs and allocate resources needed to complete the work. This chapter includes the following topics:

- ◆ “Scheduler Settings” on page 67
- ◆ “Scheduling an Appointment” on page 68
- ◆ “Printing a List of Appointments” on page 71
- ◆ “Turning an Appointment into a Work Order” on page 72

## Scheduler Settings

With the TireMaster Scheduler, appointments can be scheduled based on the availability of workspace or the kind of work performed. Before you begin using the Scheduler, create a list of the bays in your shop or the types of jobs performed. The example in Figure 15 shows a list of bays.



*Figure 15: A List of Bays for the Appointment Scheduler*

In addition to bays or job types, appointments are also scheduled based on the availability of service technicians. When you set up user accounts for employees, you need to indicate whether they're mechanics. When the **Mechanics** check box is selected on the setup screen for an employee's user account (Figure 16), that individual's name will be available in the Scheduler.

Employee/User Edit (8000)

Emp #: 1 10 EDIT

Name: Smith, Russell

ID: RS

SQL User: RS

E-Mail:

Payroll:

Active       Mechanic  ←

Local User

Password:       Both must match  
 Confirm:       to change this  
    user's password.

**Figure 16:** Mechanics Check Box on the User Account Setup Screen

## Scheduling an Appointment

Scheduling an appointment in TireMaster includes stating the purpose for the upcoming visit, setting a date and time, and allocating a bay or defining the job type. You can also assign the job to a technician and set aside items needed to complete the needed maintenance or repairs.

### Walk-Through: Scheduling an Appointment

Tom Jacob thinks his pickup truck needs shocks and struts. He wants to schedule an appointment for next Friday morning and asks if you can give him a ride to work. Technician Kris Johnson will do the work in Bay 2.

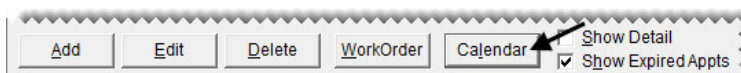
#### To schedule an appointment

1. Click **Invoicing**. The Open Work Order List appears.

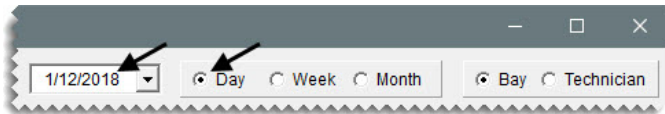
2. Click **Schedule**. The Appointment List appears.




3. Click **Calendar**. The Appointment Calendar opens.

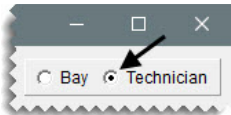


4. With the calendar in **Day** view, select the date for next Friday from the pop-up calendar.

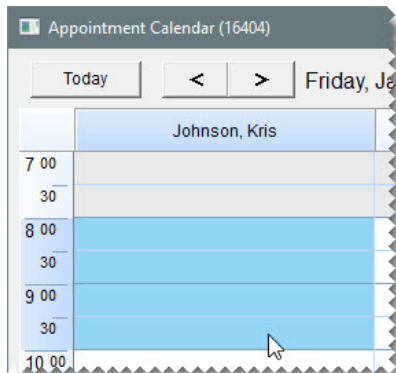


**Tip:** You can enlarge the Appointment Calendar by resizing it or clicking the maximize button (  ) in the upper-right corner of the screen.

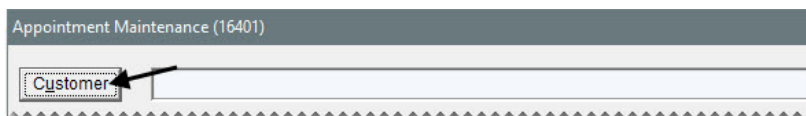
5. Schedule a technician.
  - a. Select **Technician** view.



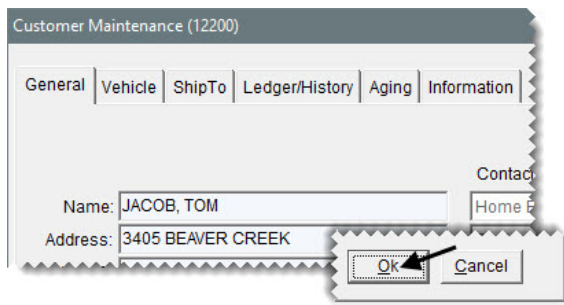
- b. In the column for Kris Johnson, click the row for 8:00 AM, and drag to the row for 10:00 AM. The Appointment Maintenance screen appears.



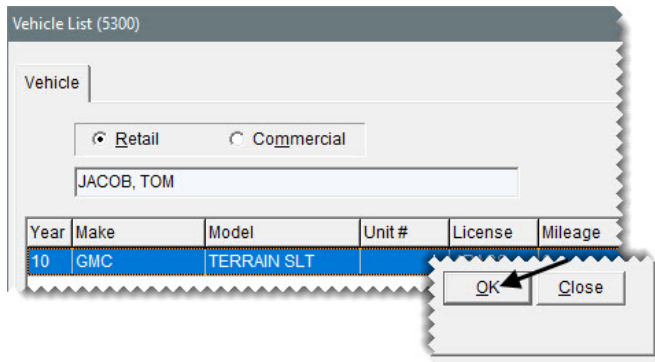
6. Look up the customer and vehicle.
  - a. Click **Customer**, and look up Tom Jacob.



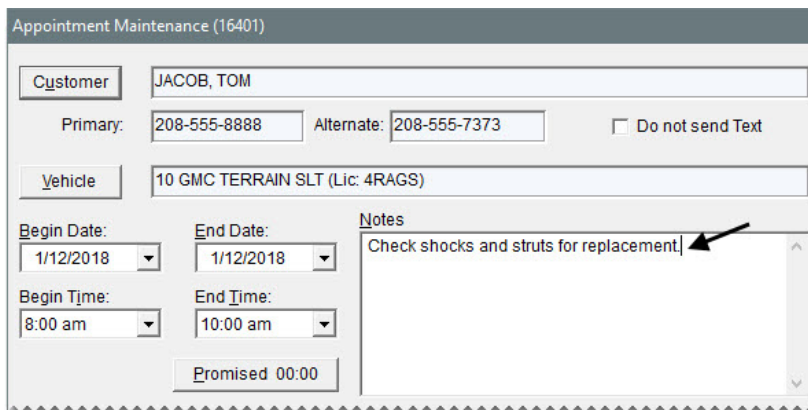
- b. Click **OK** to close the Customer Maintenance screen. TireMaster prompts you to select a vehicle.



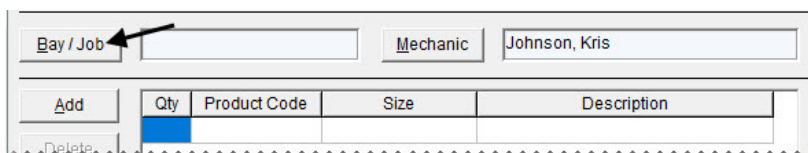
- c. Select the customer's vehicle and click **OK**. The customer's name and vehicle are added to the Appointment Maintenance screen.



7. Type the note **check shocks and struts for replacement**.



8. Click **Bay/Job**, and select Bay 2 from the list that appears.



9. Click **OK**.
10. Click **Save**.



11. Close the Appointment Maintenance screen and the Appointment Calendar. The new appointment will appear on the Appointment List after you exit and open the scheduler again.

## Exercises

- A. A new customer, named Dennis Jackson, calls to schedule an appointment for next Monday afternoon. His 2004 Nissan Titan needs an alignment. Russell Smith will do the work in alignment bay 2.

## Exercises

**B.** Assign Russell Smith and Bay 3 to the appointment for Lori Jones.

**C.** Delete the appointment for Brandy Zimer.

**Note:** If Brandy Zimer's appointment isn't listed, make sure the **Show Expired Apts** check box is selected at the bottom of the screen.

# Printing a List of Appointments

You can print a list of appointments to post in the shop. This list can include all appointments or you can limit it to only those for a particular technician or bay or job type.

## Walk-Through: Printing an Appointment List

Print a list of all of appointments assigned to Kris Johnson during the current month.

### To print an Appointment Report

1. If the Appointment List isn't already open, click **Schedule** on the Open Work Order List.



2. Click **Report**. The Appointment Report screen appears.



3. Leave today's date entered in the **Begin Date** field. For the ending date, select the last day of the month from the pop-up calendar.

4. To include all bays, make sure All is selected from the **BayJob** drop-down list.

5. To limit the report to Kris Johnson's appointments, select his name from the **Mechanic** drop-down list.

- Click **Print**. The Report Window opens and displays the Appointment Report.

Appointment Report (16406)

Begin Date: 1/ 4/2018    End Date: 1/31/2018

BayJob: All

Mechanic: Johnson, Kris

Print    Close

- Print the report and close the Report Window.

## Turning an Appointment into a Work Order

You can use appointment information to automatically create a work order before a customer's scheduled visit or when the customer arrives.

### Walk-Through: Turning an Appointment into a Work Order

Tom Jacob arrives for his appointment. To save time at point of sale, turn the appointment into a work order.

#### To turn an appointment into a work order

- If the Appointment List isn't already open, click **Schedule** on the Open Work Order List.

New Work Order    Quote    Delete    Core Case    Schedule

New Payout    ROA    Drawer    Rev. Invoice    Save Layout

Credit Memo

- Select Tom Jacobs's appointment, and click **Work Order**. The new work order opens.

Appointment List (16400)

Find:

Schedule	S	Promised	Bay/Job	Mechanic	Customer
01/05 08:00 AM			B3	Smith, Russell	Jones, Lori
01/08 01:30 PM			A2	Smith, Russell	Jackson, Dennis
01/12 08:00 AM			B2	Johnson, Kris	JACOB, TOM

Add    Edit    Delete    WorkOrder    Calendar     Show Detail     Show Expired Appts



3. To exit the work order, click **Quit**.

**Note:** Because the appointment can no longer be edited, it is displayed in gray on the Appointment List.



# Managing Contact Information

Phone numbers and e-mail addresses are classified with a setting called contact types. In other words, a contact type is a means of describing a contact method. Examples of contact types include cell phone and e-mail. Contact types are used for both customers and vendors. This chapter includes the following topics:

- ◆ “Adding and Updating Contact Types” on page 75
- ◆ “Adding Contact Information to Customer and Vendor Records” on page 77

## Adding and Updating Contact Types

New TireMaster systems include five default contact types: business phone, cell phone, e-mail, fax number, and home phone. For some dealers these contact types adequately describe the contact methods for their customers and vendors. However, others want to assign more detailed descriptions to their clients’ contact information. For example, you could create contact types to differentiate between personal and business e-mail addresses or cell phone numbers. In this scenario, additional contact types can be created.

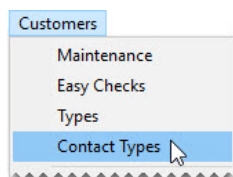
**Note:** When you created the customer record for Lori Jones, you assigned the cell phone contact type.

### Walk-Through: Adding and Updating Contact Types

Some of your customers provide both their work and personal e-mail addresses. To distinguish between these two contact methods, add a new contact type for business e-mails and update the existing e-mail contact type so it can be assigned to personal e-mail addresses.

#### To add and update contact types

1. From the **Customers** menu, select **Contact Types**. The Contact Types screen appears.



**Note:** Although the setup screens for contact types are accessed from the **Customers** menu, the contact types you add and update are used for both customers and vendors.

2. Add the contact type for business e-mail addresses.
  - a. Click **Add**. The Add/Edit Contact Type screen appears.



- b. Type **Business E-mail** in the **Contact Type** field.
- c. Select **E-mail**.
- d. To save the new contact type, click **OK**.

**Note:** The **Cust Order** and **Vend Order** fields allow you to list contact information in the same order for all customers and all vendors. Therefore, when the customer order or vendor order for a contact type is assigned to position 1, 2, 3, 4, or 5, it's put in the corresponding spot on the applicable maintenance screen. When the order for all contact types is set to 0, contact information can be organized differently for each customer and vendor.

3. Update the E-mail contact type, so it's used for personal e-mail addresses only.
  - a. Select E-mail and click **Edit**. The Add/Edit Contact Type screen appears.

Contact Type	Position
Business E-mail	0 : 0
Business Phone	0 : 0
Cell Phone	0 : 0
<b>E-Mail</b>	<b>0 : 0</b>
Fax Number	0 : 0
Home Phone	0 : 0

- b. Change the entry in the **Contact Type** field to **Personal E-mail**.
- c. To save your changes, click **OK**.

4. Close the Contact Type screen.



## Adding Contact Information to Customer and Vendor Records

Customer and vendor records can include multiple phone numbers and e-mail addresses, which you can classify by assigning contact types. When you add a phone number or an e-mail address for a customer or vendor, you can also associate a name with it.

For example, the customer record for a married couple could include the phone number and name for each spouse. In this scenario, you could also include cell phone numbers for the couple's teenage children who sometimes bring the family cars in for repairs. When you add the contact information to a work order, the phone number or e-mail address *and* the name associated with it are displayed on the Invoice Entry screen.

When you add cell phone numbers to customer and vendor records, you can also define whether those devices are allowed to receive text messages.

### Walk-Through: Adding Contact Information to a Customer Record

Rex and Mary Jones recently purchased a car for their 16-year-old twins to share. Because the teens are responsible for maintaining the car, add their cell phone numbers to the customer record for their parents and enable texting for both of the teens.

#### To add contact information to a customer record

1. Look up the customer record for Rex and Mary Jones.
2. On the Customer Maintenance screen, click **Phone & E-mail**. The Contact List appears.

Name	Contact Type	Number / E-Mail	Name
JONES, REX & MARY	Cell Phone	208-555-7700	REX CELL
	Cell Phone	205-555-7701	MARY CELL

3. To add daughter Maddie's cell phone, do the following:
  - a. Click **Add**. The Add/Edit Contact screen appears.



- b. Record the following information:
  - ♦ Select Cell Phone from the **Type** drop-down.
  - ♦ Type **208-555-7702** in the **Number/E-mail** field.
  - ♦ Type **Maddie** in the **Name** field.
- c. Select the **Send Text** check box.
- d. To save the new phone number, click **OK**.

4. To add son Max's cell phone, repeat steps 3a through 3d. His phone number is 208-555-7703.

5. Close the Contact List. The newly-added phone numbers are displayed on the Customer Maintenance screen.

Contact Type	Number	Default	Name
Cell Phone	208-555-7700	Primary	REX CELL
Cell Phone	205-555-7701	Alternate	MARY CELL
Cell Phone	208-555-7702	Other	Maddie
Cell Phone	208-555-7703	Other	Max

**Note:** To move a phone number or e-mail address to a different spot on the Contact List, select it and click the **Move Up** or **Move Down** button repeatedly. The primary contact method is at the top of the list and the alternate is second from the top.

## Exercise

Update the contact information for Rex and Mary Jones. The notations “daughter” and “son” need to be added to the phone numbers for Maddie and Max. You can initiate this change by using either the **Edit Contact** or the **Edit** button on the Customer Maintenance screen.

## Walk-Through: Adding Contact Information to a Vendor Record

Add the contact information for account manager Ray Evans to the vendor record for FMC Warehouse.

### To add contact information to a vendor record

1. Look up the vendor record for FMC Warehouse.
  - a. Click **Vendors**. The Name Lookup/Entry screen appears.

- b. Type **FMC warehouse** and click **OK**. The Vendor Maintenance screen appears.

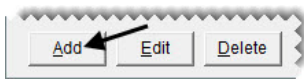
2. Click **Phone & E-mail**. The Contact List appears.

3. Add the office number for Ray Evans.
  - a. Click **Add**. The Add/Edit Contact screen appears.

- b. Select Business Phone from the **Type** drop-down.
  - c. Type **208-444-2345 ext. 500** in the **Number/E-mail** field.
  - d. Type **Ray Acct. Mgr.** in the **Name** field.

- e. To save the new number, click **OK**.

4. Add the cell phone number for Ray Evans.
- a. Click **Add**. The Add/Edit Contact screen appears.



- b. Select **Cell Phone** from the **Type** drop-down.
- c. Type **208-901-8900** in the **Number/E-mail** field.
- d. Type **Ray Acct. Mgr.** in the **Name** field.
- e. Select **Send Text**.
- f. Click **OK**.

5. Add the business e-mail address for Ray Evans.
- a. Click **Add**. The Add/Edit Contact screen appears.



- b. Make sure **Business E-mail** is selected from the **Type** drop-down.
- c. Type **revans@FMC.com** in the **Number/E-mail** field.
- d. Type **Ray Acct. Mgr.** in the **Name** field.
- e. Select **Default E-mail**.



f. Click **OK**.

6. Close the Contact List.

Contact Type	Number	Default	Name
Business Phone	208-444-2345	Primary	
Fax Number	208-444-3456	Alternate	
Business Phone	208-444-2345 ext. 500	Other	Ray Acct. M
Cell Phone	208-901-8900	Other	Ray Acct. M
Business E-mail	revans@FMC.com	Other	Ray Acct. M

7. Close the Vendor Maintenance screen.

## Exercise

Update the contact information for FMC Warehouse, so the primary and secondary contact methods include the descriptions Main Phone and Main Fax.



# Using Integrated Products

Using a variety of integrated products with TireMaster can help you perform point of sale tasks easily, quickly, and accurately. This chapter includes the following topics:

- ◆ “TMText” on page 83
- ◆ “Tire Guide Pro Plus” on page 85
- ◆ “Tire Brands” on page 88
- ◆ “Epicor Integrated Service Estimator” on page 89
- ◆ “Merchant Partners Payment Processing” on page 95

## TMText

By adding TMText to your TireMaster system, you can send text messages to clients in the following scenarios:

- ◆ Automated appointment reminders can be sent once a day.
- ◆ You can send text messages to individual customers or vendors at any time.
- ◆ You can send customers updates from point of sale, when you change the status of their work orders (for example, from In Progress to Done).
- ◆ You can send customers thank you messages when you complete their invoices.

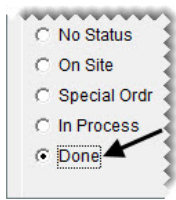
### Walk-Through: Texting an Update from Point of Sale

The tire installation for Bob Adams is done. Update the status of his work order and send him a text, so he knows his vehicle is ready to be picked up.

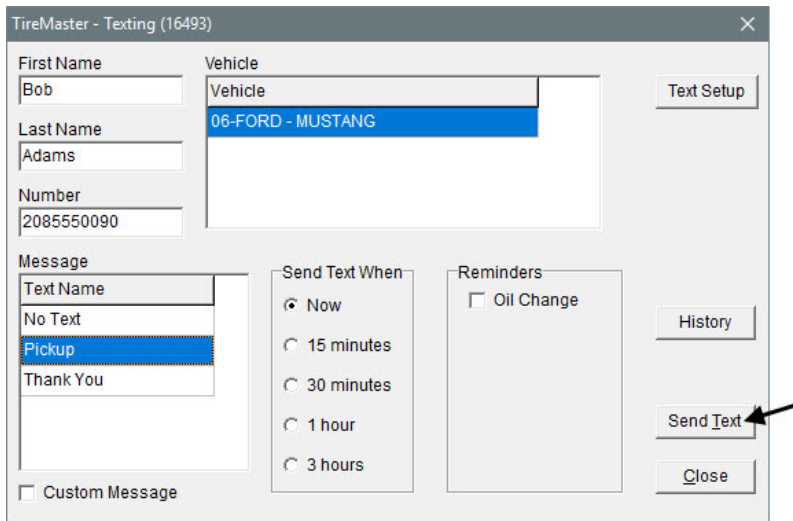
#### To text an update from point of sale

1. Retrieve the work order for Bob Adams.

- On the Invoice Entry screen, select the status **Done**. The TireMaster - Texting screen appears.



- Make sure the Pickup message is selected.
- Make sure **Now** is selected from the list of options for when to send the message.
- Click **Send Text**.



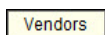
- Close the Invoice Entry and Open Work Order screens.

### Walk-Through: Sending a Text Message to a Vendor

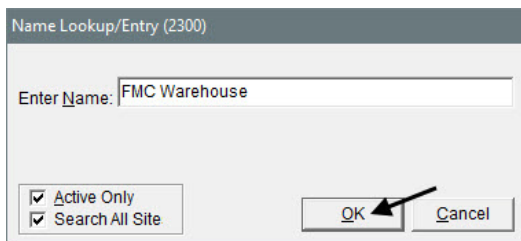
A shipment you're expecting from FMC Warehouse hasn't arrived yet. Send your account manager a text message to ask if the order is on its way.

#### To send a text message to a vendor

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



- Type **FMC warehouse** and click **OK**. The Vendor Maintenance screen appears.



3. Click **Text**. The TireMaster - Texting screen appears.

Vendor Maintenance (12200)

General | Ledger/History | Aging

Prev Next

1 169

Name: FMC WAREHOUSE Contact Type: Business Phone Number / E-Mail: 208-444-2345 Name: Main Phone

Address: 1121 HARRISON BLVD. Fax Number: 208-444-3456 Main Fax

Active Phone & E-Mail Text

4. Select the **Custom Message** check box.

Custom Message

5. Click **Send Text**. The Custom Message screen appears.

Send Text

Close

6. Type the following message: **Hi Ray. Has my order shipped?** Then click **OK**.

Custom Message

Enter Message

Hi Ray. Has my order shipped?

OK Cancel

7. Close the Vendor Maintenance screen.

## Exercise

Complete the invoice for Bob Adams and send him a thank you message when you conclude the sale.

# Tire Guide Pro Plus

With Tire Guide Pro Plus, you can look up tires from TireMaster's invoicing and quoting screens. This fitment guide includes plus sizes and specs for wheels, studs, and lug nuts. Vehicle manufacturers' torque and air pressure recommendations are also available and can be printed on work orders and invoices.

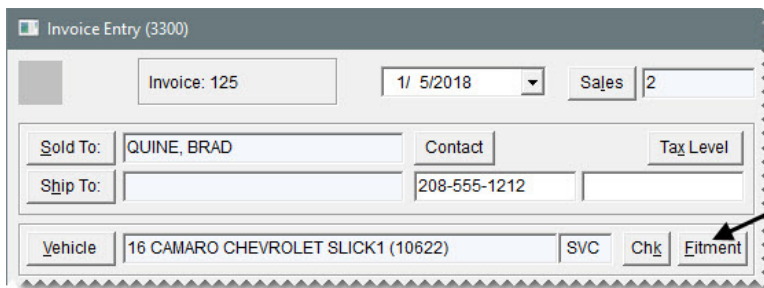
**Note:** Tire Guide Pro plus is developed by Pearl Communications and Tire Guides, Inc.

## Walk-Through: Looking Up Tires with the Fitment Guide

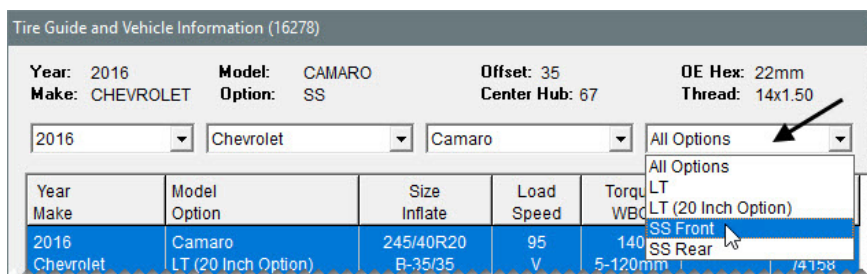
Brad Quine brings his 2016 Chevy Camaro in for a new set of tires. Use the fitment guide to find tires for a staggered application. Mechanic Russell Smith will mount the tires.

### To look up tires with the fitment guide

1. Start a work order for Brad Quine.
  - a. If the Open Work Order List isn't already open, click **Invoicing**.
  - b. Click **New Work Order**.
  - c. Look up the customer Brad Quine, and select the 2016 Chevy Camaro.
  - d. Enter the beginning mileage of **10,622** on the Work Order screen, and click **OK**.
2. On the Invoice Entry screen, click **Fitment**. The Tire Guide and Vehicle Information screen appears.



3. Add the *front* tires to the work order.
  - a. Select SS Front from the options drop-down. The fitment guide limits the vehicle fitment information displayed to only the front and rear SS options.



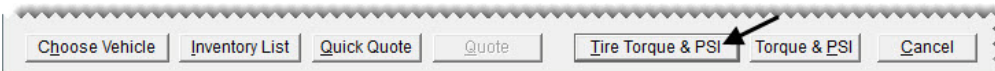
- b. Make sure SS Front is selected.

Year Make	Model Option	Size Inflate	Load Speed	Torque WBC	Rim Prefix	Load Ply/Weight
2016 Chevrolet	Camaro SS Front	245/40ZR20 F-35/	95 Y	140 5-120mm	20x8.5	/4450
2016 Chevrolet	Camaro SS Rear	275/35ZR20 R-/35	98 Y	140 5-120mm	20x9.5	/4450

- c. On the list of matching items, select the RE970AS PP Potenza (product code 010915).

Matching Items						
Product Code	Size / Description	Available	Best	Load/Speed	UTQG	MFG
143608	P245/40R20 / RE97AS POTENZA	4	213.64			BRI
001286	245/40R20XL / AS WIDE OVAL FIREHAWK	8	216.65			FIR
000425	245/40R20 / RE97AS POTENZA	4	218.20			BRI
000168	245/40R20 / RE97 A/S POTENZA	12	232.85			BRI
102825	245/40R20XL / S-04 PP POTENZA	4	271.78			BRI
010915	245/40R20XL / RE970AS PP POTENZA	5	294.06			BRI
149762	245/40R20 / RE950A POTENZA	4	359.00			BRI

- d. Click **Tire Torque & PSI**. A confirmation message appears.



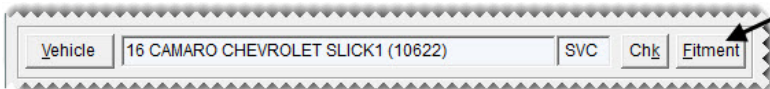
**Note:** The name of this button depends on whether you want to include torque and inflation values on work orders. To include or exclude this information, you need to set the system controls **Work Orders - Fitment Print Air Pressure** and **Work Orders - Fitment Print TRQ**.

4. Click **Yes**. These values are displayed on the **WO Notes** tab.
5. Change the tire's quantity to **2**, and press **Enter**. The tire's add-on items are added to the work order.

Quantity	Size	Description	Parts	L
2	245/40R20XL	RE970AS PP POTENZA	294.06	

6. Add the rear tires to the work order.

- a. Click **Fitment**.



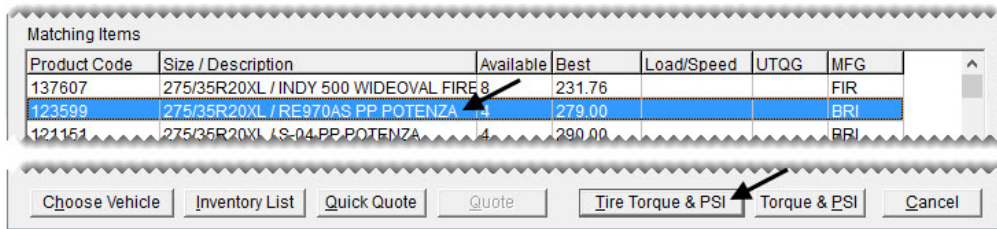
- b. Select **SS Rear** from the options drop-down.

Tire Guide and Vehicle Information (16278)									
<b>Year:</b> 2016	<b>Model:</b> CAMARO	<b>Offset:</b> 35	<b>OE Hex:</b> 22mm						
<b>Make:</b> CHEVROLET	<b>Option:</b> SS	<b>Center Hub:</b> 67	<b>Thread:</b> 14x1.50						
2016	Chevrolet	Camaro	All Options						
Year	Make	Model	Option	Size	Inflate	Load Speed	Torque WBC	Rim Prefix	Load Ply/Weight
2016	Chevrolet	Camaro	LT (20 Inch Option)	B-35/35	V	140	5-120mm		/4450
			SS Rear						

- c. Make sure **SS Rear** is selected.

Year	Make	Model	Option	Size	Inflate	Load	Speed	Torque	WBC	Rim	Prefix	Load	Ply/Weight
2016	Chevrolet	Camaro	SS Rear	275/35ZR20	R-35	98	Y	140	5-120mm	20x9.5		/4450	
2016	Chevrolet	Camaro	SS Front	245/40ZR20	F-35/	95	Y	140	5-120mm	20x8.5		/4450	

- d. Select the RE970AS PP Potenza (product code 123599), and click **Tire Torque & PSI**.



- 7. Change the tire's quantity to 2, and press **Enter**. The tire's add-on items are added to the work order.

Quantity	Size	Description	Parts	L
2.00	245/40R20XL	RE970AS PP POTENZA	294.06	
2.00	.	COMPUTER BALANCE - PAS	0.00	
2.00	.	RUBBER VALVE STEM	1.99	
2.00	.	STATE TIRE TAX (FEE)	3.00	
2.00	.	PASS ROAD HAZARD WARR.	29.41	
2.00	.	TIRE DISPOSAL - PASS.	3.00	
2	275/35R20XL	RE970AS PP POTENZA	279.00	

- 8. Assign technician Russell Smith to the work order.
  - a. Click the top row of the **Mech 1** column.
  - b. Type the initials **RS** and press **Enter**. Russell Smith's initials are added to the remaining rows.

Quantity	Size	Description	Parts	L	Mech 1	Mech 2	Flat Rate	( ^
2.00	245/40R20XL	RE970AS PP POTENZA	294.06		RS		0.00	
2.00	.	COMPUTER BALANCE - PAS	0.00				0.00	
2.00	.	RUBBER VALVE STEM	1.99				0.00	
2.00	.	STATE TIRE TAX (FEE)	3.00				0.00	
2.00	.	PASS ROAD HAZARD WARR.	29.41				0.00	
2.00	.	TIRE DISPOSAL - PASS.	3.00				0.00	
2.00	275/35R20XL	RE970AS PP POTENZA	279.00				0.00	
2.00	.	COMPUTER BALANCE - PAS	0.00				0.00	

- 9. To close the Invoice Entry screen, click **Quit**.
- 10. Close the Open Work Order List.

## Tire Brands

With the Tire Brands Interface, your TireMaster system can retrieve tire specifications, definitions, and images from the Tire Brands database.

**Note:** The Tire Brands database is compiled and updated by Pearl Communications.

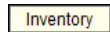
### Walk-Through: Retrieving Tire Brands Specifications

A customer in your showroom asks for detailed information about Bridgestone Serenity Turanza tires (size 205/65R15). Retrieve the specifications for this item.



## To retrieve Tire Brands Specifications

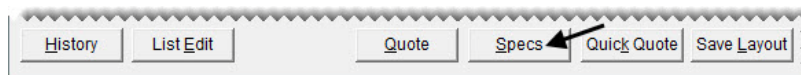
1. Click **Inventory**. The Custom Inventory Lookup screen appears.



2. Type **2056515** in the **Quick Look** row and **Serenity Turanza** in the **Description** row. Then click **OK**. The Inventory List appears.

Prompt	Start	End
3 - Quick Look:	2056515	
Description:	Serenity Turanza	
Product Code Range:		

3. Click **Specs**. A browser opens and displays the tire's specifications.



4. To print the specifications sheet, select **Print** from the browser's **File** menu.
5. When you're finished looking at the specs, close the browser and the open TireMaster screens.

# Epicor Integrated Service Estimator

With the Epicor® Integrated Service Estimator (ISE), you can import the descriptions for parts and labor, along with selling prices, labor times, and labor rates, into work orders and vehicle service checklists created in TireMaster.

You can also use the ISE to order parts from suppliers. Depending on how the ISE is set up, you can place orders automatically or manually and define whether TireMaster should create receiving documents for orders placed via the ISE.

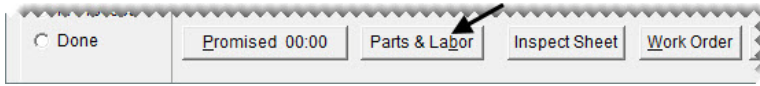
## Walk-Through: Adding Items to a Work Order with the ISE

Kris Johnson is going to replace the front brakes on John Ray's 2006 Ford Mustang, which has 98,122 miles on the odometer. Use the Epicor Integrated Service Estimator to look up the parts and labor times for this job and place an order with your supplier.

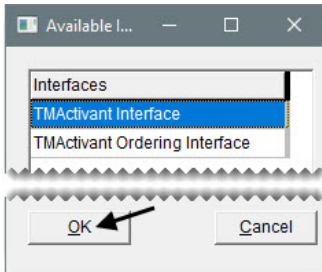
## To add items to a work order with the Integrated Service Estimator

1. Start a work order for John Ray. When you're prompted for a vehicle, select the Ford Mustang.

2. Access the Integrated Service Estimator.
  - a. On the Invoice Entry screen, click **Parts & Labor**. The Available Interfaces screen appears.

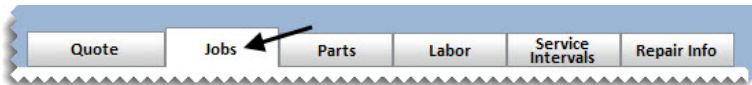


- b. Select Activant Interface, and click **OK**. The TM Interface screen appears.

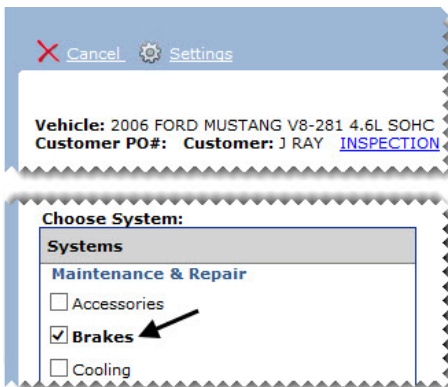


**Note:** If a VIN is not entered for the vehicle in TireMaster, you'll need to define the year, make, and model when the ISE opens.

3. Define the type of work being done.
  - a. Make sure the **Jobs** tab is selected.



- b. Select the **Brakes** check box. The ISE displays a list of various brake jobs.



- c. Select the **Front Brake Job Complete** check box. Then click **Next**.

Quote Jobs Parts Labor Service Intervals Repair Info

ID: 0 VIN: [1ZVFT82H065246123](#) Mileage: 0 EstID:

Next

**Brakes - Custom Jobs**  
Show all Descriptions

**Local Jobs**

4-Wheel Drive Additional Labor (4WD)

---

Front Brake Hoses (BFBH)

**Front Brake Job Complete (BFBC)**

Front Brake Linings (BFBL)

Front Brake Rotors / Drums (BFRD)

- d. For both questions, select **Yes**. Then click **Next**.

Cancel Settings

Repair Info

Next

Vehicle: 2006 FORD MUSTANG V8-28  
Customer PO#: Customer: J RAY

**For Parts**

w/4 WHEEL DISC ?

Yes

No

Don't know

**For Labor**

w/ABS?

Yes

No

Don't know

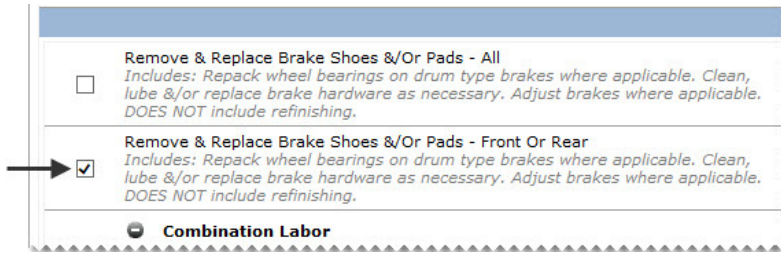
4. Choose the parts and labor.
- a. Select the check box for the brake pads of your choice.

**Job: Front Brake Job Complete (BFBC)**  
Includes replace front brake pads / linings, resurface or replace rotors / drums, repack required. Inspect balance of brake system and related components.

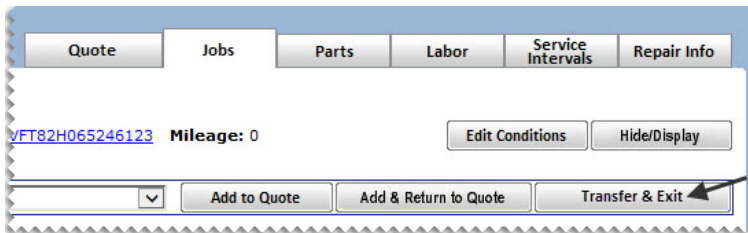
**Parts**

Avl	Qty	Description	Mfr	Part#
<b>F CERAMIC PADS</b>				
<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 AUTOZONE/ DURALAST GOLD CMAX	DGC	<a href="#">DGC1081</a>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1 AUTOZONE/ DURALAST GOLD OE DESIGN	EPA	<a href="#">DG1081</a>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 AUTOZONE/ FDP BRAKES SILENT SOLUTIONS	FDP	CSS1081

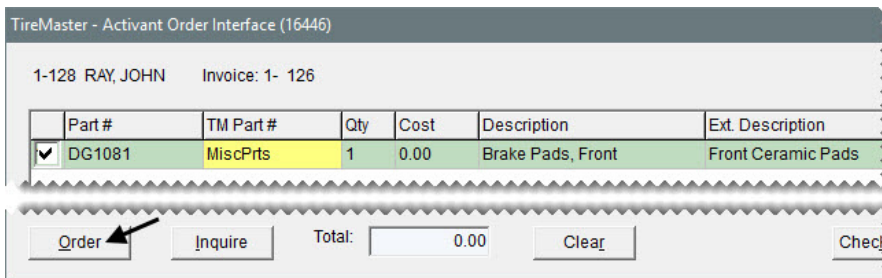
- b. Scroll down to the labor descriptions. Then select the check box for **Remove & Replace Brake Shoes &/Or Pads - Front Or Rear**.



- c. Click **Transfer & Exit**. The TireMaster - Activant Order Interface screen appears.



- d. Click **Order**. The ordering screen closes and the items are added to the work order and a receiving document.



**Note:** The Epicor Interface can be configured to automatically create receiving documents for the orders that are placed.

- 5. Assign mechanic Kris Johnson to the job.

Description	Parts	Labor	FET	Tax	Extend	Sales	Mech 1	Mech 2	Flat Rate	Cor
Front Brake Job Complete	0.00	0.00	0.00	parts	0.00	KJ			0.00	
Brake Pads, Front	80.98	0.00	0.00	both	80.98	KJ			0.00	
Misc Labor- Interface	0.00	80.00	0.00	both	80.00	KJ			1.00	

- 6. To close the work order, click **Quit**.

### Walk-Through: Adding Items to an Estimate with the ISE

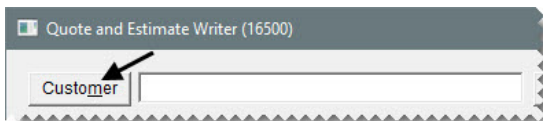
Ruth Evans wants to know how much it'll cost to replace the alternator in her Suburban. When you write her estimate, retrieve the parts and labor for the job from the ISE.

## To add items to an estimate with the ISE

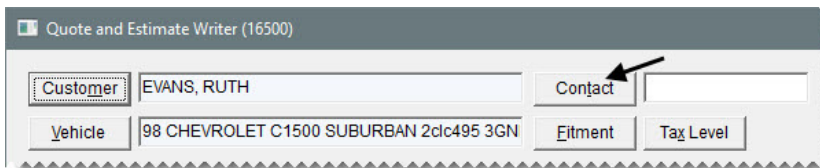
1. Start an estimate for Ruth Evans.
  - a. Press **F12** to open the Quote and Estimate Writer.



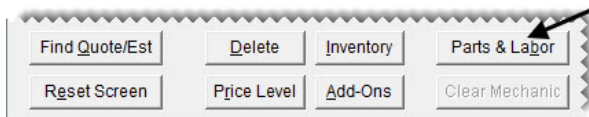
- b. Click **Customer**. Then look up the customer record and vehicle for Ruth Evans.



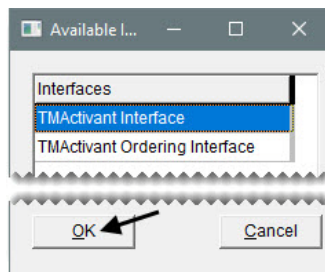
- c. Click **Contact** and select the home phone number from the list that appears.



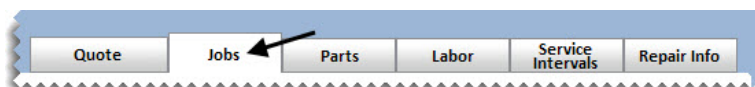
2. Click **Parts & Labor**. The Available Interfaces screen appears.



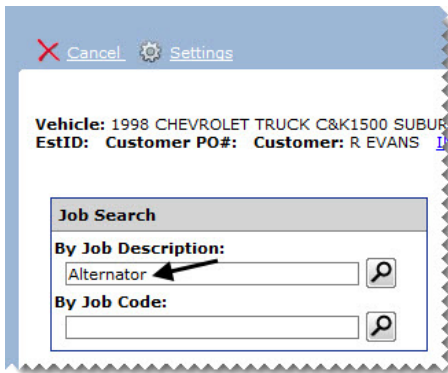
3. Select Activant Interface and click **OK**. The TM Interface screen appears.



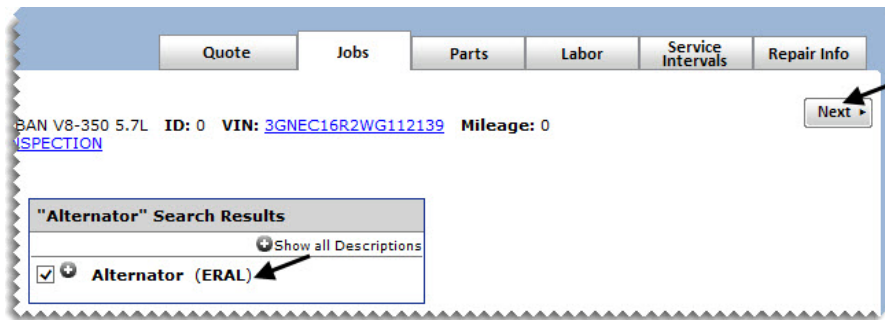
4. Define the type of work for which the price is being estimated.
  - a. Make sure the **Jobs** tab is selected.



- b. Type **Alternator** in the **Job Search** field and press **Enter**. The ISE displays the alternator replacement job.

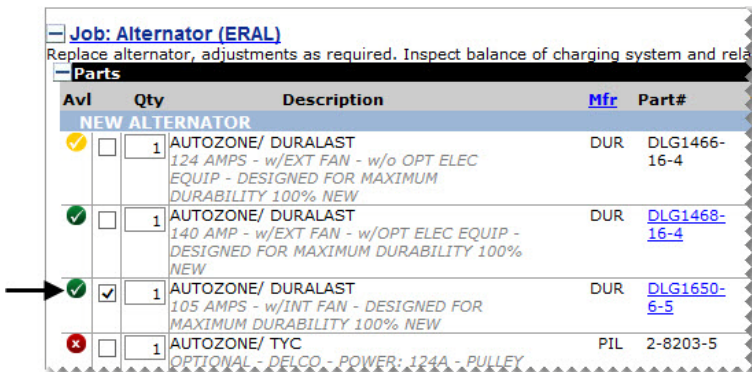


- c. Select the **Alternator** check box. Then click **Next**.

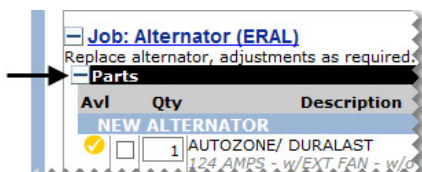


5. Choose the parts and labor.

- a. Select the check box for the alternator of your choice.



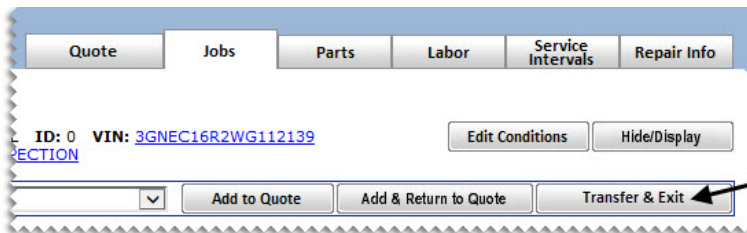
- b. To collapse the list of parts, click  in the upper left corner of the parts list.



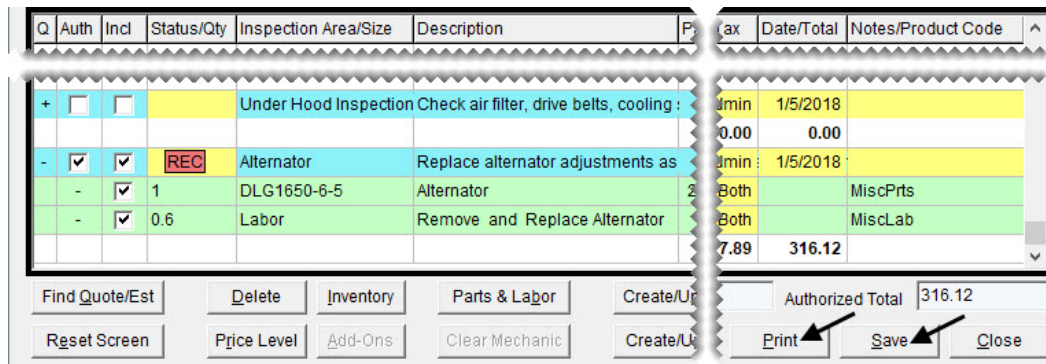
- c. On the list of labor items, select the check box for **Remove and Replace Alternator Assembly**.



- d. Click **Transfer & Exit**. The alternator and the labor item are added to the estimate.



6. Save the estimate and print a copy for the customer.



7. Close the Quote and Estimate Writer.

## Merchant Partners Payment Processing

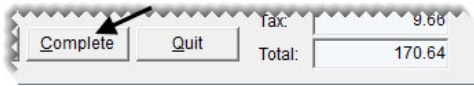
With the interface to Merchant Partners Payment Processing, you can process both credit and debit card payments automatically in TireMaster.

### Walk-Through: Processing a Credit Card with Merchant Partners and Signature Capture

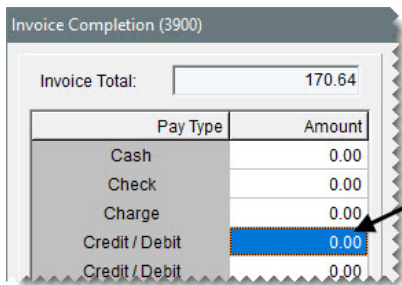
When John Ray returns to pick up his car, he pays for the brake job with his MasterCard and signs to authorize the credit card transaction. The vehicle's ending mileage is 98,123.

## To process a credit card with Merchant Partners

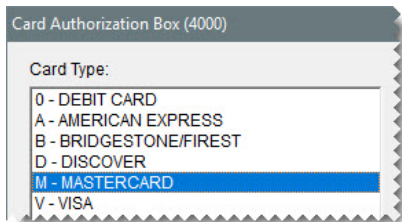
1. Retrieve the customer's work order.
  - a. If the Open Work Order List isn't already open, click **Invoicing**.
  - b. Select John Ray's work order, and click **Select**. The Invoice Entry screen appears.
2. Click **Complete**.



3. Click the first **Credit/Debit** row and press . The Card Authorization Box appears.



4. For the card type, select MasterCard.



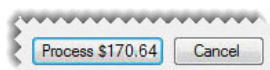
5. Make sure the **Auto Authorize** check box is selected, and click **OK**. The Merchant Partners Credit Card Sale screen appears.



6. Click **Swipe** and swipe the card. The customer's name and card information fill in.



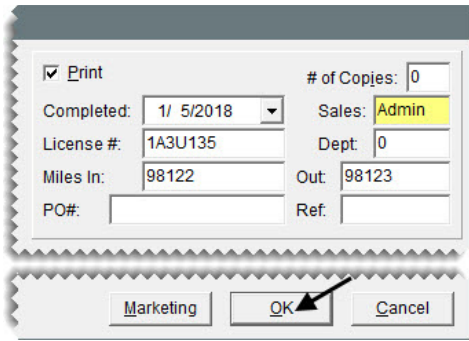
7. Click **Process**. A transaction status message appears.





**Note:** Steps 8 and 9 will be demonstrated by the Training Instructor.

8. Click **OK**. A message on screen will appear requesting the customer's signature.
9. Click **OK** to accept the signature.
10. For the ending mileage, enter **98123**.
11. Click **OK**.



The screenshot shows a software dialog box with the following fields and controls:

- Print
- # of Copies: 0
- Completed: 1/ 5/2018 (dropdown)
- Sales: Admin
- License #: 1A3U135
- Dept: 0
- Miles In: 98122
- Out: 98123
- PO#: (empty)
- Ref: (empty)
- Buttons: Marketing, OK (with an arrow pointing to it), Cancel

12. Click **Yes** to complete and print the invoice.



# Setting Up Inventory

With TireMaster’s inventory applications, you can track both the products and services you sell. Setting up inventory includes adding items and assigning codes that make it possible for you to monitor inventory activity. This chapter includes the following topics:

- ◆ “Adding a Basic Vendor” on page 99
- ◆ “Inventory Identification and Classification Methods” on page 101
- ◆ “Adding Inventory Items” on page 102
- ◆ “Updating Items with Inventory List Editing” on page 111

## Adding a Basic Vendor

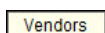
Before you can generate purchase orders and receive inventory with your TireMaster system, you need to add vendor records for your suppliers.

### Walk-Through: Adding a Vendor

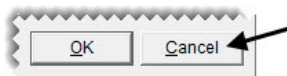
Pep Boys just opened a new store five minutes away from your shop. Add a vendor record for this new supplier, and include the contact information for your Pep Boys account manager.

#### To add a vendor

1. Click **Vendors**. The Name Lookup Entry screen appears.



2. Click **Cancel**. The Vendor Maintenance screen appears.



3. Click **Add**. The Name Lookup Entry screen appears.



4. Type **Pep Boys** and click **OK**. The Vendor Maintenance screen appears with the vendor's name filled in.

5. Add the vendor's address.
  - a. For the street address, type **590 S. Stratford Drive**.
  - b. Type the zip code **83642**. The Zip Codes screen appears.
  - c. Make sure the Meridian, ID zip code is selected and click **OK**. The city and state fill in for you automatically.

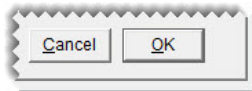
6. Add the vendor's contact information.
  - a. For the first contact type, make sure Business Phone is selected. Then type the phone number **208-555-2697** and the name (description) **Main Number**.
  - b. For the second contact type, select Fax Number. Then type the fax number **208-555-2698** and the name **Main Fax**.
  - c. For the third contact type, select Cell Phone. Then type the phone number **208-555-3300** and **Brad Acct Mgr** for the name.

- d. For the fourth contact type, select Business E-Mail. Then type the e-mail address **brad@pepparts.com** and **Brad Acct Mgr** for the name.

The screenshot shows a window titled 'Vendor Maintenance' with 'Prev' and 'Next' buttons at the top. Below these are two input fields containing '1' and '217'. The main area is a table with three columns: 'Contact Type', 'Number / E-Mail', and 'Name'.

Contact Type	Number / E-Mail	Name
Business Phone	208-555-2697	Main Number
Fax Number	208-555-2698	Main Fax
Cell Phone	208-555-3300	Brad Acct Mgr
Business E-mai	brad@pepparts.com	Brad Acct Mgr
Business E-mai		

7. Click **OK** to save the new vendor.



8. Close the Vendor Maintenance screen.

## Inventory Identification and Classification Methods

Inventory records in TireMaster are assigned various numbers and codes that help you identify and classify the items you sell. Three of the most commonly assigned identification and classification methods are the following:

- ◆ **Manufacturer Codes:** Identify the manufacturers who produced items. Examples of manufacturer codes include BRI (Bridgestone), GDY (Goodyear), and UNI (Uniroyal).
- ◆ **Categories:** Identify items that are similar to each other. Categories are the primary method of organizing items on sales and inventory reports. Examples of categories include TIPA (Tires - Passenger), TILT (Tires - Light Truck), SPAU (Parts - Service), and LBME (Labor - Mechanical).
- ◆ **Groups:** Provide another means of identifying items that are similar to each other. Inventory groups are the secondary method of organizing sales and inventory report information. Examples of groups include Tires, Services, and Batteries.

**Tip:** If you're having trouble differentiating categories and groups, keep in mind that categories identify a specific set of items (such as *Tires - Passenger* and *Tires - Light Truck*) and groups identify a general set of items (such as *Tires*).

Manufacturer codes, categories, and groups can all be used to look up items and organize information on reports. The number of categories and groups that you use affects the number of subtotals on your reports. For example, if you set up categories that classify tires by both make and type (such as *Tires - Passenger - General* and *Tires - Light Truck - General*), your reports will be more detailed than if your categories classify your tires by type only (such as *Tires - Passenger*).

# Adding Inventory Items

When you add an inventory item, you need to complete a variety of settings that provide information about it. Some settings describe the item, while others define how it should be handled when it's included in transactions. Some of the most important settings for an item determine how it's priced.

When adding items to the inventory, you also need to classify them as either inventoriable or noninventoriable:

- ◆ **Inventoriable items:** Items for which you track both the costs and the quantities. You should classify an item as inventoriable if you typically keep it in stock, include it in physical counts, and show profit and loss information for it on reports.
- ◆ **Noninventoriable items:** Items for which you track the costs but not the quantities. Examples of noninventoriable items include labor, nonstock service parts, fees, warranties, and hard-to-track items such as valve stems.

**Note:** Typically, noninventoriable items are used as up-sell items that enable you to earn more money from your sales. In TireMaster, those up-sell items are known as add-ons. When you're going online, set up your noninventoriable items first.

# Adding Noninventoriable Items

A noninventoriable item is an item for which you track only the cost. To track the costs of noninventoriable items, you need to use noninventoriable costing methods.

With noninventoriable costing methods, you define which amount to use as an item's cost and when to post that cost to the general ledger. There are three noninventoriable costing methods that you can use:

- ◆ **Expense Method:** An item's cost posts to the general ledger when you buy the item from a vendor. The Expense Method is often used for low-cost and labor items that will not significantly affect the income statement, such as valve stems, wheel weights, and bulk oil.
- ◆ **Option-Cost Method:** You enter the item's actual cost at point of sale. If the item has federal excise tax, you also need to include it in the item's cost. The Option-Cost Method is typically used for nonstock parts, such as brake pads. You can also use the Option-Cost Method for nonstock or special order tires.
- ◆ **Relief-Percent Method:** An estimated cost for an item posts to the general ledger when it is sold. This estimated cost is a percentage of the item's parts price. The Relief-Percent Method can be used for nonstock tires, oil filters, and air filters.

## Walk-Through: Adding a Noninventoriable Item

Add an item for oil disposals, using the product code 15 and the quick look code DSPOIL. The price for this item is \$2.00.

### To add a noninventoriable item

1. Click **Inventory**. The Custom Inventory Lookup screen appears.

Inventory

2. Look up an item that's similar to the one you're adding.
  - a. Type the code **DSP** in the **Quick Look** row, and click **OK**. The Inventory List appears.

Custom Inventory Lookup (8100)

Past Lookups: [Dropdown]

1 Standard | 2 Receiving | 3 Pricing | 4 Editing | 5 Other

Prompt	Start	End
3 - Quick Look:	DSP	
Description:		

Clear OK Cancel

- b. Select the light truck tire disposal and click **OK**. The Inventory Maintenance screen appears.

Inventory List (2000)

Prod Code	Size	Description	Availa
43		TIRE DISPOSAL - LT.	
16		TIRE DISPOSAL - PASS.	

OK Cancel

**Tip:** Looking up a similar item helps you save time, because you can reuse many of its settings for the new item.

3. Click **Add**. TireMaster prompts you for the new item's product code.

Find Add Edit Delete

4. For the product code, type **15** and click **OK**.

Add New Inventory (1000)

New Product Code:

15

OK Cancel

5. Enter the following information for the new item:
  - ♦ For the description, type **Oil Disposal**.

- ◆ Change the quick look code to **DSP0IL**.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: 15

Size: . Rim Size: 0.00

Description: OIL DISPOSAL

Quick Look: DSP0IL  Active  Discontinued

Group: DISPOSALS Charge Shop:  Parts  Labor

- ◆ Make sure the letter **N** is entered in the **Inventory (Y/N)** field.

Prev Next

Part#: 1 43

Inventory (Y/N): N

Type (G,C,F,D):

Color/Spiff: [Yellow]

Commission: [Yellow]

Force Option Cost

- Assign an inventory category and GL code.
  - Click the **Category** field and press [F4]. Then select OILU - Oil & Lube from the list that appears, and click **OK**.
  - Click the **GL** field and press [F4]. Then select DISP - Used Oil Disposal from the list that appears, and click **OK**.

Taxable:  Parts  Labor

Category: OILU GL: DISP

OK Cancel

- Click **OK**. TireMaster prompts you to price the item.

OK Cancel

- Click **Yes**. The Site Prices and Quantity screen appears.



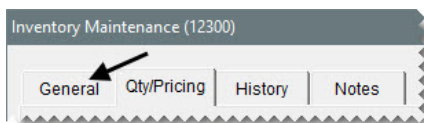
9. For the parts price, type **2.00**.

10. To save your changes, click **OK**. TireMaster prompts you to use the base price as the last cost.



11. Click **OK**.

12. Click the **General** tab. Then close the Inventory Maintenance screen.



## Exercises

- A. Set up an item for tracking nonstock light truck tires. Because your employees will need to enter the cost for these items at point of sale, make sure the setting to force the option cost is enabled. Also assign the bronze add-on code, the category for light truck tires, and the GL code for noninventory light truck tires.
- B. Add a \$2.00 senior citizen discount item.

## Creating Add-Ons

With add-ons, you can automatically include additional items and services such as alignments, warranties, and disposal fees on work orders. Using add-ons reduces the amount of time needed to create a work order, because you don't have to add each item one at a time. Using add-ons can help you increase sales, because they remind you to suggest additional items and services to customers.

Add-on packages are made up of the following:

- ◆ An add-on code
- ◆ One or more associated items

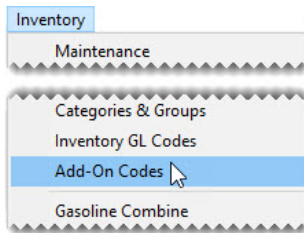
The add-on code can be assigned to items in your inventory. Items that have been assigned add-on codes are referred to as parent items, because they're the main items that are put on work orders. Tires, batteries, and oil changes are examples of parent items. Valve stems, disposal fees, and warranties are examples of add-on items.

## Walk-Through: Creating an Add-On

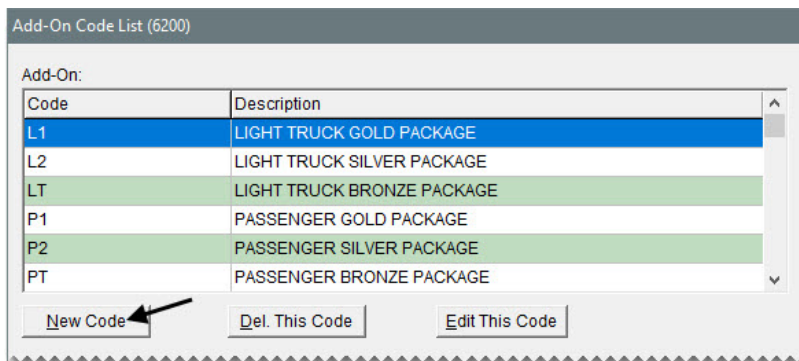
Create the add-on code OC, which will be used for oil changes. Then assign the oil disposal item that you just created to the add-on.

### To create an add-on

1. Define the add-on code.
  - a. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.

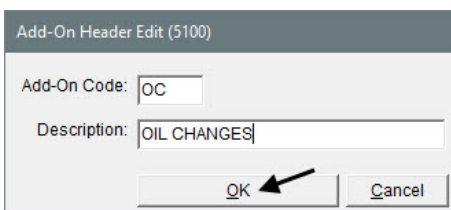


- b. Click **New Code**. The Add-On Header Edit screen appears.

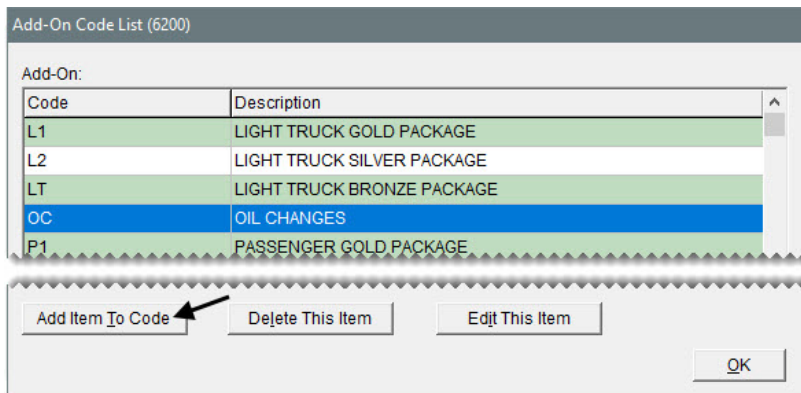


- c. For the name of the add-on code, type **OC**.
 

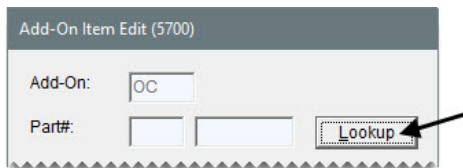
**Tip:** Name add-on codes based on the type of parent items they'll be assigned to, such as light truck tires. This naming method helps others understand which add-on codes to assign to parent items.
    - d. For the description, type **oil changes**.
    - e. To save the new code, click **OK**.



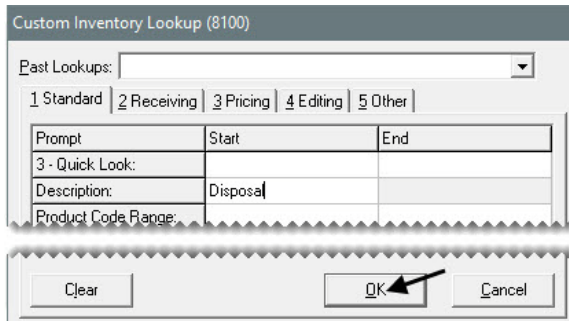
2. Associate an item with the new add-on code.
  - a. Make sure the code OC is selected, and click **Add Item to Code**. The Add-On Item Edit screen appears.



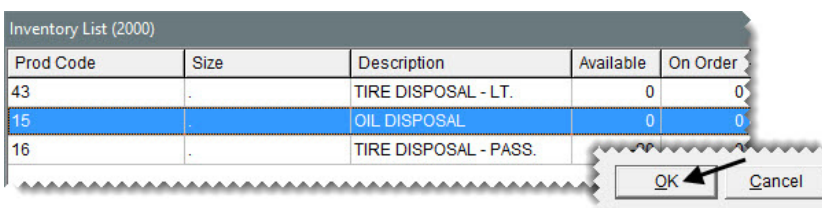
- b. Click **Lookup**. The Custom Inventory Lookup screen appears.



- c. Type **Disposal** in the **Description** row and click **OK**. The Inventory List appears.

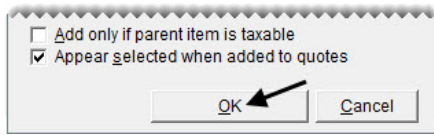


- d. Select the oil disposal item and click **OK**.

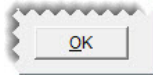


- e. To automatically include oil disposals in prices calculated for quotes, select the **Appear selected when added to quotes** check box.

f. Click **OK**.



3. To close the Add-On Code List, click **OK**.



## Exercises

- A. Assign the add-on code OC to the inventory item for oil changes.
- B. Assign the following items to the add-on code L1:
- ◆ Computer balance
  - ◆ Valve stem
  - ◆ State tire tax
  - ◆ Tire disposal
  - ◆ 2 Year Road Hazard Warranty (The price of the warranty is 10% of the parent item's price.)
  - ◆ Alignment (Set a fixed quantity of 1 for the alignment.)

When you assign these items to the add-on code, make sure they'll be selected on quotes.

**Note:** For additional information about assigning items and descriptions of each field, press **F1**.

# Adding Inventoriable Items

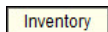
Inventoriable items are those items for which you track both the costs and quantities.

## Walk-Through: Adding an Inventoriable Item

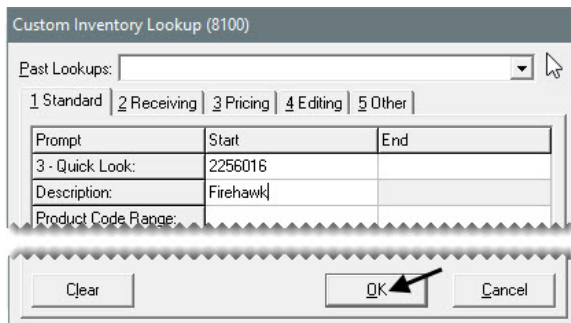
Add a Firestone tire to the inventory. The tire's product code is 067911 and the size is P225/60R16. For the quick look code, use the tire's size without letters or slashes. Also include a note that indicates this is a specialty tire.

### To add an inventoriable item

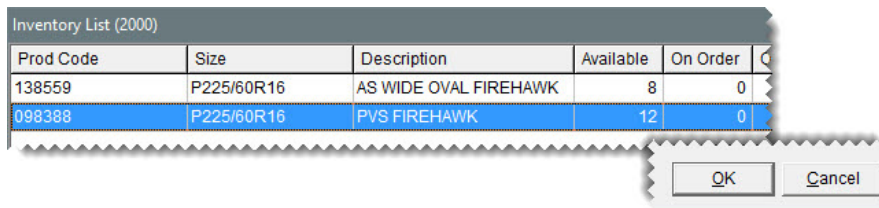
1. Click **Inventory**. The Custom Inventory Lookup screen appears.



2. Look up an item that's similar to the one you're adding.
  - a. Type **2256016** in the **Quick Look** row and **Fi rehawk** in the **Description** row, and click **OK**. The Inventory List appears.



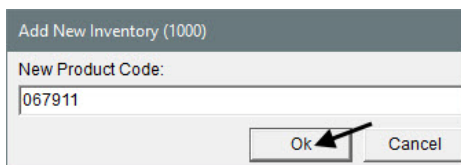
- b. Select the PVS Firehawk tire with product code 098388 and click **OK**. The Inventory Maintenance screen appears.



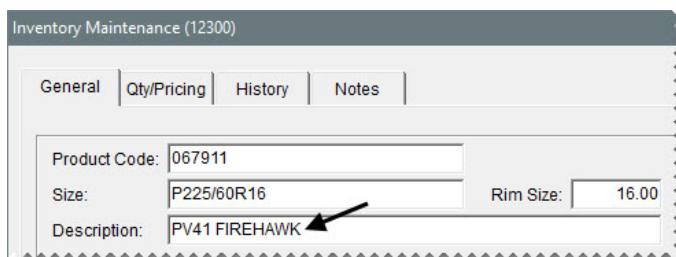
3. Click **Add**. TireMaster prompts you for the new item's product code.



4. For the product code, type **067911** and click **OK**.



5. Change the following information.
  - a. For the description, type **PV41 Fi rehawk**.



- b. Make sure the letter **Y** is entered in the **Inventory (Y/N)** field.

A screenshot of a software window with a title bar. At the top are 'Prev' and 'Next' buttons. Below them is a 'Part#' field containing '1' and '5228'. Underneath is an 'Inventory (Y/N):' field containing the letter 'Y', with a black arrow pointing to it. Below that is a 'Type (G,C,F,D):' field which is empty.

- c. For the first vendor part number, type **107621485**.

A screenshot of a software window with a title bar. It contains two 'Vendor Part Number' fields. The first field contains '107621485' with a black arrow pointing to it. The second field is empty. Below these are two 'Recon Code' fields, both of which are empty.

6. Enter the following specifications:

- ◆ For the load index and speed rating, type **97/V**.
- ◆ For the load range, type **SL**.
- ◆ For the warranty, type **0**.
- ◆ For the Uniform Tire Quality Grade, type **340-A-A** (treadwear rating is 340, traction rating is A, and temperature rating is A).
- ◆ For the sidewall, type **BW**.

A screenshot of a software window with a title bar. It contains several input fields for specifications: 'Load / Speed:' with '97V', 'Load Range:' with 'SL', 'Warranty:' with '0', 'UTQG:' with '340-A-A', 'Sidewall:' with 'BW', and 'Core Item:' which is empty.

7. Click **OK**. TireMaster prompts you to price the item.

A screenshot of a small dialog box with a title bar. It contains two buttons: 'OK' and 'Cancel'. A black arrow points to the 'OK' button.

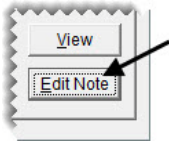
8. Click **No**. You'll price the item later.

9. Add a note to the item.

- a. Click the **Notes** tab.

A screenshot of a software window titled 'Inventory Maintenance (12300)'. It has a tabbed interface with four tabs: 'General', 'Qty/Pricing', 'History', and 'Notes'. A black arrow points to the 'Notes' tab.

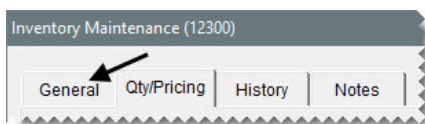
- b. Click **Edit Note**.



- c. Type the following: **This tire was designed for use by law enforcement and high-speed emergency vehicles.**
- d. To save the note, click **OK**.

 A screenshot of the 'Inventory Maintenance (12300)' window. The 'Notes' tab is selected. The window shows fields for Site#, Part#, and Description. The Description field contains 'PV41 FIREHAWK : 067911 : P225/60R16'. Below this, a text area contains the note: 'This tire was designed for use by law enforcement and high-speed emergency vehicles.' At the bottom right, there are 'View', 'OK', and 'Cancel' buttons. An arrow points to the 'OK' button.

10. Click the **General** tab, and close the Inventory Maintenance screen.



## Updating Items with Inventory List Editing

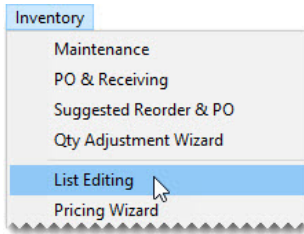
With Inventory List Editing, you can update the settings for several items on a screen that's similar to a spreadsheet. The Inventory List Editing screen is split into two panes. The top pane includes basic properties for items, such as size, product code, and group. The bottom pane is for price, cost, and stocking-level settings.

### Walk-Through: Updating Items with Inventory List Editing

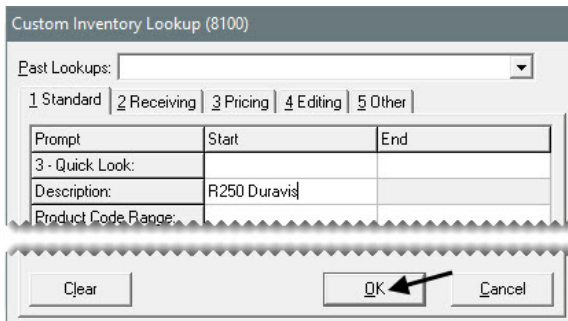
Use Inventory List Editing to set the minimum quantity for a sample of items. For each Bridgestone R250 Duravis tire, set the minimum quantity to 4.

## To update items with Inventory List Editing

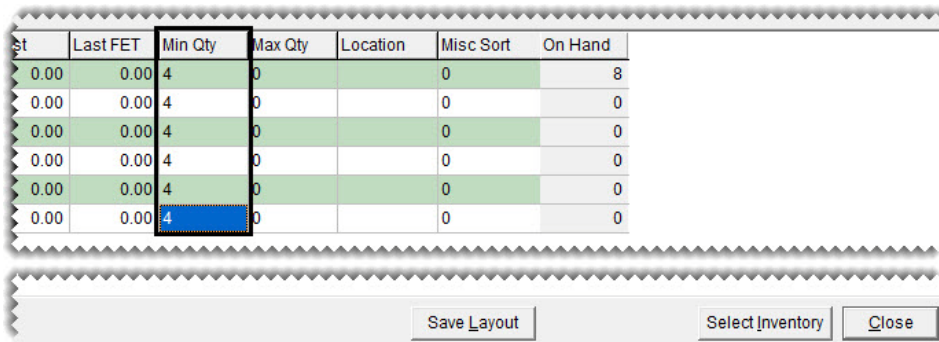
1. From the **Inventory** menu, select **List Editing**. The Custom Inventory Lookup screen appears.



2. Type **R250 Duravis** in the **Description** row, and click **OK**.



3. In the bottom pane of the Inventory List Editing screen, go to the **Min Qty** column.
4. Make sure a minimum quantity of **4** is entered for each tire.



5. Close the Inventory List Editing screen.

### Exercise

Use Inventory List Editing to assign the add-on code LT to all Goodyear HT Wrangler light truck tires.



# Pricing Items

TireMaster offers a variety of options for pricing the products and services you sell. This chapter includes the following topics:

- ◆ [“Pricing Items with Factor-Based Calculations” on page 113](#)
- ◆ [“Using the Pricing Wizard to Update Prices” on page 117](#)
- ◆ [“Setting Up a Sale” on page 119](#)
- ◆ [“Using a Price Matrix” on page 122](#)
- ◆ [“Updating Prices with XML Spreadsheets” on page 126](#)

## Pricing Items with Factor-Based Calculations

You can calculate the price of items using either a markup or a margin. For these types of price calculations, you need to define a factor, which is a number that’s used to calculate the markup or margin. Depending on the pricing method, the factor is either multiplied or divided by an item’s base price or last cost.

### Markups

A markup is an amount that’s added to your cost for an item. To calculate an item’s price with a markup, TireMaster uses the following formula: **Item Cost x Factor = Parts Price**.

For markups, enter the following settings for an item on the Site Prices and Quantity screen:

- ◆ In the **Op** (operator) field, type an **M**.
- ◆ In the **Factor** field, type the factor as a decimal.

**Note:** To access the Site Prices and Quantity screen, search for the item. When the Inventory Maintenance screen opens, click the **Qty/Pricing** tab and then click **Detail/Edit**.

In Figure 17, TireMaster calculates a 30% markup for an item. The **M** in the **Op** field tells TireMaster to multiply the item's cost of **62.92** (the base price) by the factor of **1.30**. The result is the new parts price of \$81.7960 (which is rounded to \$81.80).

The screenshot shows a pricing screen with the following fields and values:

Last FET:	0.0000	Parts:	81.77
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	81.7700
Relief %:	0.0000	Flat Rate:	0.0000
Price By:	C	Op:	M
Factor:		Factor:	1.3000
Base Price:	62.9000	Std Cost:	0.0000
Last Cost:	62.9000	Next Cost:	62.9000
Core Cost:	0.0000		

**Figure 17:** Calculating a Markup

To determine what number to type in the **Factor** field for markups, add 100% to the markup percentage that you want to use. The total is the factor. For example, if you want a 21% markup, use the following calculation: **100% + 21% Markup = 121% Factor**. Then change the factor to a decimal. In this instance, you'd type **1.21** in the **Factor** field.

Table 1 shows you the amount to type in the **Factor** field to calculate various markups.

**Table 1: Markup Factors**

Markup	Amount to type in the Factor field
10%	1.10
15%	1.15
20%	1.20
25%	1.25
30%	1.30

Once you have completed the settings on the Site Prices and Quantity screen, use the Pricing Wizard to recalculate the price with the new factor. For more information, see [“Using the Pricing Wizard to Update Prices” on page 117](#).

## Margins

A margin is the difference between your cost and the selling price of an item—in other words, the profit you want to make. To calculate an item's price with a margin, TireMaster uses the following formula:  
**Item Cost ÷ Factor = Parts Price.**

For margins, enter the following settings for an item on the Site Prices and Quantity screen:

- ◆ In the **Op** (operator) field, type **D**.

- ◆ In the **Factor** field, type the factor as a decimal.

**Note:** To access the Site Prices and Quantity screen, search for the item. When the Inventory Maintenance screen opens, click the **Qty/Pricing** tab and then click **Detail/Edit**.

In Figure 18, TireMaster calculates a 20% margin for an item. The **D** in the **Op** field tells TireMaster to divide the item's cost of **37.94** (the base price) by the factor of **.80**. The result is the new parts price of \$47.4250 (which is rounded to \$47.43).

The screenshot shows a pricing screen with the following fields and values:

Last FET:	0.0000	Parts:	47.425
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	47.4250
Relief %:	0.0000	Flat Rate:	0.0000
Price By:	C	Op:	D
		Factor:	0.8000
Base Price:	37.9400	Std Cost:	0.0000
Last Cost:	37.9400	Next Cost:	37.9400
Core Cost:	0.0000		

**Figure 18:** Calculating a Margin

To determine what number to type in the **Factor** field for margins, subtract the margin percent from 100%. The difference is the factor. For example, if you want a 40% margin, use the following calculation: **100% – 40% Margin = 60% Factor**. Then change the factor to a decimal. In this instance, you'd type **.60** in the **Factor** field.

The following table shows the amount to type in the **Factor** field to calculate various margins.

**Table 2: Margin Factors**

Margin	Amount to type in the Factor field
10%	.90
15%	.85
20%	.80
25%	.75
30%	.70

Once you have completed the settings on the Site Prices and Quantity screen, use the **Recalculate** button to update the item's price, or use the Inventory Pricing Wizard to recalculate the prices of items in a group.

### Walk-Through: Updating an Item's Price with a Factor-Based Calculation

Price the new Firestone tire by performing a factor-based price calculation. First, define the base price, last cost, and factor for the item. Then use the **Recalculate** button to calculate the item's selling price.

## To price an item with a factor-based calculation

1. Look up the Firehawk PV41 tire.
  - a. Click **Inventory**. The Custom Inventory Lookup screen appears.



- b. Type **067911** in the product range row, and click **OK**. The Inventory List appears with the Firehawk tire selected.

 A screenshot of the "Custom Inventory Lookup (8100)" dialog box. It features a "Past Lookups:" dropdown menu, a tabbed interface with "1 Standard", "2 Receiving", "3 Pricing", "4 Editing", and "5 Other" tabs, and a table with columns "Prompt", "Start", and "End". The "Product Code Range" field contains "067911". At the bottom, there are "Clear", "OK", and "Cancel" buttons, with an arrow pointing to the "OK" button.

- c. Click **OK** (again).



2. Access the item's pricing information.
  - a. Click the **Qty/Pricing** tab.

 A screenshot of the "Inventory Maintenance (12300)" dialog box. It has a tabbed interface with "General", "Qty/Pricing", "History", and "Notes" tabs. An arrow points to the "Qty/Pricing" tab.

- b. Click **Detail Edit**.



3. Define the item's cost and factor.
  - a. Leave the operator (**Op** field) set to **D**.
  - b. For the base price, type **181.00**.
  - c. For the last cost, type **181.00**.
  - d. For the factor, type **.70**.

- e. Click **Recalculate**, and click **Yes** when the confirmation appears. The item's parts price is calculated with a 30% margin.

The screenshot shows a dialog box with the following fields and values:

Price By:	B	Op:	D	Factor:	0.7000
Base Price:	181.0000	Std Cost:	0.0000		
Last Cost:	181.0000	Next Cost:	0.0000		
Core Cost:	0.0000				
Sale Begin:	01/01/1990	Sale Parts:	0.0000		
Sale End:	01/01/1990	Sale Labor:	0.0000		
		Sale Price:	0.0000		

Buttons at the bottom: Recalculate (highlighted with an arrow), OK, and Cancel.

- f. To save your changes, click **OK**.



4. Close the Inventory Maintenance screen.

## Using the Pricing Wizard to Update Prices

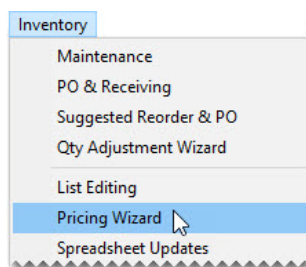
Multiple price changes for a group of inventory items can be completed using the Pricing Wizard.

### Walk-Through: Updating Tire Prices with the Pricing Wizard

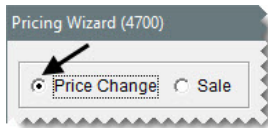
Goodyear has announced a 3% price increase for all tires. To change the prices of your Goodyear tires, use the Pricing Wizard to update the last cost amounts and recalculate the prices based on the factors assigned to those items.

#### To update prices

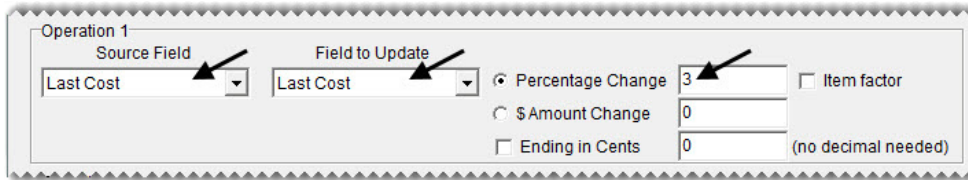
1. From the **Inventory** menu, select **Pricing Wizard**. The Pricing Wizard opens.



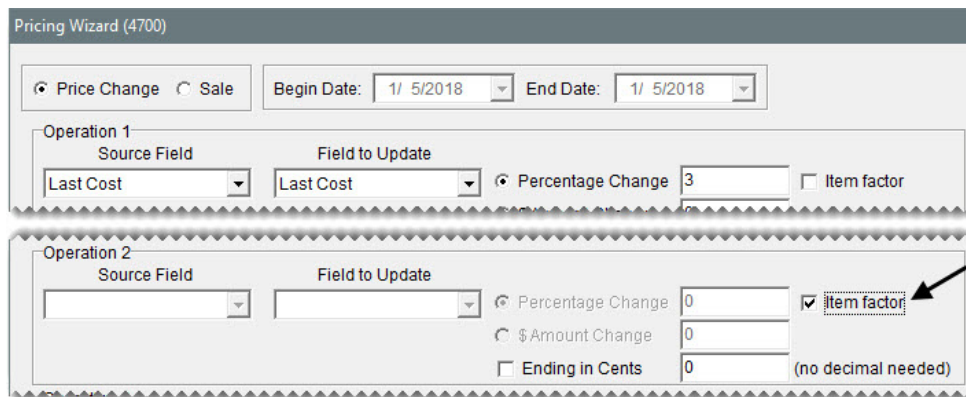
2. Make sure **Price Change** is selected.



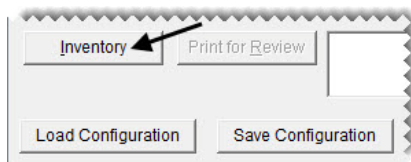
3. Define how to update the prices of the affected items under Operation 1.
  - a. For the **Source Field**, select Last Cost.
  - b. For the **Field to Update**, select Last Cost.
  - c. Make sure **Percentage Change** is selected, and type **3**.



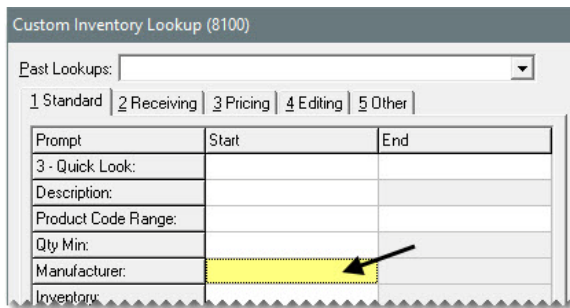
4. Under Operation 2, select the **Item Factor** check box.



5. Look up the items for which the last cost and parts prices will be updated.
  - a. Click **Inventory**. The Custom Inventory Lookup screen appears.



- b. Click the **Manufacturer** row, and press . Then select Goodyear from the list that appears.

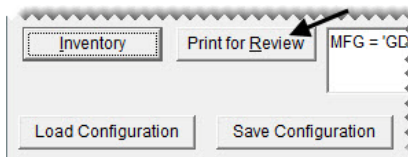


Prompt	Start	End
3 - Quick Look:		
Description:		
Product Code Range:		
Qty Min:		
Manufacturer:		
Inventory:		

- c. Click **OK** to finish the search. The items are added to the Pricing Wizard.



6. To preview the pending cost and price changes, click **Print for Review**. The Report Window opens.



7. Print the Pricing Wizard Report. Then close the Report Window.
8. Finish the price update.
- a. Click **Apply**. TireMaster prompts you to confirm the changes.



- b. Click **Yes**.
- c. Click **OK** to close the completion message and the Pricing Wizard.

## Setting Up a Sale

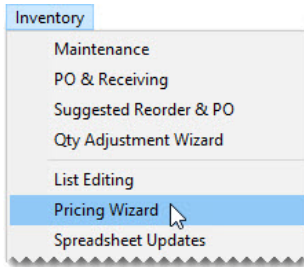
You can use the Pricing Wizard to set temporary prices for items and the dates when those temporary prices will be in effect.

### Walk-Through: Setting Up a Sale

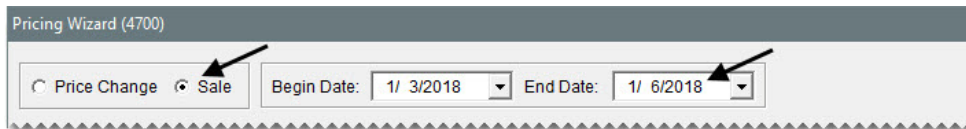
Offer a 10% discount on Michelin passenger tires. The sale begins today and lasts until the end of the week. When you set up the sale, set the ending of the sale prices to 97 cents.

## To set up a sale

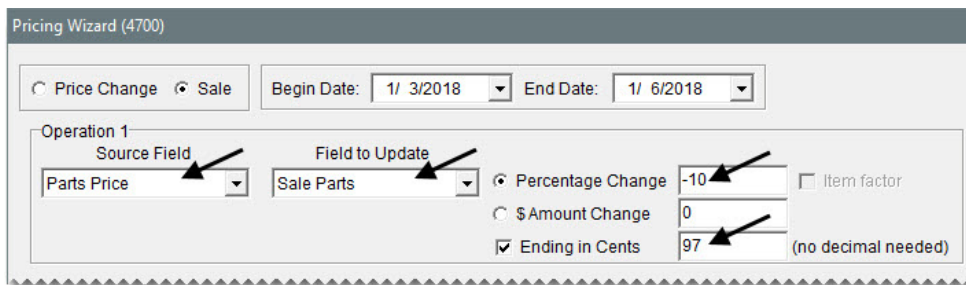
1. From the **Inventory** menu, select **Pricing Wizard**. The Pricing Wizard opens.



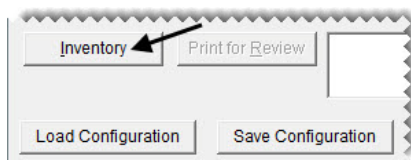
2. Set the dates for the sale.
  - a. Select **Sale**.
  - b. For the ending date, select this Saturday's date from the pop-up calendar.



3. Set the prices for the sale.
  - a. For the **Source Field**, select Parts Price.
  - b. For the **Field to Update**, select Sale Parts.
  - c. Make sure **Percentage Change** is selected, and type **-10**.
  - d. Select the **Ending in Cents** check box, and type **97** in the **(no decimal needed)** field.



4. Select the items that will be on sale.
  - a. Click **Inventory**. The Custom Inventory Lookup screen appears.



- b. Click the **Manufacturer** row, and press **[F4]**. Then select Michelin from the list that appears.
- c. Click the **Category Range** row, and press **[F4]**. Then select TIPA from the list that appears.



- d. Click **OK** to finish the search. The items are added to the Pricing Wizard.

Custom Inventory Lookup (8100)

Past Lookups: [1 Standard]

1 Standard | 2 Receiving | 3 Pricing | 4 Editing | 5 Other

Prompt	Start	End
3 - Quick Look:		
Description:		
Product Code Range:		
Qty Min:		
Manufacturer:	MIC	
Inventory:		
Group:		
Category Range:	TIPA	
Size Range:		

Clear OK Cancel

5. Review and apply the pending sale prices.
- a. Click **Print for Review**. The Report Window opens.

Inventory | Print for Review | MFG = MIC

Load Configuration | Save Configuration

- b. Review the new sale prices. Then close the Report Window.
- c. Click **Apply**. TireMaster prompts you to confirm the price change.

Apply | Close

- d. Click **Yes**.
- e. Click **OK** to close the completion message and the Pricing Wizard.
6. Verify that the selected items have been put on sale.
- a. Click **Inventory**. The Custom Inventory Lookup screen appears.

Inventory

- b. Select the lookup for the manufacturer Michelin and category range TIPA from the **Past Lookups** drop-down.

Custom Inventory Lookup (8100)

Past Lookups: [Tab: 1 Standard, Manufacturer: MIC, Category Range: TIPA]

1 Standard | Tab: 1 Standard, Manufacturer: GDY

Inventory

- c. Click **OK**. The Inventory List appears. All of the tires are colored cyan, which means they're currently on sale.



- d. Close the open screens.

## Using a Price Matrix

With a price matrix, an item's selling price is updated by calculating a markup based on where the item's cost (the amount the vendor charges you) falls within a set of ranges. For example, you could use a matrix to calculate a 30% markup for items that cost between \$1 and \$100 and a 20% markup for items that cost between \$100 and \$200.

**Note:** Matrix price changes are calculated with the next cost. If an item doesn't have a next cost, its last cost is used for the calculation instead.

Working with price matrixes includes the following steps:

- ◆ Creating a matrix to define one or more cost ranges and the percentages or dollar amounts by which selling prices will change
- ◆ Assigning a matrix to an individual item or group of items
- ◆ Updating prices by assigning a matrix

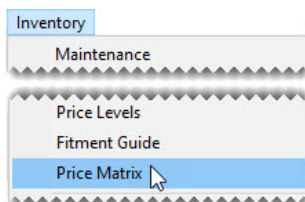
A matrix can be edited, copied or deleted as needed, See [“Working with Price Matrixes” on page 265](#) for more information.

### Walk-Through: Setting Up a Price Matrix

Set up a price matrix that includes three ranges.

#### To set up a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears with the first matrix on the list selected (unless none have been set up).



2. To clear the current matrix data click **Clear Matrix**.



- For the matrix name, type **Performance FIR**.

A screenshot of a software window showing a text input field labeled 'Matrix Name' containing the text 'Performance FIR'.

- Create three matrix ranges, and define the low and high cost and percentage for each.

**Note:** Prices do not update when there are gaps between matrix ranges. Therefore, when you add the second range and any additional ranges, the amount in the **Low Cost** field needs to match the amount in the **High Cost** field for the previous range.

- For Range 1, type a low cost of **0**, high cost of **100**, and percentage of **35**.
- For Range 2, type a low cost of **100**, high cost of **200**, and percentage of **25**.
- For Range 3, type a low cost of **200**, high cost **300**, and percentage of **15**.

A screenshot of a software window titled 'Matrix Name Performance FIR'. It displays three matrix ranges with the following values:

Range	Low Cost	High Cost	Percent	Amount
Range 1	0	100	35	
Range 2	100	200	25	
Range 3	200	300	15	

- Click **Save Matrix**, and close the price matrix screen.

A screenshot of the bottom of the software window showing three buttons: 'Save Matrix', 'Clear Matrix', and 'Close'. An arrow points to the 'Save Matrix' button.

## Walk-Through: Assigning a Price Matrix to an Item

Assign the price matrix you just created to an item.

### To assign a price matrix

- Click **Inventory**. The Customer Inventory Lookup screen appears.

A screenshot of a button labeled 'Inventory'.

2. Type **189701** in the product code row, and click **OK**.

Custom Inventory Lookup (8100)

Past Lookups: [Dropdown]

1 Standard | 2 Receiving | 3 Pricing | 4 Editing | 5 Other

Prompt	Start	End
3 - Quick Look:		
Description:		
Product Code Range:	189701	
Qty Min:		

Clear OK Cancel

3. Select the item and click **OK**.

Inventory List (2000)

Prod Code	Size	Description	Available
189701	LT215/85R16/10	HT TRANSFORCE	4

OK Cancel

4. Click the **Qty/Pricing** tab.

Inventory Maintenance (12300)

General Qty/Pricing History Notes

5. Click **Detail/Edit**.

Detail/Edit

6. Select Performance FIR from the **Price Matrix** drop-down.

Site Prices and Quantity (1700)

Description: HT TRANSFORCE : 189701 : LT215/85R16/10

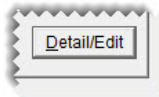
On Hand:	4.0000	Last FET:	0.0000	Parts:	187.2000
Not Priced:	0.0000	Next FET:	0.0000	Labor:	0.0000
Work Order:	0.0000	Price Matrix:	None	EDL:	187.2000
On Order:	0.0000	Relief %:		Flat Rate:	0.0000
At Recap:	0.0000				

Price Matrix dropdown: None, MICHELIN PAX, Performance FIR

7. Click **OK**.

OK Cancel

- Click **Detail/Edit** and look at the parts price (EDL). It has been updated by 25% of the base price.



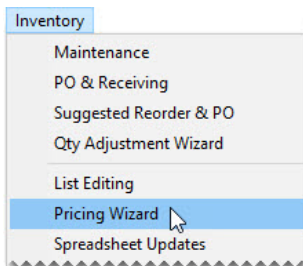
- Close the open screens.

## Walk-Through: Assigning a Matrix to a Group of Items

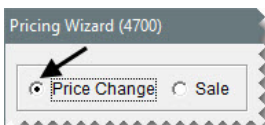
Assign the Firestone Matrix to a group of items. For a group of items, the Pricing Wizard is used to assign the matrix.

### To assign a matrix to a group of items

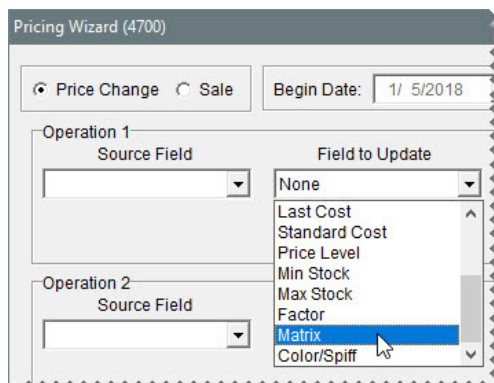
- Select **Pricing Wizard** from the **Inventory** menu. The Pricing Wizard screen appears.



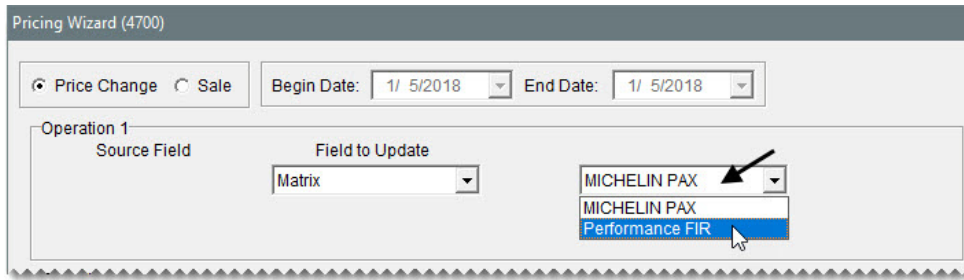
- Make sure **Price Change** is selected.



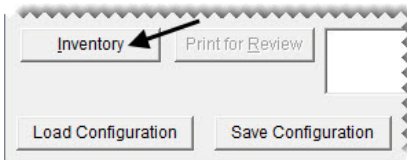
- Select **Matrix** from the **Field to Update** drop-down for the operation being used to update matrixes. A second drop-down that lists the available matrixes appears.



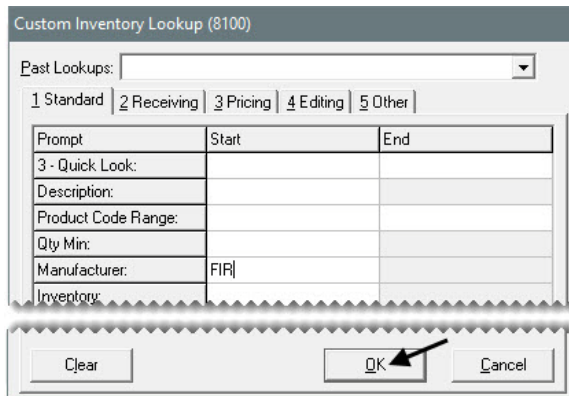
4. Make sure Performance FIR is selected from the second drop-down.



5. Click **Inventory**. The Custom Inventory Lookup screen appears.



6. Click the **Manufacturer** row, and press . Then select Firestone from the list that appears.
7. Click **OK** to finish the search. The items are added to the Pricing Wizard.



8. Click **Apply**. TireMaster prompts you to confirm the price change.



9. Click **Yes**. A confirmation message appears.
10. Click **OK** to close the message and the Pricing Wizard.

## Updating Prices with XML Spreadsheets

You can update price settings for existing items by importing data from an XML spreadsheet into TireMaster. Updating prices in this manner helps you save time, because information for multiple items can be updated at once.

Spreadsheets used for updating prices need to meet the following requirements:

- ◆ They must be saved in the XML spreadsheet format.
 

**Tip:** In Microsoft® Excel®, select **Save As** from the **File** menu. Then select **XML Spreadsheet** from the **Save as Type** drop-down list.
- ◆ Each column heading must include the TireMaster database column name in parentheses. **Example:** (INVPRICE.DBILL).
- ◆ They must have a column for vendor part numbers, product codes, or both.
- ◆ The cells in each column cannot be blank. If there is no value for a cell, type **0**.

Figure 19 shows a spreadsheet that meets the requirements for updating prices in TireMaster.

	A	B	C	D
	Vendor Part No (inv.VendPartNo)	Base Price (invprice.Dbill)	EDL (invprice.EDL)	Last Cost (INVPRICE.LASTCOST)
1				
2	01305-3	48.42	57.42	0.00
3	01305-1	43.52	52.52	0.00
4	4524-37	91.00	101.00	69.00
5	4525-49	101.00	111.00	79.00
6	4526-61	120.00	121.00	89.00
7				

**Figure 19: Inventory Update Spreadsheet Requirements**

The **Pricing** folder in the TireMaster program directory (**c:\TireMaster\Pricing** or **d:\TireMaster\Pricing**) includes a spreadsheet that you can modify, or you can create your own spreadsheet. Table 3 lists the fields in TireMaster that can be updated with an XML spreadsheet, along with the corresponding database column name.

**Table 3: XML Spreadsheet Column Headings**

TireMaster Field Name	Database Column Name	
Vendor Part #	INV.VENDPARTNO	At least one of these columns is required.
Product Code	INV.INVNO	
Base Price	INVPRICE.DBILL	
Last Cost	INVPRICE.LASTCOST	
Labor Price	INVPRICE.LABOR	
Everyday Low	INVPRICE.EDL	
Price By	INVPRICE.PRICEBY	
Factor	INVPRICE.FACTOR	
Sale Labor	INVPRICE.SALE_LABOR	

**Table 3: XML Spreadsheet Column Headings**

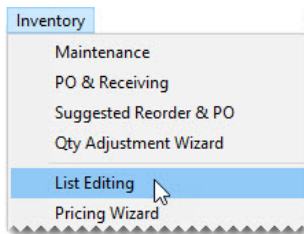
TireMaster Field Name	Database Column Name
Sale Price	INVPRICE.SALE_PRICE
Sale Begin (date)	INVPRICE.SALE_BEGIN
Sale End (date)	INVPRICE.SALE_END
Last FET	INVPRICE.LASTFETAX
Next FET	INVPRICE.FETAX
Standard Cost	INVPRICE.STANDARDCOST

### Walk-Through: Updating Prices with an XML Spreadsheet

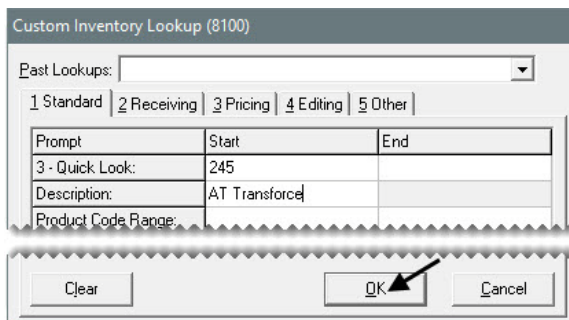
Use an XML spreadsheet to update the cost and price information for a sample of Firestone AT Transforce tires. This update will be based on the items' product codes.

#### To update prices with an XML spreadsheet

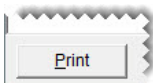
1. Generate a hard copy of the items that will be updated.
  - a. From the **Inventory** menu, select **List Editing**. The Custom Inventory Lookup screen appears.



- b. Type **245** in the **Quick Look** row and **AT Transforce** in the **Description** row. Then click **OK**. The Inventory List Editing screen appears.

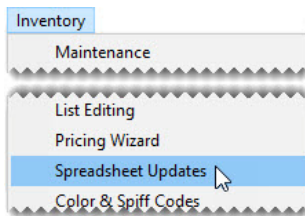


- c. Click **Print**. The Report Window opens.





- d. Print the report, and close the Inventory List Editing screen.
2. From the **Inventory** menu, select **Spreadsheet Updates**. The Inventory Update from Spreadsheet XML File screen appears.

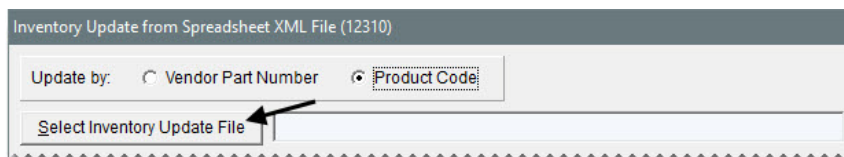


3. Select **Product Code**. TireMaster checks the inventory for any items that have been assigned duplicate product codes.

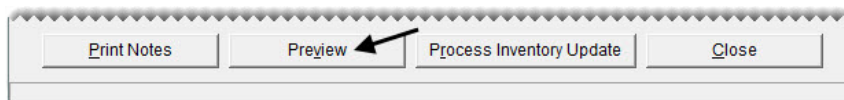


4. If TireMaster detected any duplicate product codes, compare the ones listed on the screen to the product codes on the Inventory List Editing Report.  
**Note:** Items with duplicate part numbers or product codes will not be updated. Therefore, you might need to modify some product codes before implementing the spreadsheet update.

5. Look up the spreadsheet with the price information:
  - a. Click **Select Inventory Update File**. The Load Inventory Update File screen appears.



- b. Select the file PriceUpdate\_TMClass\_920.xml, and click **Open**.
6. View the pending changes and complete the update.
  - a. Click **Preview**. You might need to scroll down to see the results of the preview.



**Note:** If TireMaster cannot access the data file, make sure the spreadsheet is not open in Microsoft<sup>®</sup> Excel<sup>®</sup>.

- b. Click **Process Inventory Update**. A confirmation message appears.



- c. Click **OK**.
7. Close the Inventory Update from Spreadsheet XML File screen.

- 8.** To verify that the prices were updated, display the items on the Inventory List Editing screen again.  
(See steps 1a and 1b.)

# Replenishing Inventory

You can manage inventory replenishment from start to finish with TireMaster's PO System. This chapter includes the following topics:

- ◆ “Reordering Items” on page 131
- ◆ “Receiving Items on a Purchase Order” on page 133
- ◆ “Pricing Items on a Receiving Document” on page 136
- ◆ “Adding Items to a Receiving Document at Point of Sale” on page 138
- ◆ “Returning Items to Vendors” on page 143

## Reordering Items

You can simplify the reordering process by creating a suggested purchase order. When the reordered items are delivered, you can receive and price them.

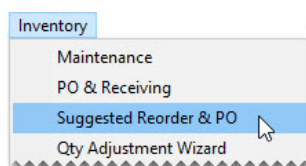
Creating a suggested purchase order includes generating a report that shows the difference between the minimum quantities you've set for your items and the actual quantities you have on hand. Once you've generated the report, you can create a purchase order based on its results.

### Walk-Through: Creating a Suggested Purchase Order

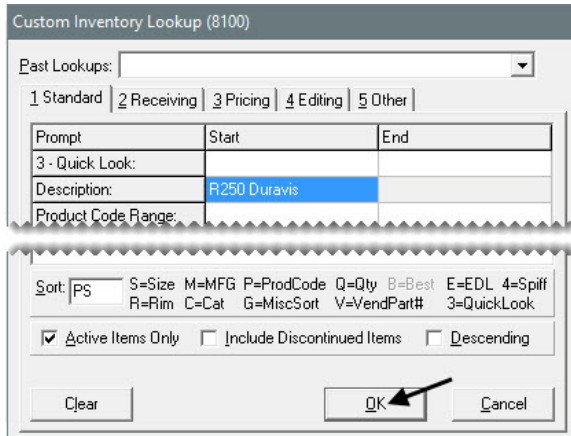
Create a suggested purchase order for Bridgestone R250 Duravis tires. You'll place this order with Parrish Tire.

#### To create a suggested purchase order

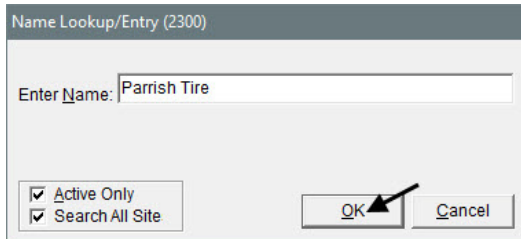
1. From the **Inventory** menu, select **Suggested Reorder & PO**. The Custom Inventory Lookup screen appears.



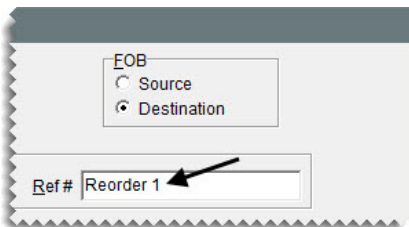
2. Look up all Bridgestone R250 Duravis tires.
  - a. Type **R250 Duravis** in the **Description** row.
  - b. Type **PS** in the **Sort** field to organize items by product code and size.
  - c. Click **OK**. The Report Window opens and displays the Suggested Reorder Report. Items are included on the report when their on-hand quantities fall below their required minimum quantities.



3. Close the Report Window. A confirmation message appears.
4. Click **Yes**. TireMaster prompts you for the name of the vendor you're ordering the tires from.
5. Type **parrish Tire** and click **OK**. The Purchase Order screen appears.



6. Type the reference number, **Reorder 1**.



7. Click **Order**. The Report Window opens.



8. Print the purchase order, and close the Report Window.

# Receiving Items on a Purchase Order

When an order is delivered, you can receive the items on it. However, being able to price the order depends on if it was delivered with a packing slip or an invoice.

## Walk-Through: Receiving Items on a Purchase Order

The shipment from Parrish Tire arrived with a packing slip. Therefore, you can receive the items, but you can't price the order. (You need a vendor invoice to price orders.) One of the tires was not shipped, so you need to back order it.

The vendor also sent you a set of extra tires that you plan to keep. Because you've never carried the Firestone Firehawk GTA 03 product line, you need to add this item to your inventory when you receive the order.

### To receive items on a purchase order

1. Click **PO List**.

PO List

2. On the **Purchase Orders** tab, select the status **Ordered**.

PO System (16178)

Vendor  ... Find Doc Reset Vendor Filter Off

Purchase Orders | Receiving Documents | Historical Vendor Invoices

Status  
 Open  Ordered  All

Add Edit Delete Receive Print Close

3. Select the purchase order for Parrish Tire, and click **Receive**. The Receiving Documents screen appears.

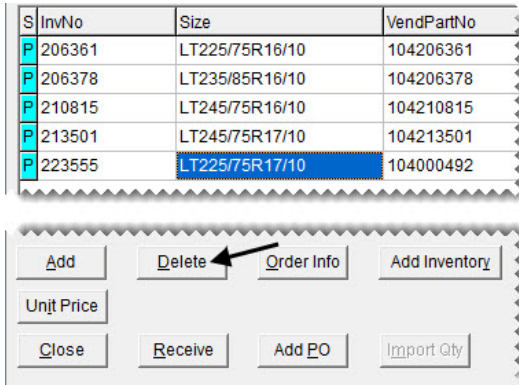
Purchase Orders | Receiving Documents | Historical Vendor Invoices

Open  Ordered  Partial  Fulfilled

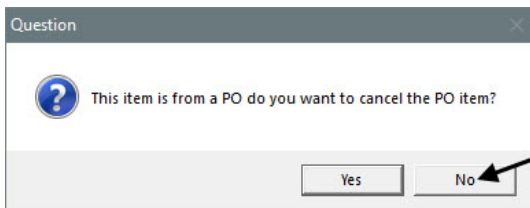
S	Site	PO Num	PO Date	Ref	Name
1	11	01/08/2018	Reorder 1	PARRISH TIRE	

Add Edit Delete Receive Print Close

4. Back order the tire with product code 223555.
  - a. Select the row for item 223555 and click **Delete**. TireMaster prompts you to confirm the deletion.



- b. Click **Yes**. The following message appears:  
 “This item is from a PO. Do you want to cancel the PO item?”
  - c. To place the item on back order, click **No**.




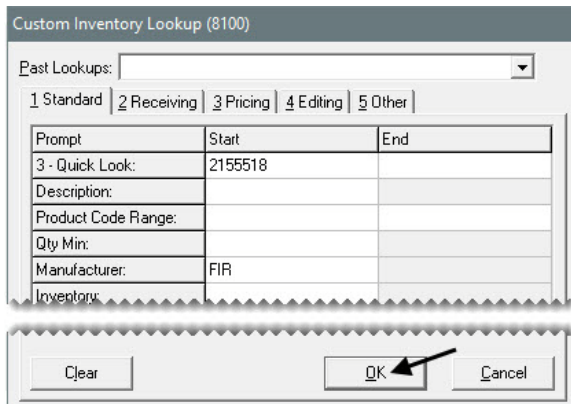
5. Update the quantity of the tire with product code 206361.
  - a. Select the row for the item 206361 and change the quantity to **6**. TireMaster prompts you to confirm the quantity change.

S	InvNo	Size	VendPartNo	Name	Qty	Price
P	206361	LT225/75R16/10	104206361	R250 DURAVIS	6	188.48
P	206378	LT235/85R16/10	104206378	R250 DURAVIS	4	204.85
P	210815	LT245/75R16/10	104210815	R250 DURAVIS	4	202.83
P	213501	LT245/75R17/10	104213501	R250 DURAVIS	4	219.56

- b. Click **Yes** to receive the item at a greater quantity. The letter in the **S** (for status) column changes from a **P** (for line from PO) to an **E** (for PO line exception).
6. Receive the GTA 03 tires and add this product line to the inventory.
  - a. Click **Add Inventory**. The Custom Inventory Lookup screen appears.



- b. Look up a similar item, type **2155518** in the **Quick Look** row. Then click the **Manufacturer** row, press , and select Firestone from the list that appears. To finish the search, click **OK**.



Custom Inventory Lookup (8100)

Past Lookups:

1 Standard | 2 Receiving | 3 Pricing | 4 Editing | 5 Other

Prompt	Start	End
3 - Quick Look:	2155518	
Description:		
Product Code Range:		
Qty Min:		
Manufacturer:	FIR	
Inventory:		

Clear OK Cancel

- c. Select the tire on the Inventory List, and click **OK**.

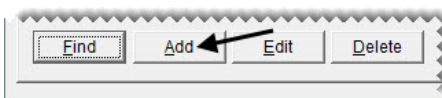


Inventory List (2000)

Prod Code	Size	Description	Available	On Order	Q
138831	P215/55R18	AS WIDE OVAL FIREHAWK	8	0	

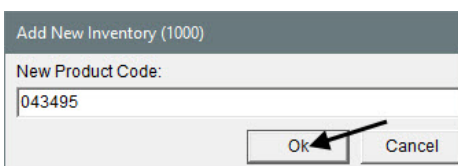
OK Cancel

- d. Click **Add**. TireMaster prompts you for a product code.



Find Add Edit Delete

- e. Type **043495** and click **OK**.



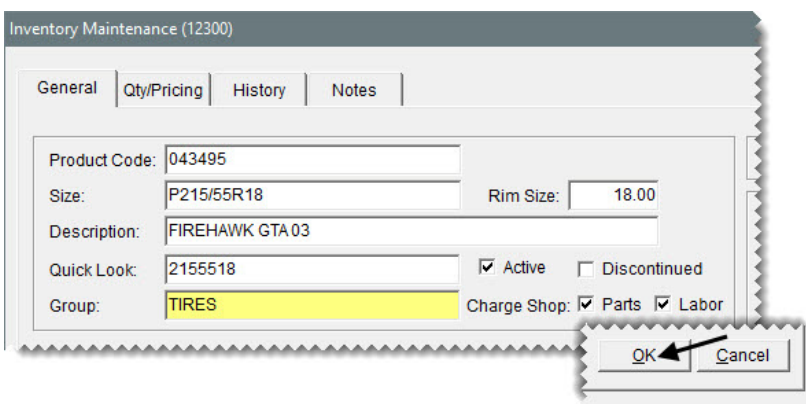
Add New Inventory (1000)

New Product Code:

043495

OK Cancel

- f. Change the description to **Firehawk GTA 03**, and click **OK**. TireMaster prompts you to price the item.



Inventory Maintenance (12300)

General Qty/Pricing History Notes

Product Code: 043495

Size: P215/55R18 Rim Size: 18.00

Description: FIREHAWK GTA 03

Quick Look: 2155518  Active  Discontinued

Group: TIRES Charge Shop:  Parts  Labor

OK Cancel

7. Enter the new item's selling price, received quantity, and cost.
  - a. To price the item, click **Yes**. The Site Prices and Quantity screen appears.
  - b. For the parts price, type **185.00**.

Parts: 185.00  
Labor: 0.0000  
EDL: 0.0000

- c. Click **OK**.

OK Cancel

- d. Click **OK** again to close the message.
- e. Click the **General** tab and close the Inventory Maintenance screen. The new item is added to the receiving document.

Inventory Maintenance (12300)  
General Qty/Pricing History Notes

- f. Change the item's quantity to **4** and the price (your estimated cost) to **120.00**.

VendPartNo	Name	Qty	Price	FETax	Freight	Extended	Core
104206361	R250 DURAVIS	6	188.48	0.00	0.00	1130.88	0.00
104206378	R250 DURAVIS	4	204.85	0.00	0.00	819.40	0.00
104210815	R250 DURAVIS	4	202.83	0.00	0.00	811.32	0.00
104213501	R250 DURAVIS	4	219.56	0.00	0.00	878.24	0.00
	FIREHAWK GTA 03	4	120.00	0.00	0.00	480.00	0.00

8. Click **Receive**. TireMaster prompts you to price the receiving document.

Close Receive Add PO Import Qty

9. To price the receiving document later, click **No**. The Report Window opens.
10. Print the receiving document and close the Report Window.

## Pricing Items on a Receiving Document

Before you begin selling the items you've received, you should price them. This process updates the last cost and next cost for each of the received items.



## Walk-Through: Pricing Items on a Receiving Document

Parrish Tire sent you an invoice, so you can price the items you received. Because of a \$2 price increase for one of the tires, the receiving needs to be updated.

### To price the items on a receiving document

1. If the PO system screen isn't already open, click **PO List**.

PO List

2. On the **Receiving Documents** tab, make sure the status **Received (Un-Priced)** is selected.

The screenshot shows the 'PO System (16178)' window. At the top, there are fields for 'Vendor' and buttons for 'Find Doc', 'Reset Vendor', and 'Filter Off'. Below this are tabs for 'Purchase Orders', 'Receiving Documents', and 'Historical Vendor Invoices', with a 'Rev.RD' button. The 'Status' section has three radio buttons: 'Open', 'Received (Un-Priced)', and 'All'. An arrow points to the 'Received (Un-Priced)' option, which is selected. At the bottom, there are buttons for 'Add', 'Edit', 'Delete', 'Price', 'Print', and 'Close'.

3. Select the receiving document for Parrish Tire, and click **Price**. The Vendor Invoice screen appears.

The screenshot shows the 'PO System (16178)' window with the 'Receiving Documents' tab selected. A table is displayed with columns: 'S Site', 'RDNum', 'RD Date', 'Ref', and 'Name'. The first row is highlighted in blue and contains the values: '1', '26', '01/08/2018', 'Reorder 1', and 'PARRISH TIRE'. Above the table are checkboxes for 'Open', 'Received', and 'Priced'. Below the table are buttons for 'Add', 'Edit', 'Delete', 'Price', 'Print', and 'Close'. An arrow points to the 'Price' button.

4. Click **Edit Prices**. The Vendor Invoice Price Editing screen appears.

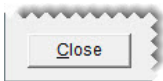
The screenshot shows a dialog box titled 'Vendor Invoice Price Editing (16181)'. It contains four buttons: 'Edit Prices', 'Reset', 'Complete', and 'Cancel'. An arrow points to the 'Edit Prices' button.

5. Change the price of the item with product code 210815 to **204.83** and press **Enter**.

Size	Product Code	VendPartNo	Description	Qty	Price
LT225/75R16/10	206361	104206361	R250 DURAVIS	6	188.48
LT235/85R16/10	206378	104206378	R250 DURAVIS	4	204.85
LT245/75R16/10	210815	104210815	R250 DURAVIS	4	204.83
LT245/75R17/10	213501	104213501	R250 DURAVIS	4	219.56
P215/55R18	043495		FIREHAWK GTA 03	4	120.00

An arrow points to the 'Price' column for the row with product code 210815, which now contains the value 204.83.

- Click **Close**. A message confirming the price override appears.



- Click **Yes** and click **Close** to return to the Vendor Invoice screen.
- Change the discount amount to **0.00**.

 A screenshot of a software window titled "Vendor Invoice (16190)". The window contains several input fields:
 

- VID #: 1 25
- Charge Vendor: PARRISH TIRE
- Date: 1/ 8/2018 (dropdown), Due Date: 2/20/2018 (dropdown)
- Ref. #: Reorder 1, Disc. Date: 1/13/2018 (dropdown)
- Discount: 0.00 (with an arrow pointing to the field)

- Click **Complete**. The Report Window opens.

 A screenshot of a report window showing four buttons: "Edit Prices", "Reset", "Complete", and "Cancel". An arrow points to the "Complete" button.

- Print the vendor invoice document. Then close the Report Window.
- Leave the PO System screen open.

## Exercise

Start a receiving document for a case of rubber valve stems. A case includes 250 valve stems and costs \$57.50. The vendor for this shipment is Tires & More, and the reference number is 48715. Once you've calculated the per-unit cost, receive and price the items.

# Adding Items to a Receiving Document at Point of Sale

When you enter an item's option cost at point of sale, you can also put the item on a new receiving document or add it to an existing receiving document.

## Walk-Through: Adding Items to a Receiving Document at Point of Sale

Bob from Carl's Auto makes arrangements to buy 16 nonstock Bridgestone M779 tires (size LT215/85R16). Order them from Parrish Tire at a cost of \$168 each, and sell them for \$227. Bob also trades in four tires; you give him \$10 a piece for those.

When Bob pays for the new merchandise, he gives you \$250 cash, puts \$140 on his Bridgestone/Firestone card, and charges the rest to the Carl's Auto in-house charge account. The purchase order number for this invoice is 75821B.

**To add items to a receiving document at point of sale**

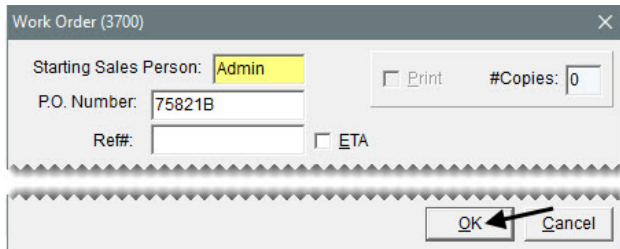
1. Start a work order for Carl's Auto.

**Note:** There are no vehicles associated with this customer record.

2. On the Work Order screen, enter a PO number for this sale.

a. Type **75821B** in the **P.O. Number** field.

b. Click **OK**. The Invoice Entry screen appears.

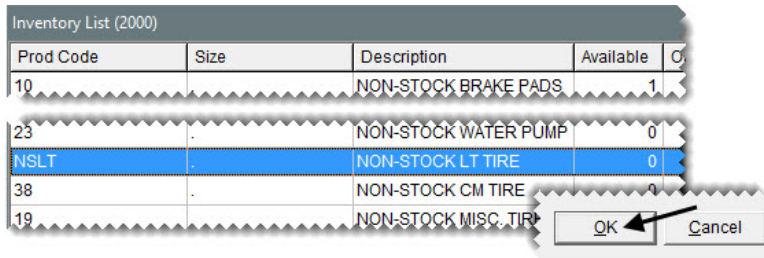


3. Add the nonstock tires to the work order and receiving document.

a. Type **Non** in the **Size** field, and press **Enter**. The Inventory List appears.

Quantity	Size	Description
	Non	

b. Select the nonstock light truck tire, and click **OK**. The item is added to the work order. The line for this item will be colored pink until you enter its cost.

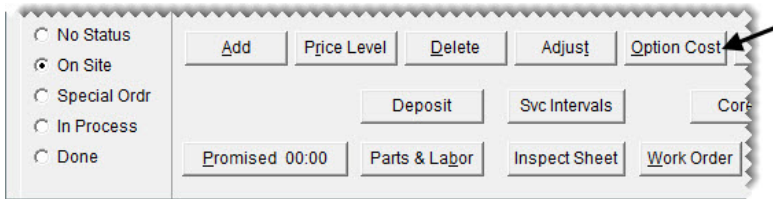


c. Enter the following information for the nonstock tire:

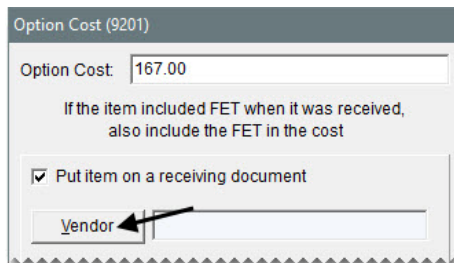
- ♦ For the quantity, type **16**.
- ♦ Change the description to **Bridgestone M779 LT215/85R16**.
- ♦ For the parts price, type **227.00** and press **Enter**.

Quantity	Size	Description	Parts	Cost
16.00		Bridgestone M779 LT215/85R16	227.00	

4. Enter the item's cost and add it to a receiving document.
  - a. Click **Option Cost**. The Option Cost screen appears.



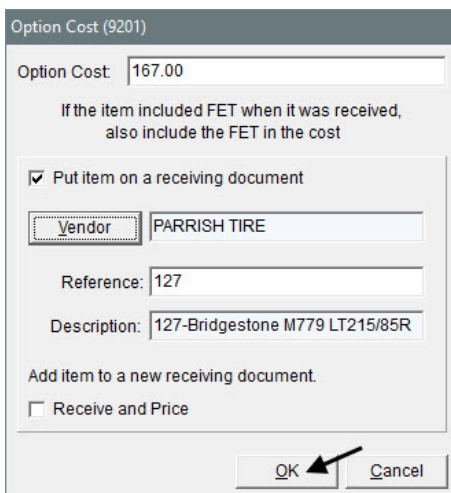
- b. For the item's cost, type **167.00**.
  - c. Make sure the **Put item on a receiving document** check box is selected.
  - d. Click **Vendor**. TireMaster prompts you for the vendor's name.



- e. Type **Parrish Tire** and click **OK**.

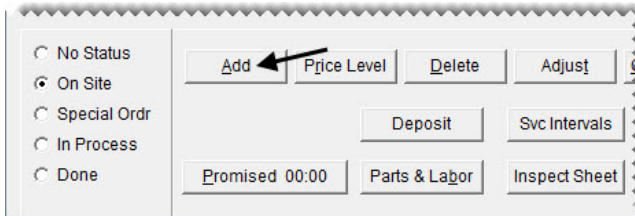


- f. Click **OK** to return to the Invoice Entry screen.



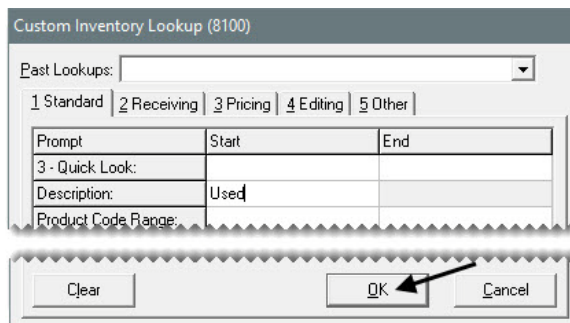
**Note:** The reference and item description reflect the customer's invoice number and will appear on the receiving document unless they are edited.

5. Add the trade-in tires to the work order.
  - a. Click **Add**. The Custom Inventory Lookup screen appears.

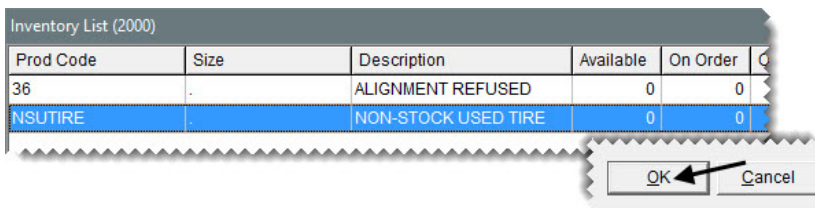


**Note:** If TireMaster prompts you to add a row, click **No**.

- b. Type **used** in the **Description** row, and click **OK**. The Inventory List appears.



- c. Select the nonstock used tire, and click **OK**.



6. Process the trade-in.
  - a. For the quantity of the used tires, type **-4** and press **Enter**. The Customer Sales History screen appears.

Quantity	Size	Description	Parts	Labor	FC
16.00	.	Bridgestone M779 LT215/85F	227.00	0.00	
-4	.	NON-STOCK USED TIRE	0.00	0.00	

- b. Click **Trade-In**.



**Note:** Because the tires are being traded, you can disregard the check boxes in the upper-right corner of the screen.

- c. Change the selling price of the tires to **10.00**.

Quantity	Size	Description	Parts	Labor	Fr
16.00	.	Bridgestone M779 LT215/85F	227.00	0.00	
-4.00	.	NON-STOCK USED TIRE	10.00	0.00	

7. Complete the invoice.

- a. Click **Complete**. TireMaster prompts you to assign mechanics to the work order.

Work Order	Complete	Quit	Tax: 0.00
			Total: 3592.00

- b. Click **Yes** to complete the invoice without assigning mechanics. The DOT Information screen appears.

- c. To disregard entering DOT numbers, click **OK**. A confirmation message appears.

- d. Click **Yes**. The Invoice Completion screen appears.

8. Enter the payment.

- a. In the **Cash** row, type **250.00** and press **Enter**.

- b. Click the first **Credit/Debit** card row. Then type **140.00** and press **Enter**. The Card Authorization Box appears.

Invoice Completion (3900)	
Invoice Total:	3592.00
Pay Type	Amount
Cash	250.00
Check	0.00
Charge	0.00
Credit / Debit	140.00
Credit / Debit	0.00

- c. To process the credit card, do the following:

- ◆ For the card type, select the Bridgestone/Firestone (CFNA) card.
- ◆ For the reference, type last four digits of the card number. For this walk-through, use **9900**.
- ◆ For the authorization code, type **BSFS001**.

- ◆ Click **OK**.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMERICAN EXPRESS
- B - BRIDGESTONE/FIREST**
- D - DISCOVER
- M - MASTERCARD

Ref Number: 9900

Card Holder:

Auth. Code: BSFS001

Auto Authorize    CC Setup    **OK**    Cancel

- d. Click the **Charge** row, and press to insert the remaining invoice amount.

Invoice Completion (3900)

Invoice Total: 3592.00

Pay Type	Amount
Cash	250.00
Check	0.00
<b>Charge</b>	<b>3202.00</b>
3 - BRIDGESTONE/FIREST	140.00

9. Click **OK**. TireMaster prompts you to complete and print the invoice.

Marketing    **OK**    Cancel

10. Click **Yes**.

11. Print the invoice and close the Report Window.

## Returning Items to Vendors

If you need to send items back to a vendor, you need to perform an inventory return. The inventory-return process includes the following:

- ◆ Creating a negative receiving document, which removes the item from the inventory and records the cost and federal excise tax of the returned item. When you create the negative receiving, you can use the item's system-generated next cost and federal excise tax, or you can use the cost and FET of your choice.
 

**Note:** If you change the cost, FET, or both, the total of the inventory subledgers might not match the balance of the general ledger's inventory account. In such instances, you need to create adjusting entries.
- ◆ Creating a negative vendor charge, which records the credit or reimbursement that will reduce the vendor's balance. TireMaster can create the charge automatically or you can create it manually.
 

**Note:** When the negative vendor charge is created automatically, it posts to the vendor's subledger and includes a reference number such as VID:1-13.

Once the negative vendor charge is created, either automatically or manually, you need to apply it to one or more invoices in the vendor's subledger. (In TireMaster Plus and TireMaster Corporate systems only.)

## Walk-Through: Returning an Item to a Vendor

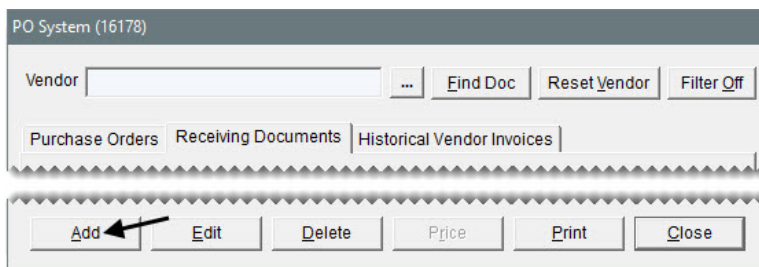
You need to return a defective Bridgestone Grid Potenza tire (product code 074775) to Parrish Tire. To remove the tire from your inventory, create a negative receiving document. When you complete the receiving, generate a negative vendor charge for the amount automatically calculated by TireMaster.

### To return an item to a vendor

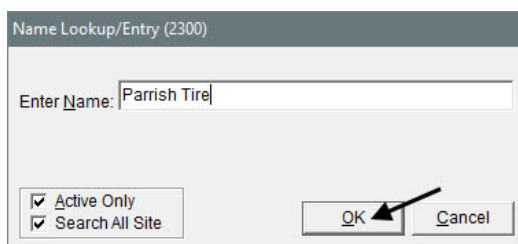
1. If the PO System screen isn't already open, click **PO List**.



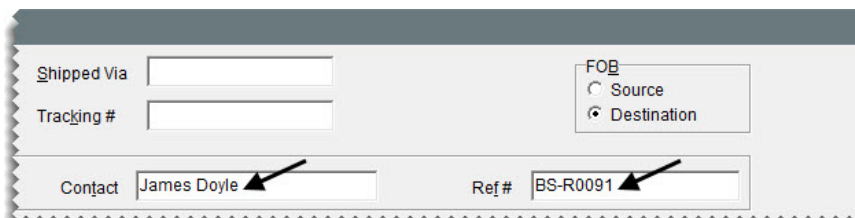
2. Create a receiving document for the vendor.
  - a. Click the **Receiving Documents** tab.
  - b. Click **Add**. The Name Lookup/Entry screen appears.



- c. Type **Parrish Tire**, and click **OK**. The Receiving Document screen appears.

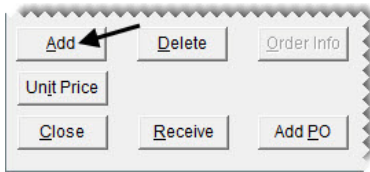


3. Enter the reference number and contact name for this vendor.
  - a. For the contact, type **James Doyle**.
  - b. For the reference number, type **BS-R0091**.

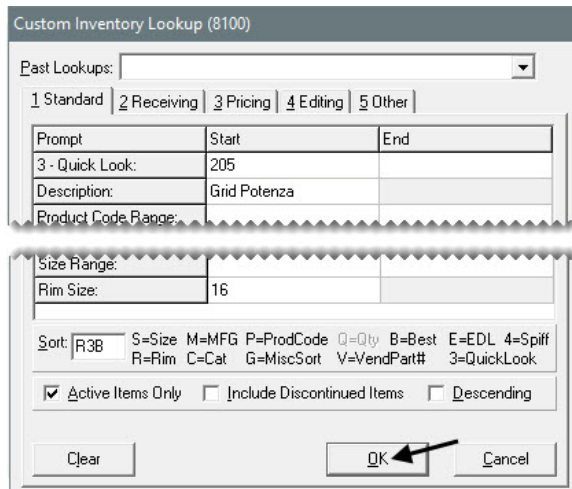




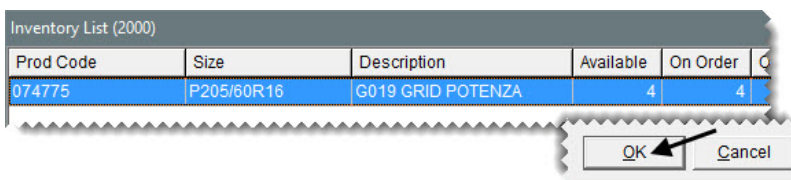
4. Add the returned item to the receiving document.
  - a. Click **Add**. The Custom Inventory Lookup screen appears.



- b. Type **205** in the **Quick Look** row, **Grid Potenza** in the **Description** row, and **16** in the **Rim Size** row. Then click **OK**. The Inventory List appears with the matching tire (product code 074775) selected.



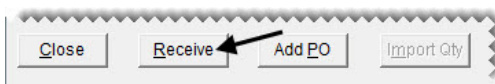
- c. Click **OK**. The Receiving Document screen appears.



- d. Change the quantity to **-1** and press **Enter**. The **Price** and **FETax** fields turn green, and the **Freight** field is disabled.

Name	Qty	Price	FETax	Freight	Extended	Core
G019 GRID POTENZA	-1	0.00	0.00	0.00	0.00	0.00

5. Complete the receiving.
  - a. Click **Receive**. TireMaster prompts you to price the receiving document.



- b. Click **Yes**. The Vendor Invoice screen appears.

- c. Click **Complete**. The Create Correcting VC screen appears.

**Note:** Changing options in the **Payment** area does not affect how the returned item posts to the general ledger.

6. Create the vendor charge for the return.
  - a. Make sure **Create VC with system generated amount** is selected.
  - b. For the vendor charge option, make sure **Create and process a negative Vendor Charge when the VID is processed** is selected.
  - c. Click **OK**. The Report Window opens.

7. Print the vendor invoice document and close the Report Window.
8. Close the PO System screen.

# Inventory Counts

Taking inventory helps you ensure that the number of items you have on hand matches the number of items in the database. Conducting a physical count includes generating a list of the items you'll count, actually counting the items, and adjusting quantities if there is a difference between the counted quantities and the number of items in TireMaster. This chapter includes the following topics:

- ◆ “Generating Counting Decks” on page 147
- ◆ “Taking a Physical Count” on page 148
- ◆ “Adjusting Inventory Quantities” on page 149
- ◆ “Mobile Inventory Manager” on page 151

## Generating Counting Decks

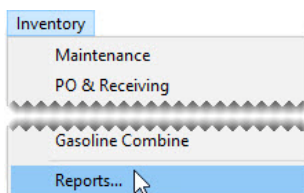
You can generate a list of the items you want to count with your TireMaster system. When you generate a counting deck, you can print one that includes on-hand quantities or one that does not.

### Walk-Through: Generating a List of Items

Generate two copies of the counting deck for a sample of Bridgestone tires. One of the counting decks will include on-hand quantities and the other will not.

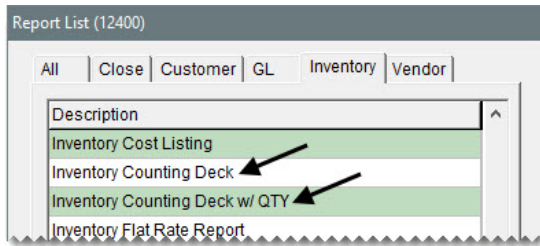
#### To generate a list of items

1. From the **Inventory** menu, select **Reports**. The Reports List appears.

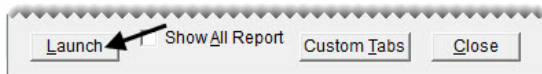



2. Select the report you want to print.
  - ◆ To include quantities on the list, select **Inventory Counting Deck w/ QTY**.

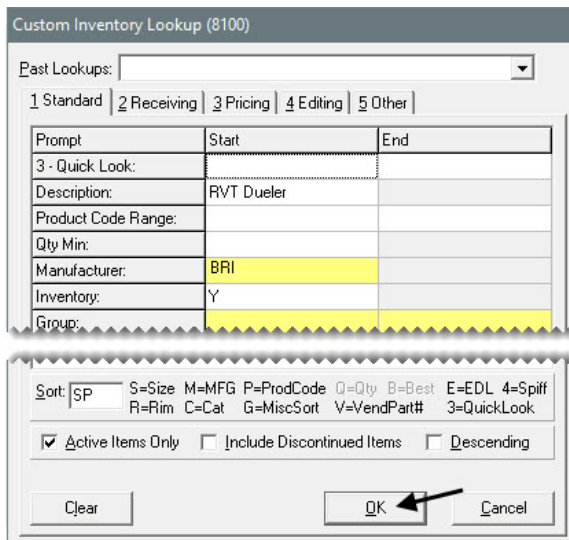
- ◆ To exclude quantities from the list, select **Inventory Counting Deck**.



3. Click **Launch**. The Custom Inventory Lookup screen appears.



4. Look up the items you want to count.
  - a. To narrow the search down to Bridgestone RVT Dueler tires, type **RVT Dueler** in the **Description** row. Then click the **Manufacturer**, press , and select Bridgestone from the list that appears.
  - b. Type the letter **Y** in the **Inventory** field to ensure only inventoriable items are included.
  - c. To sort the items by size and then product code, type **SP** in the **Sort** field.
  - d. Click **OK**. The Report Window opens.



5. Print the report. Then close the Report Window.
6. To generate the second list of items, repeat steps 1 through 5.

## Taking a Physical Count

The second part of taking inventory is counting the items to see how many you actually have. When you take a physical count, follow these guidelines:

1. For each item on the counting deck, count the number of units and write down the actual quantity.

**Note:** The actual count includes items on work order (both mounted and not mounted) and items not on work order. These items can be either in the shop or at another location. If an item is still in the shop but has already been paid for, do not include it in the physical count.

**Tip:** If you included quantities on the counting deck, remember that the number in the **On W/O** column is included in the **Quantity** column.

- On the counting deck, circle any items whose system quantity does not match your count. You need to make a quantity adjustment for these items before you resume business.

## Adjusting Inventory Quantities

If the number of items you count doesn't match the number of items in your TireMaster system, you need to adjust your inventory quantities.

**Warning:** Do not use the Inventory Qty Adjustment Wizard to enter startup quantities, return items to vendors, or correct purchase orders. Doing so permanently invalidates the system-calculated cost for each item.

### Walk-Through: Adjusting Inventory Quantities

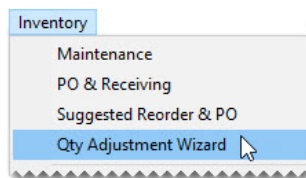
The counters found discrepancies between the system quantities and actual quantities for the following items:

- There are 3 Bridgestone RVT Dueler tires (product code 075778).
- There are 5 Bridgestone RVT Dueler tires (product code 127441).

Adjust the quantities of the two items listed above.

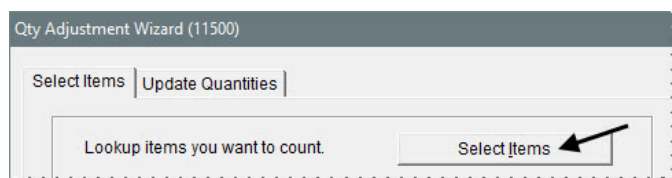
### To adjust inventory quantities

- From the **Inventory** menu, select **Qty Adjustment Wizard**. The Qty Adjustment Wizard screen appears.

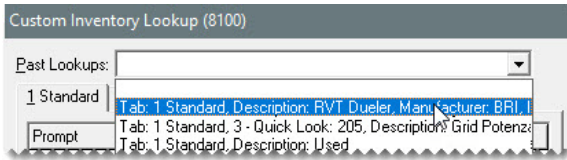


**Note:** Inventory quantities must be adjusted after taking the physical count but before you receive and sell items. Otherwise the adjustment will not correct your on-hand quantities.

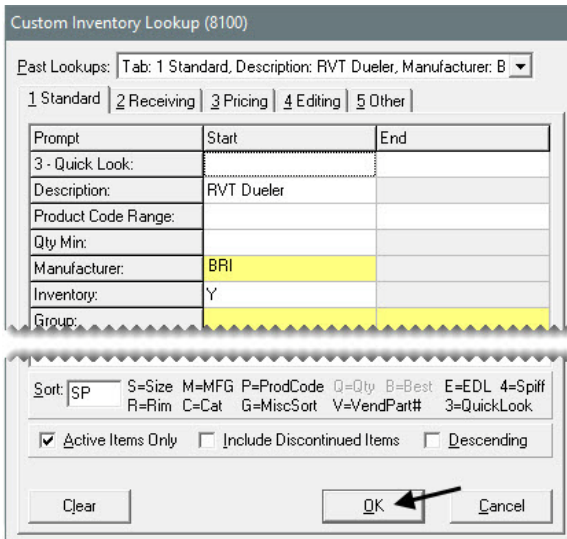
- Look up the items you need to update, with the *same* parameters used for the counting deck.
  - Click **Select Items**. The Custom Inventory Lookup screen appears.



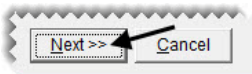
- b. From the **Past Lookups** drop-down, select the parameters that match the search used for the counting deck (Description: RVT Dueler, Manufacturer: BRI, and Inventory: Y).



- c. To sort the counting decks by size and then product code, type **SP** in the **Sort** field.
- d. Click **OK**. The number of retrieved items is displayed on the **Select Items** tab.



- 3. Click **Next** to move to the **Update Quantities** tab.



- 4. Update the counts with the actual quantities on hand.
  - a. In the row for the tire with product code 075778, type the number **3** in the **Actual Count** column and press **Enter**. The row turns blue.

**Note:** Do not type in the difference between the system-generated count and the actual count. If an item's actual count needs to be adjusted to zero, type a **0**.

- b. In the row for the tire with product code 127441, type the number **5** in the **Actual Count** column and press **Enter**. The row turns blue.

ProdCode	Size	Description	Actual Count
204780	LT265/75R16/10	RVT DUELER	0.0000
075778	P235/70R16	RVT DUELER	3.0000
127424	P235/70R17XL	RVT DUELER	0.0000
075710	P245/75R16	RVT DUELER	0.0000
127458	P255/65R17	RVT DUELER	0.0000
075812	P255/70R16	RVT DUELER	0.0000
127441	P255/70R17	RVT DUELER	5.0000
017783	P265/75R16	RVT DUELER	0.0000
075727	P265/75R16	RVT DUELER	0.0000

- Compare the entries on the screen to the counting deck to ensure that you've used the correct counts for the items that need to be adjusted.
- Click **Finish**. The Report Window opens.



- Print the report, and close the Report Window. A confirmation message appears.
- Click **Yes**.

**Note:** Once an adjustment is completed, you can view adjustment details in the subledger for the ZZ-Inventory Quantity Adjustment vendor.

## Mobile Inventory Manager

The Mobile Inventory Manager (also referred to as the Bar Code Utility) is an application that you can integrate with your TireMaster system to simplify quantity adjustments. Using the Mobile Inventory Manager eliminates the first two steps of the inventory quantity adjustment process (looking up the items you will count and printing counting decks).

With this application, you record your inventory counts with a device such as a handheld computer or a bar code scanner (such as the one pictured on the right, which is available from ASA). Then you transfer the physical count information from the device to your TireMaster server (or a workstation that is allowed to update the TireMaster database).

When the transfer is complete, import the counts into the Quantity Adjustment Wizard (Figure 20), select the items that need to be corrected, and complete the adjustment.

In addition to quantity adjustments, the Mobile Inventory Manager can also be used to do the following:

- ◆ Import the quantities of delivered items into receiving documents.



- ◆ Assign bar code numbers to items in your inventory.
- ◆ Import bar codes (issued by a chain or franchise) into TireMaster



**Figure 20:** Bar Code Utility Import Button for the Quantity Adjust Wizard



# Accounts Receivable

With the accounts receivable component in TireMaster, you can manage activity for your customer accounts. This chapter includes the following topics:

- ◆ “Receiving Customer Payments” on page 153
- ◆ “Recording Payments from Credit Card Companies” on page 155
- ◆ “Issuing Credit Memos” on page 157
- ◆ “Generating Customer Statements” on page 159
- ◆ “Writing Off Bad Debt” on page 161

## Receiving Customer Payments

An ROA (received on account) is a payment you receive from a customer. Because TireMaster has an open-item accounts receivable ledger, you can define the invoices to which a payment will be applied. You can apply a payment to a customer’s subledger account when you receive it or wait until later to apply the payment. You can also define whether payments should be applied to oldest invoices first.

**Note:** In TireMaster Plus and TireMaster Corporate systems, ROAs decrease your accounts receivable balance and increase your cash balance.

### Walk-Through: Receiving a Customer Payment

Carl’s Auto sends you a \$1000 check (number 1255). Create an ROA and apply the check toward the customer’s balance.

#### To create an ROA

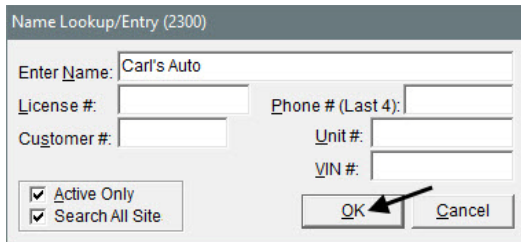
1. Click **Invoicing**.

Invoicing

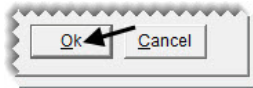
- Click **ROA**. TireMaster prompts you for the customer's name.



- Type **Carl's Auto**, and click **OK**. The Customer Maintenance screen appears.

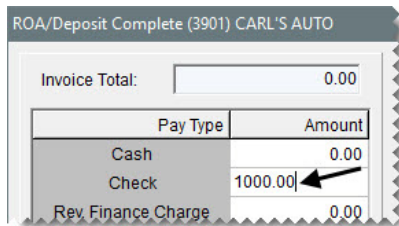


- Click **OK** to continue.

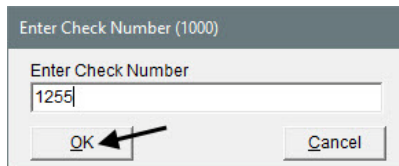


- Enter the payment.

- Type **1000.00** in the **Check** row, and press **Enter**. TireMaster prompts you for a check number.



- For the check number type, **1255** and click **OK**.



- Complete and apply the payment.

- Make sure the **Apply ROA** and **Flag Old Invoices** check boxes are selected.

- b. Click **OK**. TireMaster prompts you to complete and print the ROA.

7. Click **Yes**. The Open Item Ledger screen appears with the payment marked to be applied to an invoice.
8. Click **OK**. TireMaster prompts you to save your changes.

Site	Mod	Invoice	Ref#	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	D
1	RO	101		-1000.00	0.00	01/08/2018	0.00	-1000.00	A	0
1		127		3202.00	2202.00	06/05/2015	0.00	1000.00	A	0

9. Click **Yes**. TireMaster prompts you to apply the items.
10. Click **Yes**. The Report Window opens.
11. Print the ROA and close the Report Window.

## Exercise

Process a \$1,000 check payment from Garner County Sheriff's Office.

# Recording Payments from Credit Card Companies

A credit-card company pays you by making a direct deposit into your bank account. To enter a payment from a credit card company in TireMaster, create an ROA. Whether the ROA is for the full amount charged by customers depends on when the credit card company collects merchant fees from you:

- ◆ If the fees will be withdrawn from your checking account *after* you receive the payment, the ROA will be the full amount charged by customers. In this scenario, you need to record the merchant fees in the check register for your checking account.
- ◆ If the credit card company deducted the merchant fees *before* sending you the payment, the amount of the ROA will be the difference between the amount charged by customers and the merchant fees. In this scenario, the merchant fees are entered as a discount in the credit-card company's open-item ledger.

## Walk-Through: Recording a Credit Card Company's Payment

VISA makes a direct deposit into your checking account for \$722.32. You'll record the merchant fees for this credit card company later.

### To record a payment from a credit card company

1. Click **Invoicing**. The Open Work Order List appears.

Invoicing

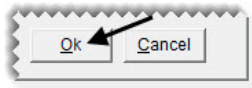
2. Create an ROA to enter the payment received from the credit card company.
  - a. Click **ROA**. TireMaster prompts you for the credit card company's name.



- b. Type **ZZ-VISA** and click **OK**. The Customer Maintenance screen appears.

A screenshot of the 'Name Lookup/Entry (2300)' dialog box. The 'Enter Name:' field contains 'ZZ-VISA'. Other fields include 'License #', 'Customer #', 'Phone # (Last 4):', 'Unit #', and 'VIN #'. There are checkboxes for 'Active Only' and 'Search All Site'. The 'OK' button is highlighted with an arrow.

- c. Click **OK** to continue.



- d. Type the direct deposit amount of **722.32** in the **Check** field and press **Enter**. TireMaster prompts you for a check number.

A screenshot of the 'ROA/Deposit Complete (3901) ZZ-VISA/MASTERCARD' dialog box. It shows 'Invoice Total: 0.00' and a table with the following data:

Pay Type	Amount
Cash	0.00
Check	722.32
Rev. Finance Charge	0.00

An arrow points to the '722.32' value in the 'Check' row.

- e. Because there is no check, type **Direct Deposit** and click **OK**.

- f. Make sure the **Direct Deposit** and **Apply ROA** check boxes are *selected* and the **Flag Old Invoices** check box is *clear*.

- g. Click **OK**. TireMaster prompts you to complete the ROA.

- h. Click **Yes**. The Open Item Ledger screen appears.

3. Apply the payment to the credit card company's balance.

- a. Type the letter in **A** in the **Apply** column for the invoice that you want to apply the payment to. Then click **OK**. TireMaster prompts you to save your changes.

Site	Mod	Invoice	Ref#	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	D
1	CC	101	1234	722.32	0.00	01/25/2015	0.00	722.32	A	1
1	CC	102	BK1001	834.03	834.03	03/03/2018	0.00	0.00		0
1	CC	103	1234	244.58	244.58	03/03/2018	0.00	0.00		0
1	RO	108		-722.32	0.00	02/01/2018	0.00	-722.32	A	0

- b. Click **Yes**. Then click **Yes** again to apply the payment.

## Issuing Credit Memos

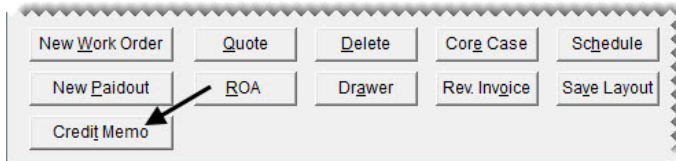
Occasionally, it may be necessary to issue credit memo to a customer who has provided a service to your company but would prefer an in-store credit instead of a direct payment. For example, your computer technician repaired a workstation and wants to be paid with an in store credit. Issuing a credit memo allows you to credit the customer's account and record the expense in the GL.

## Walk-Through: Issuing a Credit Memo

Treasure Valley PC Repair performed work on your computer and instead of receiving payment for the invoice of \$89.00 they would like a credit on their charge account.

### To Issue a credit memo

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **Credit Memo**. TireMaster prompts you for the customer's name.



**Note:** You can also create a credit memo from the Customer Maintenance screen. To begin, look up the customer, click the **Ledger/History** tab, and click **Credit Memo**.

3. Type **Treasure Valley PC Repair** and click **OK**. The Customer Balance Adjustment screen appears.

A screenshot of a dialog box titled 'Name Lookup/Entry (2300)'. It has several input fields: 'Enter Name:' (containing 'Treasure Valley PC Repair'), 'License #:', 'Phone # (Last 4):', 'Customer #:', 'Unit #:', and 'VIN #:'. There are also checkboxes for 'Active Only' and 'Search All Site'. 'OK' and 'Cancel' buttons are at the bottom. An arrow points to the 'OK' button.

4. Enter the credit memo.
  - a. Type **WS2 Repair** in the **Reference** field.
  - b. Click the field for the major account, and press  $\uparrow$ . Then select the repair expense account from the list that appears.

A screenshot of a screen titled 'Customer Balance Adjustment (3801)'. It shows fields for 'Date:' (1/ 8/2018), 'Due Date:' (2/ 5/2018), 'Disc Date:' (1/18/2018), and 'Reference:' (WS2 Repair). Below these is a table for 'Offsets':

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	0	0	Credit Memo	0.00	1

An arrow points to the 'Major' field in the first row of the table. 'Add' and 'Delete' buttons are to the right of the table.

- c. Select **6350-0 Repair Expense** and click **OK**.
- d. Type **-89.00**.
- e. Make sure the amount in the **Disc \$** field is 0.00.

- Click **OK**. A confirmation message appears.

Customer Balance Adjustment (3801)

TREASURE VALLEY PC REPAIR

Date: 1/ 8/2018      Due Date: 2/ 5/2018  
 Disc Date: 1/18/2018      Reference: WS2 Repair

Offsets:

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	6350	0	Credit Memo	-89.00	1

Disc \$: 0.00      Total: -89.00

\*\*\* Credit Memo \*\*\*

OK      Cancel

- Click **Yes**. The Report Window appears.
- Print the credit memo and close the Report Window. The Open Item Ledger screen appears. It lists the credit which can be applied to balances incurred by the customer. Credits resulting from credit memos are applied in the same manner as ROAs.
- Close the open screens.

## Generating Customer Statements

If you have customers with charge accounts, you need to send them regular statements so they know their account balances. During the going-online process, you'll set a starting date for statement cutoffs. Because the date will change in monthly increments, your statement cutoff should occur on the same date each month.

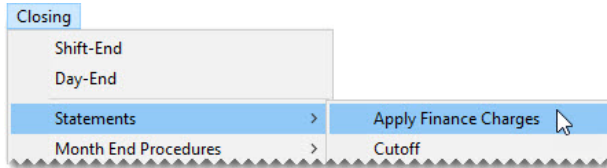
### Walk-Through: Generating Customer Statements

To prepare for the statement cutoff, apply finance charges to all outstanding customer balances. Then run the statement cutoff to age your customers' balances. (If you want to review the balances before the cutoff, generate a Customer Balance Report.) Once you've applied the finance charges and run the cutoff, you can print the statements.

## To generate customer statements

### 1. Apply finance charges.

- a. From the **Closing** menu, select **Statements**, and then **Apply Finance Charges**. The Report Window opens and displays the Finance Charge Edit Report.



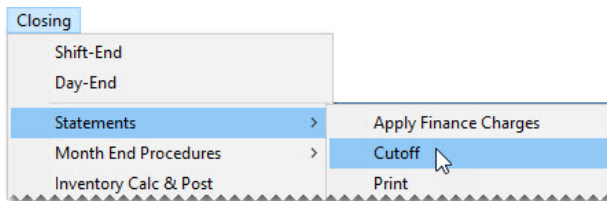
- b. Review the charges and print the report.

**Note:** Finance charges can be calculated based on invoice age. With the system control **Finance Chrg Later than Day**, you can define the age at which to begin calculating finance charges. For example, if the control is set to **90**, finance changes are calculated only for invoices older than 90 days. When the control is set to 0, it's disabled. **Finance Chrg Later than Day** is on the **Customer** tab on the System Controls screen.

- c. Click **Close**. TireMaster prompts you to post the charges.
- d. Click **Yes**. A confirmation message appears.
- e. Click **OK**.

### 2. Cut off the customer statements.

- a. From the **Closing** menu, select **Statements**, and then **Cutoff**. TireMaster prompts you to print an unapplied credit report.



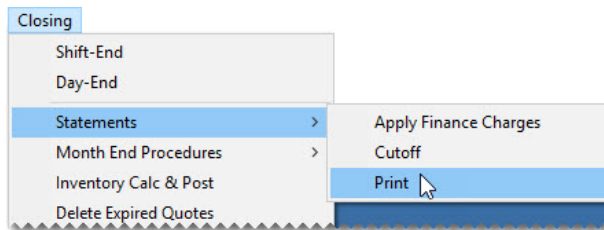
- b. Click **Yes**. The Report Window opens and displays the UnApplied Credit Report.
- c. Review the report.

**Note:** If the report lists any unapplied credits, close the Report Window, and click **No** when TireMaster prompts you to perform the statement cutoff. Then apply the credits to the appropriate customer balances, if possible.

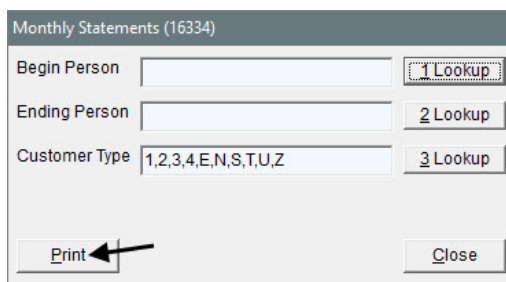
- d. Click **Close**. TireMaster prompts you to perform a statement cutoff.
- e. Click **Yes**. A confirmation message appears.
- f. Click **OK**.



3. Print the statements.
  - a. From the **Closing** menu, select **Statements**, and then **Print**. The Monthly Statements screen appears.



- b. To print all customer statements, leave customer range fields blank and click **Print**. The Report Window appears.



**Note:** This step can be performed any time after the current statement cutoff and before the next statement cutoff.

- c. Click the arrow buttons to review statements. Then close the Report Window. In a live setting, you can click **Print** to generate hard copies of the statements.



## Writing Off Bad Debt

When you no longer receive payments from customers with outstanding balances, you might decide to write off the bad debt. You can remove a customer's balance from TireMaster by creating a negative accounts-receivable journal entry, and applying it to the customer's balance.

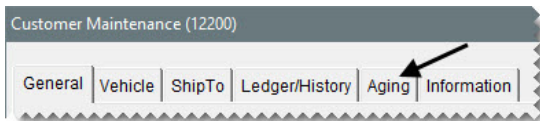
**Note:** In TireMaster Point of Sale systems, the process for writing off bad debt can also be used to charge customers fees when they pay you with nonsufficient funds (NSF) checks.

### Walk-Through: Writing Off Bad Debt

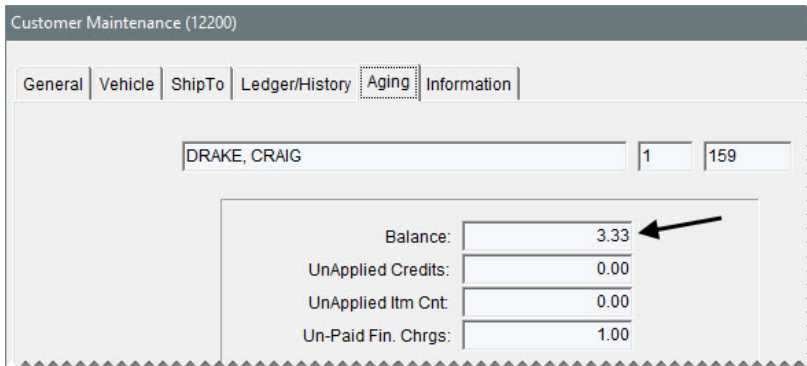
Despite repeated collection attempts, Craig Drake still owes you money. Therefore, you've decided to write off his bad debt. Once you've made the entry for writing off this customer's bad debt, update the color coding and comments in his customer record.

**To write off a customer's bad debt**

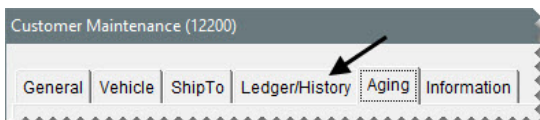
1. Look up the customer record for Craig Drake.
2. Identify the amount you need to write off.
  - a. On the Customer Maintenance screen, click the **Aging** tab.



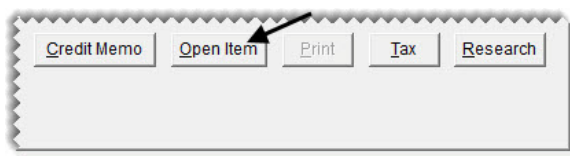
- b. Write down the amount listed in the **Balance** field.



3. Create an entry for the bad debt.
  - a. Click the **Ledger/History** tab.



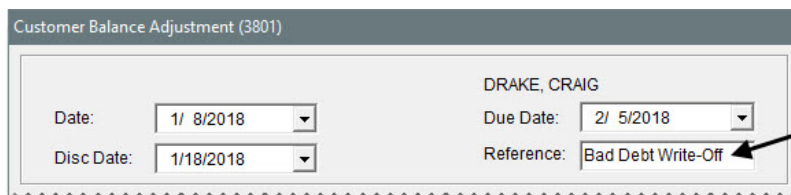
- b. Click **Open Item**. The Open Item Ledger screen appears.



- c. Click **AR Journal Entry**. The Customer Balance Adjustment screen appears.



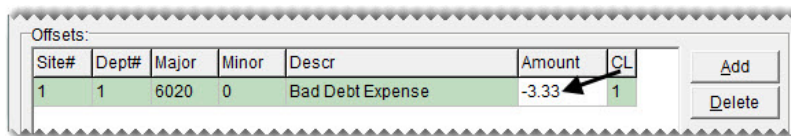
- d. For the reference number, type **Bad Debt Write-Off**.



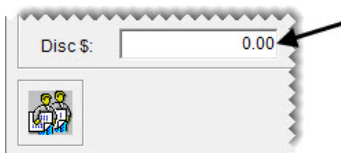
- e. To make the make the offsetting entry, do the following:
  - ♦ Click **Add**. A journal-entry line appears in the **Offsets** area.



- ♦ Click the **Major** column, and press . Then select account 6020-0 Bad Debt Expense, and click **OK**.
- ♦ For the description, type **Bad Debt Expense**.
- ♦ For the amount, type **-3.33**.



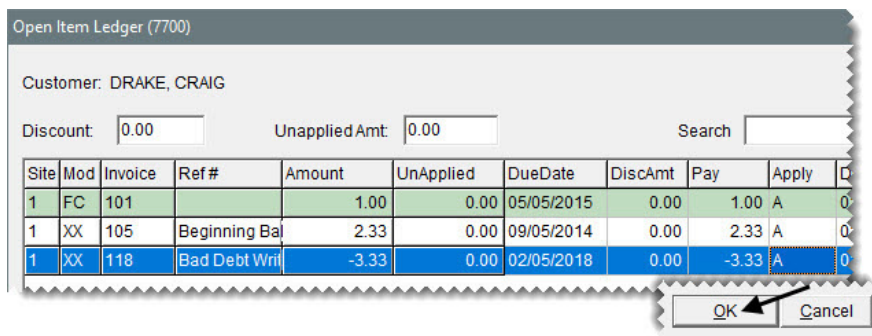
- ♦ Change the amount of the discount to **0.00**.



4. Complete and apply the adjustment.
  - a. Click **OK**. TireMaster prompts you to complete the adjustment.



- b. Click **Yes**. The Open Item Ledger screen appears.
  - c. For all of the rows, type the letter **A** in the **Apply** column.
  - d. Click **OK**. TireMaster prompts you to save your changes.



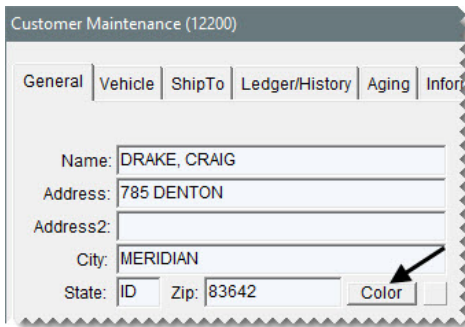
- e. Click **Yes**. TireMaster prompts you to apply the items.
  - f. Click **Yes**.

5. Assign the bad-debt color code to the customer's record.

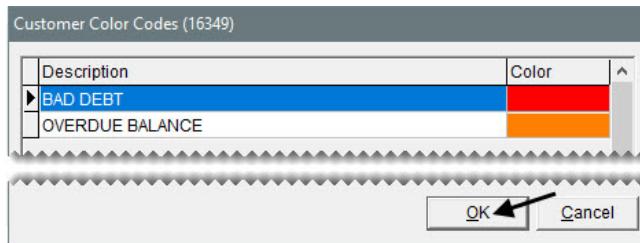
a. Click the **General** tab.



b. Click **Color**. The Customer Color Codes screen appears.



c. Select the color code for bad debt, and click **OK**. The customer's name is highlighted in red.



6. Include a note about the write-off in the customer's record.

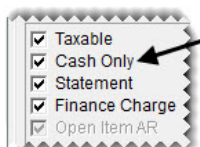
a. Click **Edit**.



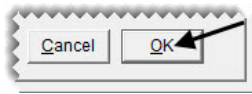
b. Type **Bad debt write-off: [the current month and year]** in the **Comments** field.



7. To revoke the customer's charge payment privileges, select the **Cash Only** check box.



8. To save your changes, click **OK**.



9. Close the Customer Maintenance screen.



# Special Sales & Vendor Credits

For some sales, you're eligible to receive credits from your vendors. These transactions include National Account, Government Support, and Adjustment sales. Similarly, you can also collect vendor credits for core charges after selling parts to your customers. This chapter includes the following topics:

- ◆ [“Reconciliation Codes” on page 167](#)
- ◆ [“National-Account & Government-Support Customers” on page 171](#)
- ◆ [“Performing National-Account Sales” on page 174](#)
- ◆ [“Performing Government-Support Sales” on page 176](#)
- ◆ [“Creating Adjustment Invoices” on page 177](#)
- ◆ [“Reconciling Vendor Credits” on page 182](#)
- ◆ [“Processing Core Credits” on page 184](#)

## Reconciliation Codes

Reconciliation codes make it possible for you to track the credits you expect to receive from vendors for national-account, government-support, and adjustment sales. In TireMaster Plus and TireMaster Corporate systems, they also dictate how these types of sales post to the general ledger.

## Setting Up Reconciliation Codes

You need to create reconciliation codes for each vendor with whom you do national-account, government-support, and adjustment sales. These reconciliation codes can then be assigned to items and the customers who've established special purchasing agreements with these vendors.

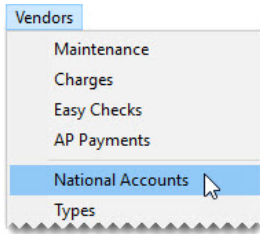
**Note:** Reconciliation codes are sometimes called *recon* codes.

### Walk-Through: Setting Up a Reconciliation Code

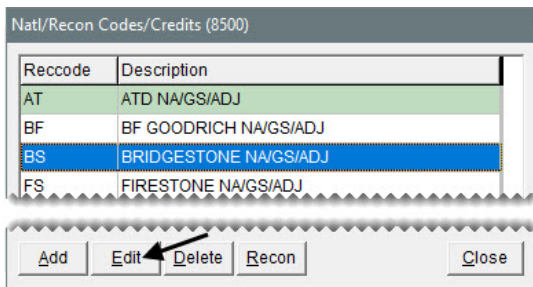
Update the Bridgestone reconciliation code. First, change the local distributor to Parrish Tire, and then assign the general ledger account for tracking Bridgestone Expected credits.

## To set up a reconciliation code

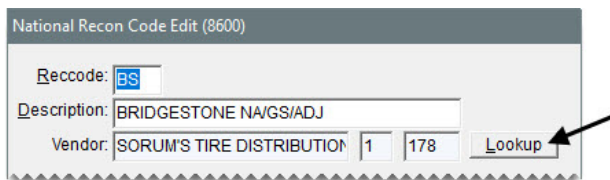
1. From the **Vendors** menu, select **National Accounts**. The Natl/Recon Codes/Credits screen appears.



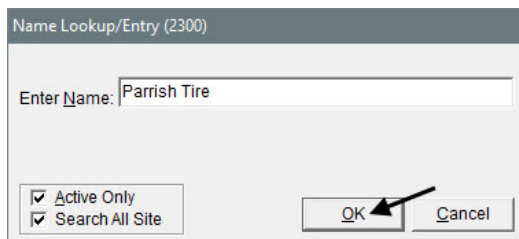
2. Select the reconciliation code for Bridgestone, and click **Edit**. The National Recon Code Edit screen appears.




3. Change the vendor assigned to the reconciliation code.
  - a. Click **Lookup**. TireMaster prompts you for the vendor's name.

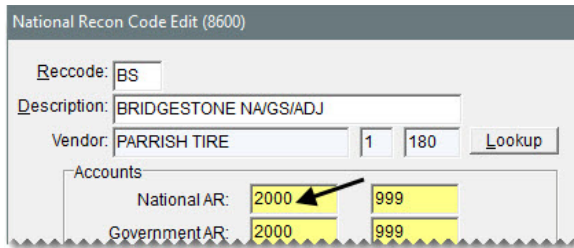


- b. Type **Parrish Tire** and click **OK**.





4. Update the AR accounts for the reconciliation code.
  - a. Click the field for the first AR account, and press . The Chart of Accounts appears.



National Recon Code Edit (8600)

Recode: BS

Description: BRIDGESTONE NA/GS/ADJ

Vendor: PARRISH TIRE 1 180

Accounts

National AR:	2000	999
Government AR:	2000	999

- b. Select account 2000–995 for Bridgestone expected credits and click **OK**.

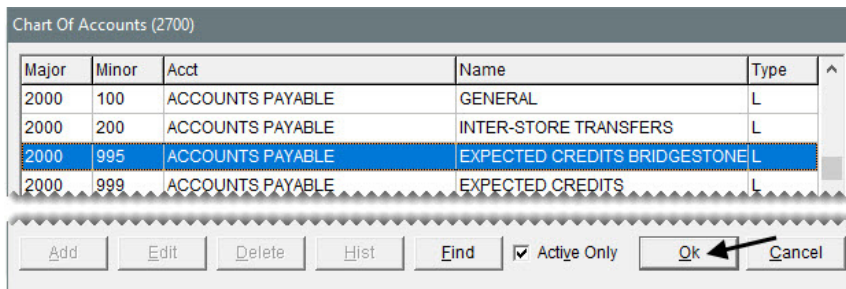


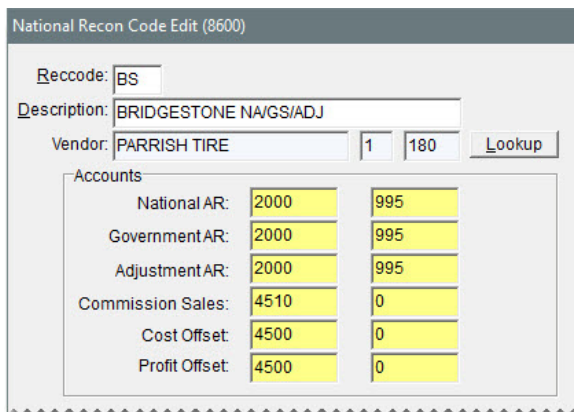
Chart Of Accounts (2700)

Major	Minor	Acct	Name	Type
2000	100	ACCOUNTS PAYABLE	GENERAL	L
2000	200	ACCOUNTS PAYABLE	INTER-STORE TRANSFERS	L
2000	995	ACCOUNTS PAYABLE	EXPECTED CREDITS BRIDGESTONE	L
2000	999	ACCOUNTS PAYABLE	EXPECTED CREDITS	L

Active Only

**Note:** If you'll be using a TireMaster Point of Sale system, you'll select a preset account for expected credits instead.

- c. To assign the two other AR accounts, repeat steps 4a and 4b.



National Recon Code Edit (8600)

Recode: BS

Description: BRIDGESTONE NA/GS/ADJ

Vendor: PARRISH TIRE 1 180

Accounts

National AR:	2000	995
Government AR:	2000	995
Adjustment AR:	2000	995
Commission Sales:	4510	0
Cost Offset:	4500	0
Profit Offset:	4500	0

**Tip:** If you know the numbers for the accounts you want to assign, you can type the account numbers instead of doing a lookup.

5. For this reconciliation code, do not change the commission percentages and GL classes.

**Note:** The GL class makes it possible for you to track national account, government support, and adjustment sales separately from regular sales.

- To save the reconciliation code, click **OK**.

- Close the Natl/Recon Codes/Credits screen.

## Assigning Reconciliation Codes to Items

Once you create a reconciliation code for a vendor, you need to assign it to the items in the vendor's product line.

### Walk-Through: Assigning a Reconciliation Code to an Item

Assign the Bridgestone reconciliation code to the Potenza tire with product code 074554.

#### To assign a reconciliation code to an item

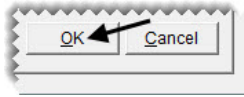
- Look up the Potenza tire with product code 074554.
- On the Inventory Maintenance screen, click **Edit**.

- Click the **Recon Code 1** field, and press  $\square$ . Then select the reconciliation code for Bridgestone, and click **OK**.

**Note:** National-account, government-support, and adjustment sales for some manufacturers can be processed electronically with applications that are integrated with TireMaster. In these scenarios, the reconciliation code needs to have a corresponding vendor part number for

successful processing. In other words, if you assign the Bridgestone vendor part number in the **Vendor Part Number 1** field, the Bridgestone reconciliation code needs to be entered in the **Rec Code 1** field. You can assign up to four vendor part numbers and reconciliation codes to the items in your inventory. The vendor part number and reconciliation code that you use most often should be entered in the **Vendor Part Number 1** and **Rec Code 1** fields.

4. To save your changes, click **OK**.



5. Close the Inventory Maintenance screen.

### Exercise

Use Inventory List Editing to assign the Bridgestone reconciliation code to all Potenza tires with 15 inch rims.

## National-Account & Government-Support Customers

Before you can process national-account and government-support sales and credits, you need to complete settings that distinguish these two types of customers from your regular clientele.

- ◆ **National-account customers:** These customers have agreements with vendors to buy tires, and perhaps other items or services, from certain dealers. In these arrangements, the vendors set the prices. Typically, an item's price is your cost for that item, or it might be a price established by a price level.
- ◆ **Government-support customers:** These customers have agreements with vendors to buy tires at discounted prices from certain dealers. Vendors set the tire prices to amounts that are usually *below* your cost. You can also sell other items and services at their regular prices. Government-support customers include both government agencies and other organizations that receive price supports.

## Setting Up National-Account Customers

To distinguish national-account customers from the rest of your clients, you need to assign each of them the national-account customer type and at least one reconciliation code. The reconciliation code identifies the vendor with whom the customer has a national-account agreement.

### Walk-Through: Setting Up National-Account Customers

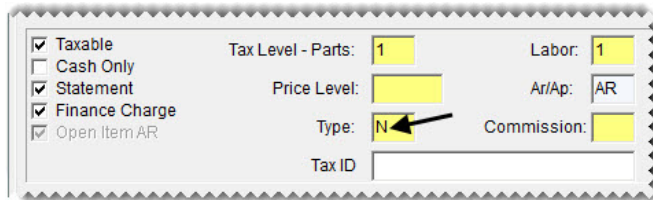
United Parcel Service has national-account agreements with both Bridgestone and Goodyear. Classify this client as a national-account customer and complete the settings required for the two vendors. For both Bridgestone and Goodyear, assign dealer numbers and exclude prices from completed invoices. For Bridgestone sales, invoices also need to be referred to as delivery receipts.

**To set up a national-account customer**

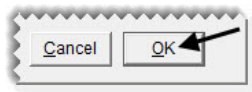
1. Look up the customer record for United Parcel Service.
2. Assign the national-account customer type.
  - a. Click **Edit**.



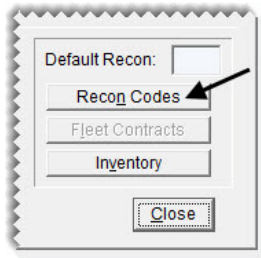
- b. Click the **Type** field, and press [~]. Then select the type for national-account sales, and click **OK**.



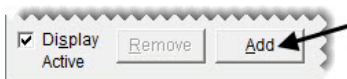
- c. To save your changes to the customer record, click **OK**.



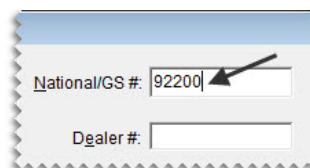
3. Assign the Goodyear reconciliation code and dealer number.
  - a. Click **Recon Codes**. The Customer Recon Codes screen appears.



- b. Click **Add**.

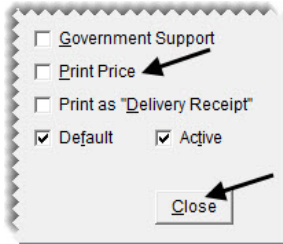


- c. Select the Goodyear reconciliation code from the list, and click **OK**.
        - d. For the dealer number, type **92200**.

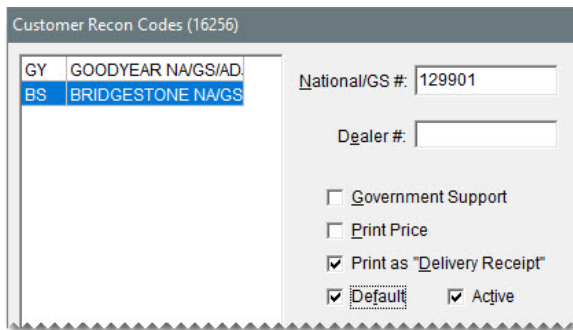


**Note:** The customer’s dealer number is typically entered in the field labeled **National/GS#**, while the customer’s non-sig is entered in the field labeled **Dealer #**.

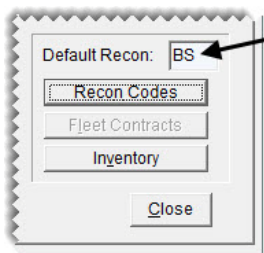
- e. Make sure the **Print Price** check box is clear (to exclude prices from invoices).
- f. Click **Close**.



4. Assign the Bridgestone reconciliation code and dealer number. Then define this reconciliation code as the default.
  - a. Repeat steps 3a and 3b. The dealer number is **129901**. (Hint: Enter it in the **National/GS#** field.)
  - b. Select the Bridgestone Reconciliation code, and click **OK**.
  - c. To print the title *Delivery Receipt* (instead of Invoice) on completed sale tickets, select the **Print as Delivery Receipt** check box.
  - d. Select the **Default** check box.



- e. Click **Close**. Because the Bridgestone reconciliation code is the default, it's displayed on the Customer Maintenance screen.



5. Close the Customer Maintenance screen.

**Exercise**

Update the customer record for the City of Meridian. This client just reached a government-support agreement with Goodyear.

# Performing National-Account Sales

In a national-account sale, you sell items at vendor-assigned prices to a customer. At the end of the sale, the customer doesn't pay you for the items and services; the customer pays the vendor instead. The vendor then completes the cycle by giving you a credit and possibly a commission or handling fee.

## Walk-Through: Performing a National-Account Sale

Sue from UPS stops by to get new tires for her van. It has 99,122 miles on the odometer, and you use the unit number UPS1035 to look it up. Kris Johnson mounts a set of size LT245/75R16 Goodyear tires, and you include a computer balance and valve stems on the work order. When you complete the sale, charge it to UPS.

### To perform a national-account sale

1. Start a work order for UPS.
  - a. When TireMaster prompts you to look up the customer, type **UPS1035** in the **Unit #** field and click **OK**. The Customer List appears.

Name Lookup/Entry (2300)

Enter Name:

License #:  Phone # (Last 4):

Customer #:  Unit #:

VIN #:

Active Only  
 Search All Site

- b. Make sure United Parcel Service is selected, and click **OK**. The Customer Maintenance screen appears.

Customer List (500)

Site#	Cust#	Name	License	Year	Make
1	205	UNITED PARCEL SERVICE	C800900	13	MERCEDES-BENZ

- c. Click **OK** to continue. The Work Order screen appears.

2. Click **OK** (again) to continue. TireMaster prompts you for a reconciliation code.

3. Select the Goodyear code and click **OK**.

4. Add a set of Goodyear MTR w/Kevlar size LT245/75R16 tires to the work order:

**Note:** This item is added to the work order at your cost.

5. Delete the tire tax, warranty, and disposal fee add-ons.

Quantity	Size	Description	Parts	Labor	Fl
4.00	LT245/75R16/10	MTR W/KEVLAR	213.64	0.00	
4.00	.	COMPUTER BALANCE - LT	0.00	12.99	
4.00	.	RUBBER VALVE STEM	1.99	0.00	

6. Assign mechanic Kris Johnson to the work order.

Extend	Sales	Mech 1	Mech 2	Flat Rate	Cor
854.56	Admin	KJ		0.00	
51.96	Admin	KJ		0.00	
7.96	Admin	KJ		0.00	

7. Complete the invoice as a charge sale. You can disregard entering DOT numbers. The ending mileage for the van is 99,122.

# Performing Government-Support Sales

In a government-support sale, you sell the customer tires at a discount and other items at their regular prices. The customer pays you, and you submit a claim to the vendor. Then the vendor gives you a credit for the difference between your cost of the tires and the price they were sold for. Depending on the circumstances, the vendor might also give you a commission or a handling fee.

## Walk-Through: Performing Government-Support Sales

A deputy from the Garner County sheriff's office brings in his Dodge Charger. Russell Smith mounts a new set of size 235/55R18 Bridgestone tires on the car, which has 125,635 miles on the odometer.

### To perform a government-support sale

1. Start a work order for the Garner County Sheriff's Department. When prompted for a vehicle, select the 2012 Dodge Charger.
2. When the warning appears, click **Yes** to continue despite the customer's overdue balance. The Work Order screen appears.
3. Type **125635** in the **Miles (In)** field, and click **OK**.

Work Order (3700)

Starting Sales Person: Admin  Print #Copies: 0

P.O. Number:

Ref#:   ETA

Year: 12 License#: GCS4

Make: DODGE Miles (In): 125635

Model: CHARGER Miles (Out):

OK Cancel

4. Make sure the Bridgestone reconciliation code is selected and click **OK**.

Customer Recon Codes (16256)

BS BRIDGESTONE NA/GS National/GS #: BS-00-1080

Display Active Remove Add OK Cancel

5. Add 4 size 235/55R18 Bridgestone tires to the work order. The product code for the tires is 072650.



- Change the parts price for the tires to **75.00** and labor price of the computer balance to **5.00**. If the below cost warning appears, click **OK** to close the message.

Quantity	Size	Description	Parts	Labor	Ft
4.00	235/55R18	D687 H/T DUELER	75.00	0.00	
4.00	.	COMPUTER BALANCE - LT	0.00	5.00	
4.00	.	RUBBER VALVE STEM	1.99	0.00	
4.00	.	STATE TIRE TAX (FEE)	3.00	0.00	
4.00	.	LT ROAD HAZARD WARRANT	12.63	0.00	
4.00	.	TIRE DISPOSAL - LT.	3.00	0.00	

- Assign mechanic Russell Smith to the work order.

Extnd	Sales	Mech 1	Mech 2	Flat Rate	Cor
300.00	Admin	RS		0.00	
20.00	Admin	RS		0.00	
7.96	Admin	RS		0.00	
12.00	Admin	RS		0.00	
50.52	Admin	RS		0.00	
12.00	Admin	RS		0.00	

- Complete the invoice as a charge sale. You can disregard entering DOT numbers. The ending mileage is 125,635.

Invoice Completion (3900)

Invoice Total:

Pay Type	Amount
Cash	0.00
Check	0.00
Charge	402.48
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00
Credit / Debit	0.00

Deposit:

Total Tended:

Change Due:

Print # of Copies:

Completed:  Sales:

License #:  Dept:

Miles In:  Out:

PO#:  Ref:

Terms:  1 Payment  3 Payments  
 2 Payments  4 Payments  
 Define

Direct Deposit  Tax Exempt Cert.  
 Apply ROA  Flag Old Invoices

Comments:

Marketing

## Creating Adjustment Invoices

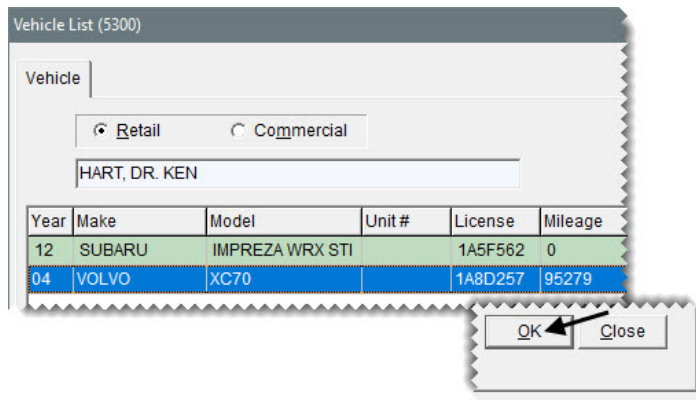
In an adjustment sale, a customer returns a defective item to you. Then you sell the customer a replacement item at a discount. After the sale, you submit a claim to the vendor. The vendor then gives you a credit for the difference between the item's cost and the selling price for the replacement.

## Walk-Through: Performing an Adjustment

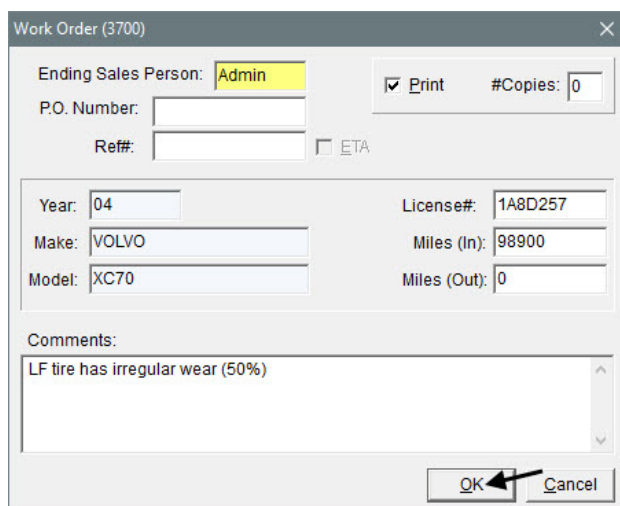
Dr. Ken Hart comes in to see if he can buy a replacement tire for his 2004 Volvo. Once Russell Smith verifies that the tire has irregular wear, sell Dr. Hart a new one at a discount. The claim number for this adjustment is GY10023. According to the original invoice, the tire's product code is 407016374.

### To perform an adjustment sale

1. Start a work order for Dr. Ken Hart.
2. When the Vehicle List appears, select the 2004 Volvo and click **OK**.

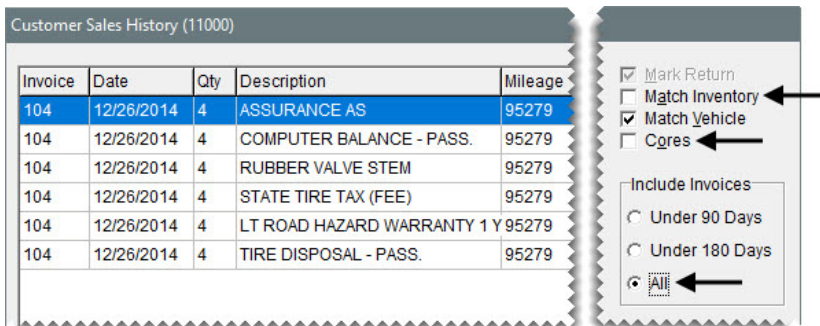


3. Add the following information to the work order screen:
  - ♦ The beginning mileage **98900**.
  - ♦ The comment **LF tire has irregular wear (50%)**.
4. Click **OK** to continue. The Invoice Entry screen appears.



5. If you want to find out when you sold the tire to the customer, check his sales history.
  - a. Press **F8**. The Customer Sales History screen appears.

- b. To view all of the items the customer previously purchased for the selected vehicle (the Volvo), clear the **Match Inventory** and **Cores** check boxes and make sure **All** is selected.



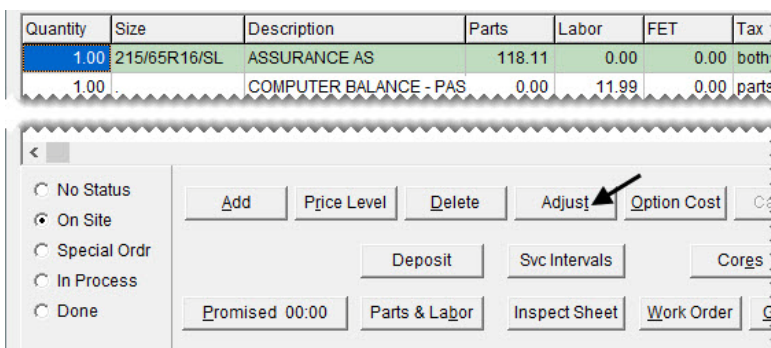
- c. Once you verify that the customer purchased a Goodyear Assurance tire, click **Cancel** to close the Customer Sales History screen.



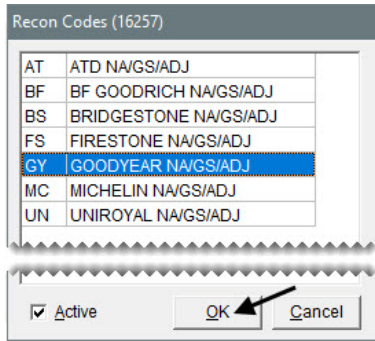
- 6. Add the defective item to the work order.
  - a. Type the product code **407016374** in the **Size** column, and press **Enter**. A Goodyear Assurance tire is added to the order.
  - b. For the quantity, type **1** and press **Enter**.

Quantity	Size	Description	Parts	Labor	F
1	215/65R16/SL	ASSURANCE AS	118.11	0.00	

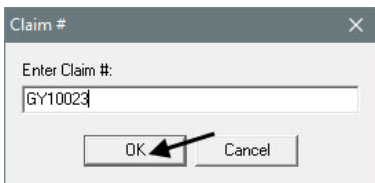
- 7. Enter the claim number for the adjustment.
  - a. Select the row for the Goodyear Assurance tire. Then click **Adjust**. The Recon Codes screen appears.



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

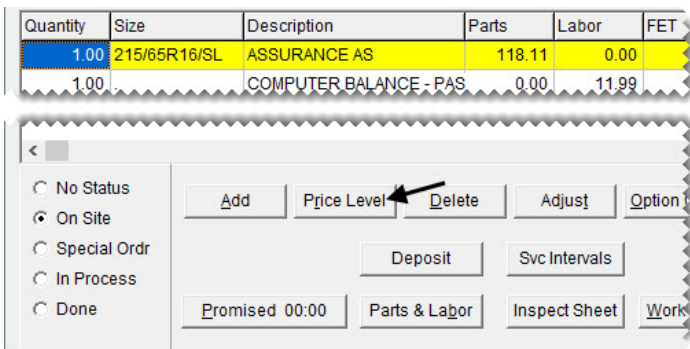


- c. Type **GY10023** and click **OK**.



The following message appears: “You should change the sales price to the adjusted price of the item.”

- d. Click **OK** to close the message. The line for the tire turns yellow to signify that the price is being adjusted.
8. Enter the adjusted price of the tire.
- a. Select the row for the tire and click **Price Level**. The Global Price Levels screen appears.



- b. Select the 50% adjustment and click **OK**.

Global Price Levels (16186)

ASSURANCE AS

Level	Descr	Parts	Labor	Total	Current
AD09	ADJUSTMENTS 9%	10.63	0.00	10.63	
AD17	ADJUSTMENTS 17%	20.08	0.00	20.08	
AD25	ADJUSTMENTS 25%	29.53	0.00	29.53	
AD33	ADJUSTMENTS 33%	38.98	0.00	38.98	
AD42	ADJUSTMENTS 42%	49.60	0.00	49.60	
AD50	ADJUSTMENTS 50%	59.05	0.00	59.05	
AD58	ADJUSTMENTS 58%	68.50	0.00	68.50	

OK Cancel

9. Assign mechanic Russell Smith to the work order.

Tax	Extend	Sales	Mech 1	Mech 2	Flat Rate	Cor
both	59.05	Admin	RS		0.00	
parts	11.99	Admin	RS		0.00	
parts	1.99	Admin	RS		0.00	
none	3.00	Admin	RS		0.00	
parts	11.81	Admin	RS		0.00	
parts	3.00	Admin	RS		0.00	

10. Complete the invoice.

- a. Click **Complete**. The DOT Information screen appears.

Work Order Complete Quit Tax: 4.55 Total: 95.39

- b. Type the number **M65UGDY5016**, and click **OK**. The Invoice Completion screen appears.

DOT Information (16580)

Cust No.	Name	Invoice No.	Invoice Date
1-129	HART, DR. KEN	1- 130	2018-01-09

Num	Product Code	Size	Description	DOT Number
1	407016374	215/65R16/SL	ASSURANCE AS	M65UGDY5016

Setup Print Copy DOT to the next line OK Cancel

- c. Click the **Cash** row, and press  to insert the exact invoice amount.  
 d. Type **98900** in the (miles) **Out** field.

- e. Click **OK**. The TireMaster - Texting screen appears.

- f. Select the Thank You message, make sure it's set to be sent in one hour, and click **Send Text**. TireMaster sends the text and prompts you to complete and print the invoice.

- g. Click **Yes**.

11. Print the invoice and close the open screens.

## Reconciling Vendor Credits

When a vendor gives you a credit for a national-account, government-support, or adjustment sale, you need to compare it to the credit amount you were expecting to determine whether you made a profit or lost money on the sale. In TireMaster, this process is called reconciliation.

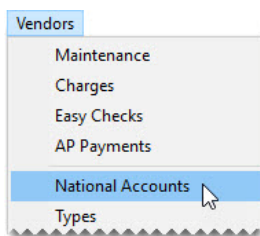
A national-account credit should reimburse you for roughly the entire amount of an invoice, in addition to any commissions or handling fees. Credits for government-support agreements and adjustments could vary depending on your arrangements with your vendors.

### Walk-Through: Reconciling a Vendor Credit

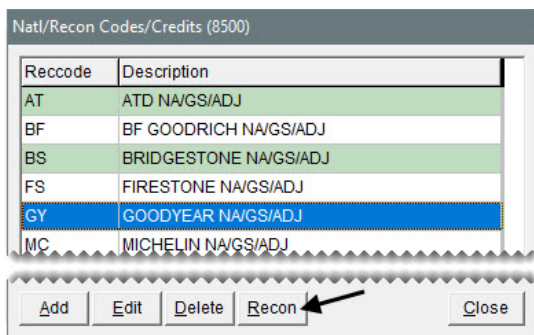
Your Goodyear vendor sent you a credit memo for a defective tire that a customer returned. The credit amount is \$18, and the memo number is GY-4302. The claim number for the original adjustment is GY10023.

#### To reconcile a vendor credit

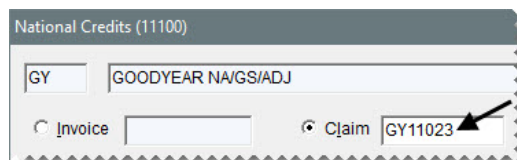
1. From the **Vendors** menu, select **National Accounts**. The Natl/Recon Codes/Credits screen appears.



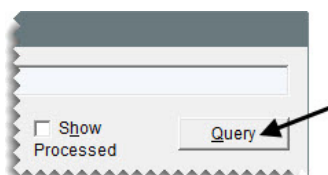
2. Select the reconciliation code for Goodyear and click **Recon**. The National Credits screen appears.



3. Retrieve the invoice associated with the credit.
  - a. Select **Claim** and type **GY10023**.



- b. Click **Query**.



**Note:** You can also retrieve credits by invoice number, date, and processing status.

4. Enter the information for the credit.

- a. For the memo number, type **GY-4302**.
- b. For the credit date, type today's date.

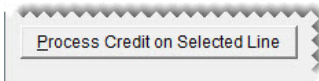
**Note:** When you type the credit date, put slashes (/) between the month, day, and year. Also, type all four digits for the year. (**Example:** 02/19/2018.)

- c. For the credit amount, type **18.00**.

Amount	Com	Claim	Memo#	CR Date	CR Amt	CR Com	Diff	P
26.95	0.00	GY10023	GY-4302	01/09/2018	18.00	0.00	-8.95	

5. Process the credit.

- a. Click **Process Credit on Selected Line**. TireMaster prompts you to complete the credit memo.



- b. Click **Yes**.

**Note:** If you want to see the completed memo, select the **Show Processed** check box.

6. To close the National Credits screen, click **OK**.

## Exercises

- A. Goodyear sent you a \$965 credit memo for a national-account sale. The handling fee is \$10, the memo number GY-8877, and the original claim number is 97110.
- B. Bridgestone sent you a \$200 credit for a government-support sale. The memo number is BS-125 and the original claim number is 42353.

# Processing Core Credits

With the Core Manager, you can track and recover core charges issued by parts suppliers. When a vendor comes to your shop to pick up the cores you've collected, you can process the credits that the vendor will give you for those items.

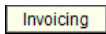
## Walk-Through: Processing Core Credits

A representative from O'Reilly has arrived to pick up that vendor's cores. Process the core for the water pump you installed for Lori Jones.

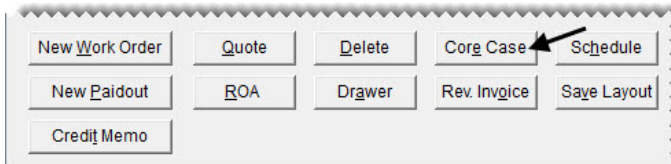


## To process a core credit

1. Open the Core Manager.
  - a. Click **Invoicing**. The Open Work Order List appears.

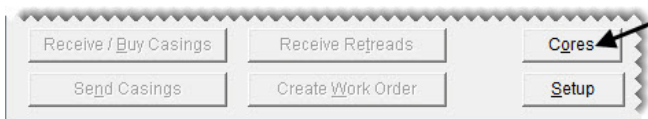


- b. Click **Core Case**. The Casing Manager screen appears.

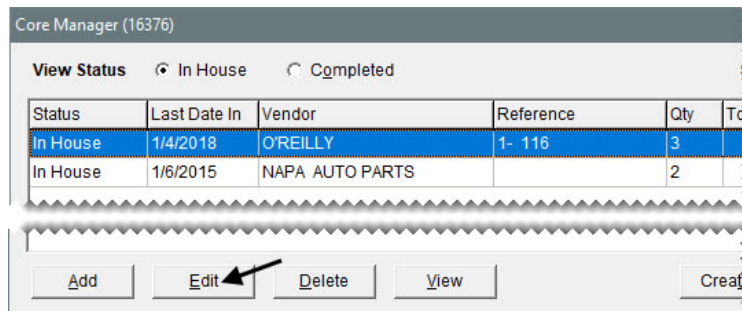


**Note:** You access the Core Manager via the Casing Manager.

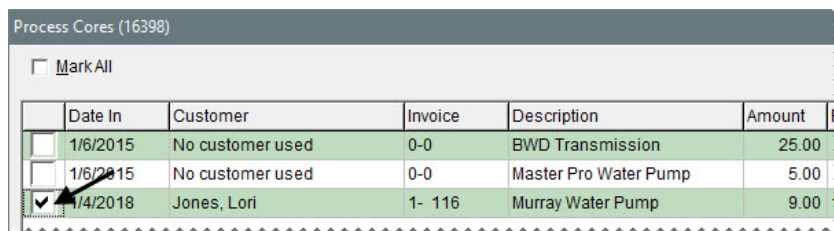
- c. Click **Cores**. The Core Manager screen appears.



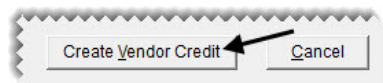
2. Select the row for O'Reilly and click **Edit**. The Process Cores screen appears.



3. Select the check box for the \$9.00 core charge (Murray Water Pump).



4. Click **Create Vendor Credit**. A confirmation message appears.



5. Click **Yes**. TireMaster prompts you for a reference number.
6. Type **OR2315** and click **OK**. The Report Window opens and displays the Charge Edit Report.
7. Print the report and close the Report Window. A confirmation message appears.

8. Click **OK** to close the message.
9. Close the Core Manager and the other open screens.
10. Verify that the \$9.00 credit posted to the vendor's subledger.
  - a. Look up the vendor record for O'Reilly. The Vendor Maintenance screen appears.
  - b. Click the **Ledger/History** tab. The credit list listed with the other activity for the vendor's account.

Vendor Maintenance (12200)

General Ledger/History Aging

O'REILLY 1 202

Search  Sort By:  Ref#

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO
01/09/18	1	VC	140	OR2315	-9.00	-9.00	
01/02/15	1	PO	132	OR003	436.99	436.99	21
12/31/14	1	PO	127	OR002	83.98	83.98	16
12/30/14	1	PO	123	OR001	52.99	52.99	12

**Note:** In TireMaster Plus and TireMaster Corporate systems, you need to apply the credit to outstanding charges (if any) in the vendor's subledger.

- c. Close the Vendor Maintenance screen.

## Exercise

Process the remaining O'Reilly core credits in a group.

# Shift-End & Day-End Closing

Depending on your daily operations, you'll add and remove money from your till (or tills) and stop business one or more times to count the cash, checks, and payment card receipts you've accumulated. Later, at the end of the day or when you're ready to make a trip to the bank, you'll prepare a bank deposit. This chapter includes the following topics:

- ◆ [“Paying Expenses from the Till” on page 187](#)
- ◆ [“Closing a Shift” on page 188](#)
- ◆ [“Closing the Day” on page 189](#)

## Paying Expenses from the Till

To pay expenses from the till, perform a transaction called a payout. When you perform a payout, TireMaster reduces the expected cash amount for your shift-end till totals. You can also use a payout to record miscellaneous revenue, such as money collected from soda and candy machines.

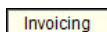
**Note:** Do not use payouts to reimburse customers for trade-ins. Trade-ins are handled differently.

### Walk-Through: Paying an Expense from the Till

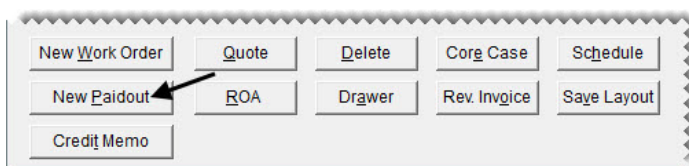
Enter a payout for \$63.45. The money will cover the bill for the pizza that will be served at the employee meeting. Offset the payout to the account for meals and entertainment.

#### To pay an expense from the till

1. Click **Invoicing**.



2. Click **New Payout**. The Cash Payout screen appears.



- For the description, type **Pizza for employee meeting**.

- Make an entry for the payout.
  - Click **Add**. A journal-entry line appears in the **GL Offset** area.

- Click the **Major** column, and press . Then select account 6260–0 Meals & Entertainment, and click **OK**.
- For the description, type **Pizza for employee meeting**.
- For the amount, type **63.45**.

Site	Dept	Major	Minor	Description	Amount	CL
1	1	6260	0	Pizza for employee meeting	63.45	1

- Click **OK**. TireMaster prompts you to complete the payout.

- Click **Yes**. The Report Window opens.
- Print the payout report and close the Report Window.

## Exercises

- Take \$25 out of the till for postage stamps.
- The total of the stamps came to \$19.60. Create a payout that will put \$5.40 in change back into the till.

## Closing a Shift

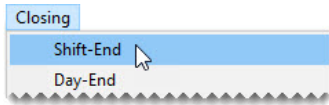
When you close a shift, you stop transactions for a specific till, so you can count the cash, checks, and payment card receipts for that till at that point in time. You can close out a till once a day or several times a day. When you close a shift, make sure to include the till float in the cash amount.

## Walk-Through: Closing a Shift

You just finished counting the cash, checks, and payment card receipts in your till. Close the shift, using the totals from the Daily Till Detail Report.

### To close a shift

1. From the **Closing** menu, select **Shift-End**. TireMaster prompts you to print a daily invoice listing.



2. Click **Yes**. The Report Window opens and displays the Daily Till Detail Report.
3. Print the report, and close the Report Window. TireMaster prompts you to close the shift.
4. Click **Yes**. The Shift Close - Till screen appears.
5. Type the amount of cash, checks, and credit and debit card payments collected during the shift. For this class, your instructor will provide the amounts.

**Note:** Include the starting till amount (till float) in the entry for cash. For example, if your till started with \$300 and you ended the shift with \$700, you would enter \$700 for your cash amount.

6. Click **OK**. TireMaster prompts you to verify the cash, check, and card amounts.

 A screenshot of a dialog box titled "Shift# 1 Close - Till# 1 (9001)". It contains three input fields: "Cash:" with the value "2361.56", "Check:" with the value "2400.95", and "Cards:" with the value "974.03". At the bottom, there are two buttons: "OK" and "Cancel". An arrow points to the "OK" button.

7. If the amounts are correct, click **Yes** to finishing closing the shift. If the amounts need to be corrected, click **No** and make the needed changes.
8. When TireMaster confirms the shift is closed, click **OK**.

## Closing the Day

The day-end close gives you an opportunity to review the day's receipts and determine if your till is over or short. Typically, you close a day before you make a deposit into your bank account. Depending on how much business you do in an average day, you might not want to perform a day-end close every day. Before you can perform a day-end close, you need to close at least one shift.

The reports described in Table 4 are generated as part of the shift-end or day-end closing procedures.

**Table 4: Shift-End and Day-End Reports**

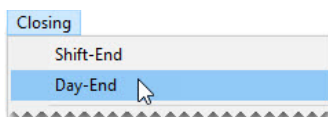
Report	Description
<b>Daily Invoice</b>	Prints automatically when you close a day. This report displays sales activity, beginning balances, cash paid out of the till, and any overages or shortages.
<b>Daily Sales</b>	Prints automatically when you close a day. This report displays all sales activity for the day. It also separates normal sales from national-account, government-support, and adjustment activity.
<b>Daily Till Detail</b>	Prints automatically when you close a day and can be printed during a shift-end close. This report displays all transactions that have taken place for the till that has been closed, grouping items by invoice type.
<b>Day End Transaction</b>	Prints automatically when you close a day. This report displays slightly more detail than the Daily Till Detail Report, and it also includes a deposit slip for the day's receipts.
<b>Paidout</b>	Prints automatically when you close a day. This report displays all cash transactions paid out of the till.

### Walk-Through: Closing the Day

You're planning on making a bank deposit this afternoon, so you need to perform a day-end close. Correct the cash, check, and card amounts if needed.

#### To close a day

1. Count the total cash, checks, and payment card receipts for all shifts.
2. From the **Closing** menu, select **Day-End**. The Day End Close screen appears.



3. If any cash, check, or payment card amounts are incorrect, type the correct amounts in the **Cash Count**, **Check Count**, and **Card Count** columns. The totals for all shifts are recalculated automatically.

Shift	Till	Cash	Check	Card	Cash Count	Check Count	Card Count	New Float
1	1	2361.56	2400.95	974.03	2361.56	2400.95	974.03	300.00

**Note:** When you close the day, the amount in the **Deposit** field posts to the day-end deposit and day-end cash accounts that you have set in System Controls. This amount also appears in the Check Reconciliation screen as your daily deposit (TireMaster Plus and TireMaster Corporate systems only).

4. To view your day-end reports before you close the day, click **Report**.



5. To close the day click **OK**. TireMaster will print all of the day end reports and you can review them again if needed. A confirmation message appears.



6. Click **Yes** to close the day. A confirmation message appears.
7. Click **OK**.





# Accounts Payable

With TireMaster, you can manage your activity with businesses that provide you with products and services. This chapter includes the following topics:

- ◆ “Adding a Vendor with Payment Terms” on page 193
- ◆ “Creating Vendor Charges” on page 196
- ◆ “Generating AP Payments” on page 197
- ◆ “Voiding AP Payments” on page 200

## Adding a Vendor with Payment Terms

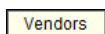
When vendors offer you credit, you need to assign the payment terms to the their vendor records in TireMaster. Vendor payment terms affect how purchase orders are processed, and they determine how and when charges are applied in the subledgers for the vendor accounts.

### Walk-Through: Adding a Vendor with Payment Terms

The store owner just signed a contract with Deadbolt Security for a new alarm system. When you add the new supplier, assign a default expense account in the vendor record. Payments are due on the 20th of the month.

#### To add a vendor with payment terms

1. Click **Vendors**. The Name Lookup Entry screen appears.



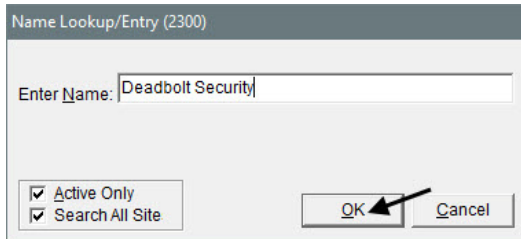
2. Click **Cancel**. The Vendor Maintenance screen appears.



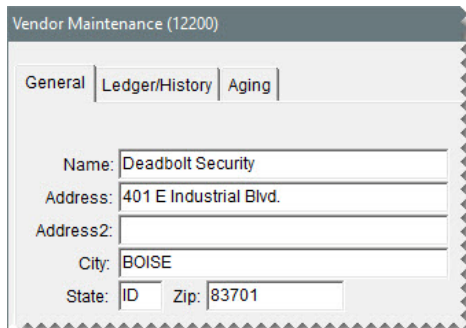
3. Click **Add**. The Name Lookup Entry screen appears.



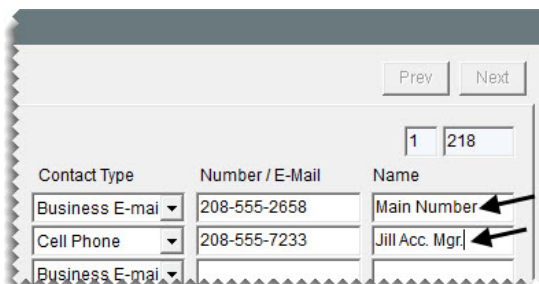
4. Type **Deadbolt Security** and click **OK**. The Vendor Maintenance screen appears with the vendor's name filled in.




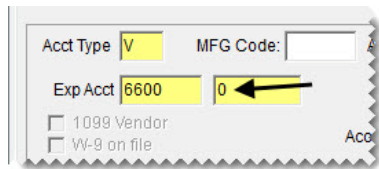
5. Add the vendor's address.
  - a. For the street address, type **401 E Industrial Blvd.**
  - b. Type the zip code **83701**. The Zip Codes screen appears.
  - c. Make sure the Boise, ID zip code is selected and click **OK**. The city and state fill in for you automatically.



6. Add the vendor's contact information.
  - a. For the first contact type, select Business Phone. Then type the phone number **208-555-2658** and the name (description) **Main Number**.
  - b. For the second contact type, select Cell Phone. Then type the phone number **208-555-7233** and **Jill Acct. Mgr.** for the name.

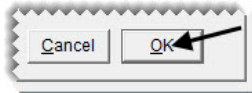


7. To assign a default expense account, click the **Exp Acct** field and press . Then select account 6600-0 Security Expense from the list that appears.



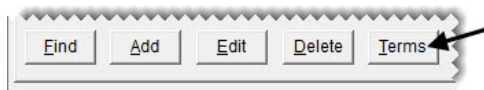
A screenshot of the Vendor Maintenance screen. The 'Exp Acct' field is highlighted in yellow and contains the value '6600-0'. An arrow points to the '0' in the field. Other fields include 'Acct Type' set to 'V', 'MFG Code', and checkboxes for '1099 Vendor' and 'W-9 on file'.

8. Click **OK** to save the new vendor.



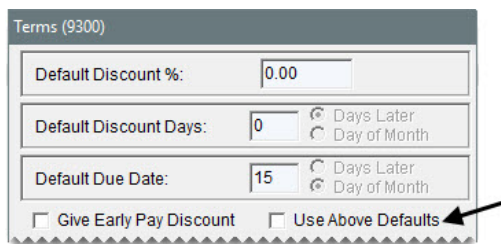
A close-up screenshot of the 'OK' and 'Cancel' buttons. An arrow points to the 'OK' button.

9. Assign the payment terms.
- Click **Terms**. The Terms screen appears.



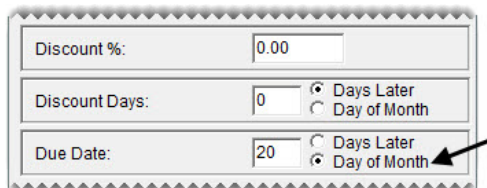
A screenshot of the 'Terms' screen showing buttons for 'Find', 'Add', 'Edit', 'Delete', and 'Terms'. An arrow points to the 'Terms' button.

- Clear the **Use Above Defaults** check box.



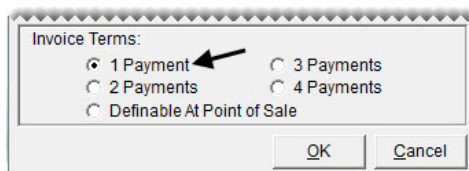
A screenshot of the 'Terms (9300)' screen. The 'Use Above Defaults' checkbox is unchecked. Other fields include 'Default Discount %' (0.00), 'Default Discount Days' (0), and 'Default Due Date' (15). An arrow points to the 'Use Above Defaults' checkbox.

- Type **20** in the **Due Date** field and make sure **Day of Month** is selected.



A screenshot of the 'Terms (9300)' screen. The 'Due Date' field is set to '20' and the 'Day of Month' radio button is selected. An arrow points to the 'Day of Month' radio button.

- Make sure **1 Payment** is selected for the invoice terms.



A screenshot of the 'Invoice Terms' screen. The '1 Payment' radio button is selected. Other options include '2 Payments', '3 Payments', '4 Payments', and 'Definable At Point of Sale'. An arrow points to the '1 Payment' radio button.

- Click **OK**. A confirmation message appears.
  - Click **Yes**. Another confirmation message appears.
  - Click **Yes** again.
10. Close the Vendor Maintenance screen.

# Creating Vendor Charges

A vendor charge is a manual entry that increases (credits) the balance of a vendor's subledger and the general ledger's accounts payable account. Vendor charges are typically used to record transactions such as rent, utilities, and supplies.

In some scenarios, you might need to create a *negative* vendor charge, which reduces accounts payable balances. Negative vendor charges are also called vendor credits.

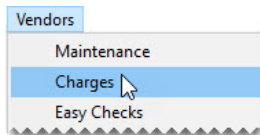
Once a vendor charge (or vendor credit) has been created, you need to apply it to the vendor's open invoices.

## Walk-Through: Creating Vendor Charges

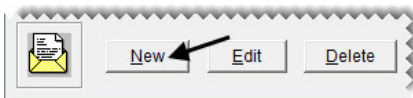
You received an invoice for the installation of the new alarm system from Deadbolt Security. Create a vendor charge for this \$299 expense.

### To create a vendor charge

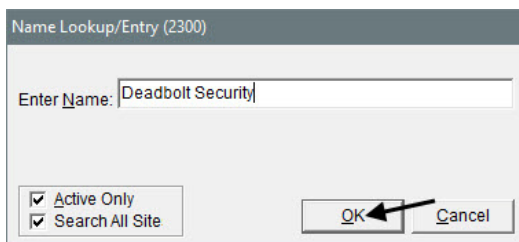
1. From the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.



2. Click **New**. TireMaster prompts you for the vendor's name.



3. Type **Deadbolt Security** and click **OK**. The Vendor Maintenance screen appears.



4. Click **OK** to continue.



5. Enter the following information from the invoice on the Vendor Charge screen.
  - a. For the reference number, type **Install**.

Vendor Charge (3800)

Batch: [ ] Vendor: Deadbolt Security

Date: 1/15/2018 Due Date: 2/20/2018

Disc Date: 1/15/2018 Reference: Install

- b. For the offset entry's description, type **Security Alarm Installation**.

**Note:** The account number 6600-0 filled in automatically, because it's the default expense account assigned to the vendor.

- c. For the amount **\$299.00**.

Offsets:

Site#	Dep#	Major	Minor	Descr	Amount	CL
1	1	6600	0	Security Alarm Installation	299.00	1

Buttons: Add, Delete

6. Click **OK**. TireMaster prompts you to save the charge.
7. Click **Yes** to return to the Vendor Charges screen.
8. Click **OK**. TireMaster prompts you to print a Charge Edit Report.

Vendor Charges (4200)

Vendor: Deadbolt Security [Lookup] [Limit]

Batch: [ ] [Manage Batches]

Vendor	Site	Mod	Chrg#	Date	Ref	Charge	Vendor	VendorSite
Deadbolt Security	1	VC	142	1/15/2018	Install	299.00	218	1

Buttons: New, Edit, Delete, OK, Cancel

9. Click **Yes**. The Report Window opens.
10. Print the report, and close the Report Window. TireMaster prompts you to complete the charge.
11. Click **Yes**.
12. Close the Vendor Charges screen.

## Generating AP Payments

One way to compensate your vendors is by processing payments from the AP Payments screen. When you pay a vendor using this method, the payment is automatically applied to the vendor's balance. By using the AP Payments screen, you can generate payments for multiple vendors at one time.

## Walk-Through: Generating AP Payment Checks

You need to pay the bills for several of your vendors, but you also want to make sure that at least \$40,000 remains in the main checking account when you finish making the payments.

When you prepare to pay your vendors, do the following:

- ◆ Make a partial payment of \$1300 to American Tire Distributors.
- ◆ Unapply the \$18 credit for Goodyear.
- ◆ Take the discounts offered by Goodyear and Parrish Tire.

Once you get everything set up, review the pending payments and delay the payment to Napa.

### To generate AP payments

1. Click **Payments**.

Payments

2. Type **300** in the **Show Next** field and click **Refresh**. The table shows only the payments due within 300 days.

3. To organize the charges, select the check boxes in the **Sort** area in the following order:

- a. **Name**
- b. **Ref**
- c. **Due**

4. Click **Mark All**. All payments display the letter A in the **PAY** column for each charge.

5. Unapply the payments for American Tire Distributors.
  - a. Click the **Pay** column for the first ATD charge.
  - b. Press the keyboard's **Space Bar** to remove the letter A.

Name	Site	Mod	Invoice	Date	REF	C	PayAmt	Pay	PaidAmt	Discount
AMERICAN TIRE DISTR	1	IPO	124	12/30/2014	ATD001		0.00	A	0.00	0.00
AMERICAN TIRE DISTR	1	IPO	128	12/31/2014	ATD002		2949.06		0.00	0.00

- c. Press the **↓** to move to the next row.

- d. Repeat steps 5a through 5c to unapply the remaining ATD payment.

Name	Site	Mod	Invoice	Date	REF	Charge	UnApplied	Due	DiscAmt	P
AMERICAN TIRE DISTRII	1	IPO	124	12/30/2014	ATD001					
AMERICAN TIRE DISTRII	1	IPO	128	12/31/2014	ATD002					
AMERICAN TIRE DISTRII	1	VC	110	12/26/2014	Beginnin					
BUCKMAN, JENNY E.	1	VC	117	12/30/2014	JB001					

PayAmt	Pay	PaidAmt	Discount
0.00		0.00	0.00
0.00		0.00	0.00
0.00		0.00	0.00
327.60	A	0.00	0.00

**Tip:** You can unmark all payments for a vendor simultaneously. Click **UnMark** (lower-left corner) to open the UnMark AP Payments screen. Then select **Unmark invoices for a specific vendor** and click . When the list appears, select the name of the vendor and click **OK**. Then click **OK** again to return to the AP Payments screen.

6. Apply a partial payment to the ATD vendor charge.
  - a. Select the row for the \$1322.79 ATD beginning balance.
  - b. Type **1300.00** in the **PayAmt** column.

Name	Site	Mod	Invoice	Date	REF	Charge	UnApplied	D	PayAmt	Pay	P
AMERICAN TIRE DISTRII	1	IPO	124	12/30/2014	ATD001	2206.64	2206.64	0	0.00		
AMERICAN TIRE DISTRII	1	IPO	128	12/31/2014	ATD002	2949.06	2949.06	0	0.00		
AMERICAN TIRE DISTRII	1	VC	110	12/26/2014	Beginnin	1322.79	22.79	0	1300.00	A	
BUCKMAN, JENNY E.	1	VC	117	12/30/2014	JB001	327.60	0.00	0	327.60	A	

7. Unapply the credit for Goodyear.
  - a. Select the row for the -18.00 credit.
  - b. In the **Pay** column, press the keyboard's **Space Bar** to remove the letter A.

GLORIOUS GEEK IT SEF1	1	VC	116	12/30/2014	GG001	208.50	0.00	01/15/2015	0.00	208.50	A
GOODYEAR TIRE CO.	1	VC	138	01/08/2018	GY-8877	-975.00	0.00	01/08/2018	0.00	-975.00	A
GOODYEAR TIRE CO.	1	VC	137	01/09/2018	GY-4302	-18.00	-18.00	01/09/2018	0.00	0.00	
GOODYEAR TIRE CO.	1	VC	112	12/26/2014	Beginnin	814.12	0.00	01/15/2015	0.00	814.12	A
GOODYEAR TIRE CO.	1	PO	121	12/30/2014	GY001	6590.98	0.00	01/15/2015	0.00	6590.98	A

8. Because you want to take the discounts offered by Goodyear and Parrish Tire, leave the amounts in the **DiscAmt** column alone for these vendors.

Name	Site	Mod	Invoice	Date	REF	Charge	UnApplied	Due	DiscAmt	P
NATURAL POWER CO.	1	VC	119	12/30/2014	NP001	632.88	0.00	01/25/2015	0.00	
PARRISH TIRE	1	VC	139	01/09/2018	BS-125	-200.00	0.00	01/09/2018	0.00	
PARRISH TIRE	1	VC	136	01/08/2018	BS-R009	-97.05	0.00	02/20/2018	-1.94	
PARRISH TIRE	1	VC	114	12/26/2014	Beginnin	629.12	0.00	01/20/2015	0.00	
PARRISH TIRE	1	PO	134	01/08/2018	Reorder	4127.84	-0.00	02/20/2018	82.56	
SORUM'S TIRE DISTRIB	1	VC	115	12/26/2014	Beginnin	1019.82	0.00	01/20/2015	0.00	
TIRES & MORE	1	PO	135	01/08/2018	48715	57.50	0.00	02/15/2018	0.00	

9. Print all of the checks, except those for Napa.
  - a. Click **OK**. TireMaster prompts you to process the payments.



- b. Click **Yes**. The Pending Payment Listing screen appears.
- c. To exclude the payment for Napa, clear the check box in the **Print** column.

Pending Payment Listing (13500)

Payment Account:

Balance Before:       Balance After:

Print	Name	Amount	Address1	City	State
<input checked="" type="checkbox"/>	IDACO COMMUNICATIONS	322.79	117 HUXLEY DRIVE	BOISE	ID
<input checked="" type="checkbox"/>	JOHNSON JANITORIAL	1500.00	901 W. BROADWAY	BOISE	ID
<input type="checkbox"/>	NAPA AUTO PARTS	1479.20	617 W STATE ST	BOISE	ID
<input checked="" type="checkbox"/>	NATURAL POWER CO.	632.88	8565 EXECUTIVE LOO	BOISE	ID

- d. For the starting check number, type **2000**.

Number:

- e. Click **Print**. TireMaster prompts you to verify that the checks printed successfully.

- f. Make sure all of the checks printed. Then click **Yes**. TireMaster prompts you for a Payment Detail Report.

## 10. Generate the Payment Detail Report and finish processing the payments.

- a. Click **Yes**. The Report Window opens.
- b. Print the report. Then close the Report Window.

### Exercise

Process a *checkless* payment for Napa. Then verify that it has been applied to the vendor's balance.

## Voiding AP Payments

In some instances, you might change your mind about sending a check to a vendor. When this situation occurs, you can void the AP Payment check.

**Note:** When you finish voiding an AP Payment check, it's no longer displayed on the Check Reconciliation screen.

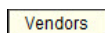
### Walk-Through: Voiding an AP Payment

Void the AP Payment check that you wrote to FMC Warehouse.



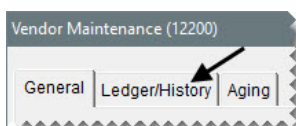
## To void an AP payment

1. Look up the vendor FMC Warehouse.
  - a. Click **Vendors**. TireMaster prompts you for the vendor's name.



- b. Type **FMC warehouse**, and click **OK**. The Vendor Maintenance screen appears.

2. Click the **Ledger/History** tab.



3. Click **Open Item**. The Payment Editing screen appears.



4. Click **Un-Apply**. The ROA UnApply screen appears.



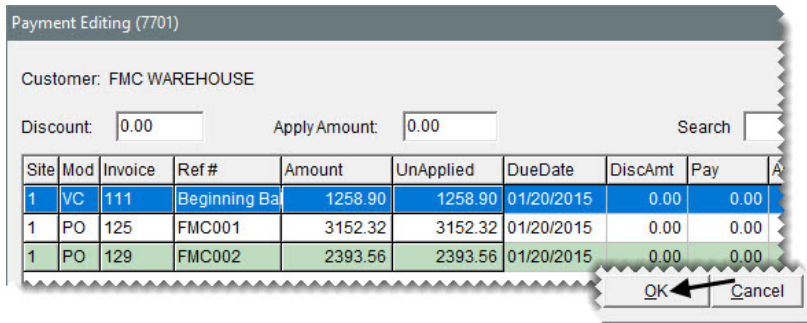
5. Select a row for the payment group you want to unapply.

Apply Group	Apply Date	Inv-Site	Mod	Invoice	Roa-Site	Mod	Invoice	Amount	Discoun	Number
15	01/29/2018	1	VC	111	1	PY	104	1258.90	0.00	1
15	01/29/2018	1	PO	125	1	PY	104	3152.32	0.00	1
15	01/29/2018	1	PO	129	1	PY	104	2393.56	0.00	1

**Note:** The document-type code PY identifies transactions for which you can void AP payment checks. The number in the **Apply Group** column identifies which group of bills were paid by a particular check.

6. Click **OK**. TireMaster prompts you to unapply and void the payment.
7. Click **Yes** to return to the Payment Editing screen.

8. Click **OK**. TireMaster prompts you to save your changes.



9. Click **Yes**. TireMaster prompts you to apply your changes.

10. Click **Yes**.

# Managing Payment Accounts

With TireMaster, you can track the activity of one or more payment accounts. TireMaster includes tools for writing checks, and managing the money going in and out of bank accounts. This chapter includes the following topics:

- ◆ “Writing Checks” on page 203
- ◆ “Performing Other Banking Activities” on page 206
- ◆ “Voiding Payments” on page 207
- ◆ “Reconciling Checking Accounts” on page 210
- ◆ “Returned Checks” on page 212

## Writing Checks

Unlike AP Payment checks, which were discussed in the last chapter, checks that originate from the Check Reconciliation screen can be applied to charges at a later time. When you write checks, you have the following options:

- ◆ You can write checks that post to customer and vendor subledger accounts.
- ◆ You can write checks that don’t affect either of those subledger accounts.

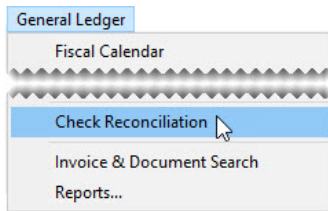
Payments originating from the Check Reconciliation screen are assigned the document-type code EC.

### Walk-Through: Making a Payment

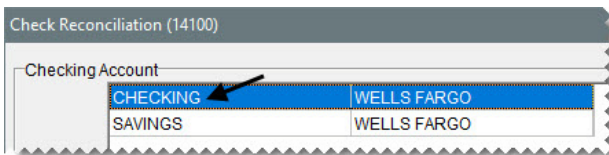
Write a \$75 check to Harold Glass for his window washing services. Offset the check to the general ledger account for janitorial expenses.

## To make a payment

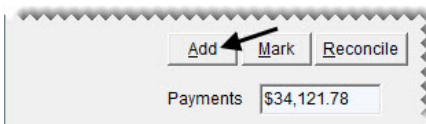
1. From the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.



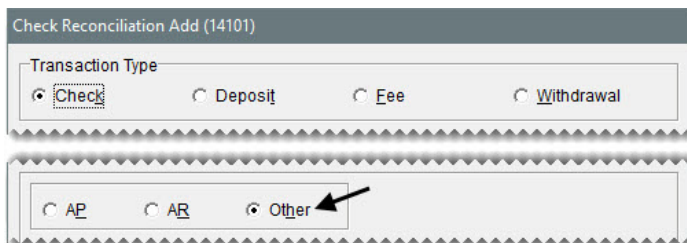
2. Make sure the checking account is selected.



3. Click **Add**. The Check Reconciliation Add screen appears.



4. For the transaction type, make sure **Check** is selected.
5. Because this check does not need to post to a customer or vendor subledger, make sure **Other** is selected.



**Note:** For checks that need to post to a customer's subledger, you'd select **AR** and look up the customer. For checks that need to post to a vendor's subledger, you'd select **AP** and look up the vendor.

6. Enter the date, payee, and description for the check.
  - a. For this check, leave the date alone.
 

**Note:** You can backdate or postdate the check by changing the date.
  - b. For the payee, type **Harold Glass**.

- c. Type **January window washing** in the **Memo** field.

- 7. Make the offsetting entry for the check.
  - a. Click **Add**. A journal-entry line appears.

**Note:** The offsetting entry is not required for checks that post to customer and vendor subledger accounts.

- b. Click the **Major** field, and press [F4]. Then select account 6180–0 Janitorial Expense, and click **OK**.
- c. For the amount, type **75.00**.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	6180	0	JANITORIAL EXPENSE-	75.00	1

- 8. Make sure the **Print Checks** check box is selected and click **OK**. TireMaster prompts you to complete and print the check.

- 9. Click **Yes**. TireMaster prompts you to verify that the check printed successfully.
- 10. Click **Yes**. TireMaster prompts you to print a check detail report.
- 11. Click **Yes**. The Report Window opens.
- 12. Print the report. Then close the Report Window.

### Exercises

- A. Write a \$23.94 check to FMC Warehouse for the purchase of parts. Then record the purchase with a vendor charge.
- B. You collected too much sales tax from Joe Carlson—he should have paid \$47. Perform a sales tax adjustment and write a refund check. Then check the customer’s balance.

## Exercises

- C. Write an \$89 check to Another Cup Coffee Service for replenishing your coffee vending supplies. Post this check to account 6366-0 Supplies Expense.

# Performing Other Banking Activities

Besides writing checks, you can perform these additional banking activities with the Check Reconciliation screen:

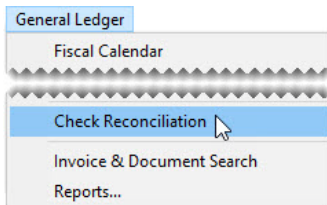
- ◆ Making deposits
- ◆ Recording fees
- ◆ Making withdrawals

## Walk-Through: Making a Deposit

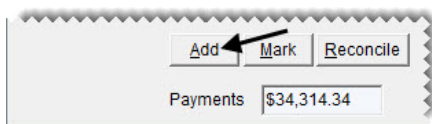
Deposit a \$10 rebate check from AMC Tire Warehouse into your main checking account.

### To make a deposit

1. If the Check Reconciliation screen isn't already open, select **Check Reconciliation** from the **General Ledger** menu.



2. Click **Add**. The Check Reconciliation Add screen appears.



3. For the transaction type, select **Deposit**.
4. Enter the date, payee, and description for the deposit.
  - a. Leave the date alone.
  - b. For the payee, type **Main Checking Account**.

- c. Type **Rebate Check - AMC Tire warehouse** in the **Memo** field

- 5. Make the offsetting entry for the deposit.
  - a. Click **Add**. A journal-entry line appears.

- b. Click the **Major** field, and press  $\sim$ . Then select account 4900-0 Other Income, and click **OK**.
  - c. For the amount, type **\$10.00**.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	4900	0	OTHER INCOME-	10.00	1

- 6. Click **OK**. TireMaster prompts you to complete the entry.

- 7. Click **OK**. The Report Window opens.
- 8. Print the JE Edit Report. Then close the Report Window.

### Exercises

- A. Record the fee for your bank's monthly \$20 service charge.
- B. Transfer \$100 from your checking account to your savings account.

## Voiding Payments

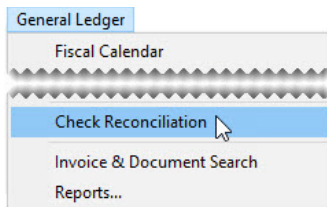
If you make a mistake when writing a check, you can void it. The process for voiding checks generated with the Check Reconciliation screen differs from the process that you already learned for voiding AP Payment checks.

## Walk-Through: Voiding a Payment

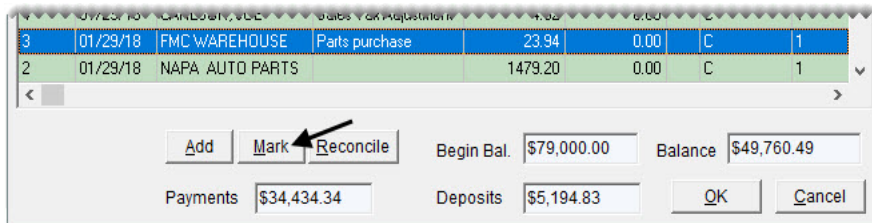
Void the \$23.94 check you wrote to FMC Warehouse. Locate the payment in the check register (Check Reconciliation screen) and mark it as a pending void. Then create a vendor charge to remove the payment from the vendor's subledger account.

### To void a payment

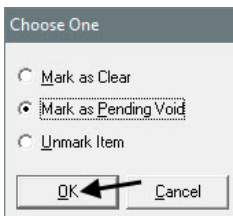
1. Mark the check as a pending void.
  - a. From the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.



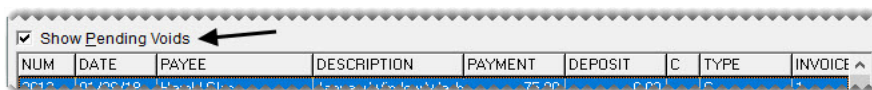
- b. Select the \$23.94 check for FMC Warehouse, and click **Mark**. The Choose One screen appears.



- c. Select **Mark as Pending Void**, and click **OK**. The letter P is displayed in the C column for the \$23.94 FMC Warehouse check.



- d. If you cannot see the FMC Warehouse check, select the **Show Pending Voids** check box.

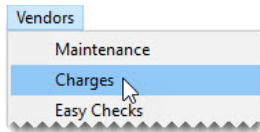


When you reconcile the checking account, the check will be removed from the Check Reconciliation screen.

- e. Close the Check Reconciliation screen.



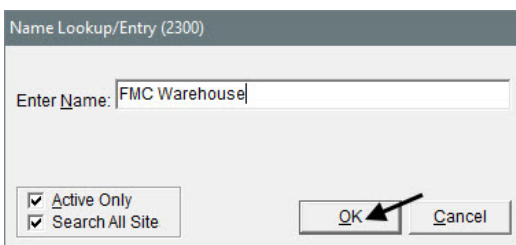
2. Start the vendor charge.
  - a. From the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.



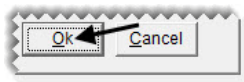
- b. Click **New**. TireMaster prompts you for the vendor's name.



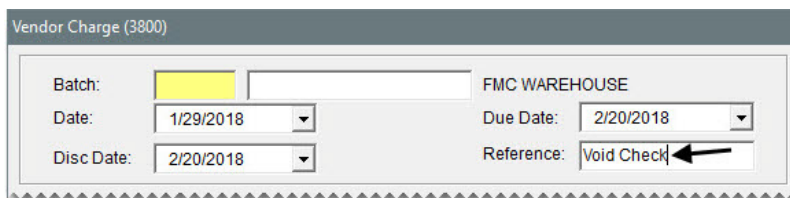
- c. Type **FMC warehouse**, and click **OK**. The Vendor Maintenance screen appears.



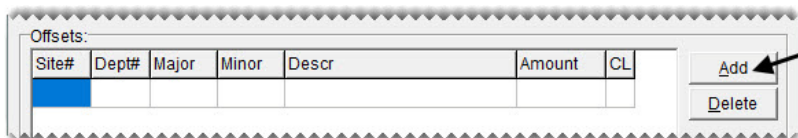
- d. Click **OK** to continue. The Vendor Charge screen appears.



3. Enter the reference number and make an entry for the charge.
  - a. For the reference, type **void check**.

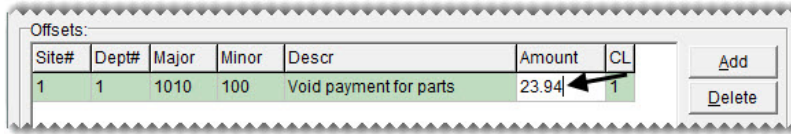


- b. Click **Add**. A journal-entry line appears in the **Offsets** area.



- c. Click the **Major** field, and press **[~]**. Then select account 1010-100 Cash in Bank - Checking, and click **OK**.
  - d. For the description, type **void payment for parts**.

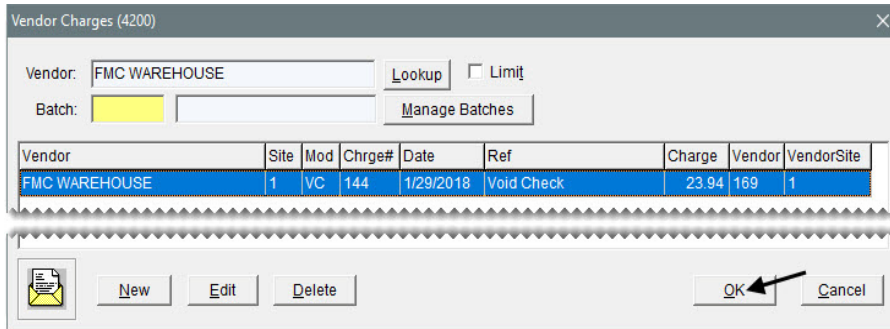
- e. For the amount, type **\$23.94**.



- f. Click **OK**. TireMaster prompts you to save the charge.



4. Save and complete the charge.
  - a. Click **Yes** to return to Vendor Charges screen.
  - b. Click **OK**. TireMaster prompts you to print a Charge Edit Report.



- c. Click **Yes**. The Report Window opens.
- d. Print the report. Then close the Report Window. TireMaster prompts you to complete the charges.
- e. Click **Yes**.
- f. Close the Vendor Charges screen.

## Reconciling Checking Accounts

By reconciling a checking account, you can verify that the balance you've calculated for the account matches the balance calculated by the bank. Checking accounts should be reconciled each month.

**Note:** Before you can reconcile a checking account, the check register's ending balance must match the general ledger's balance for the checking account.

## Walk-Through: Reconciling a Checking Account

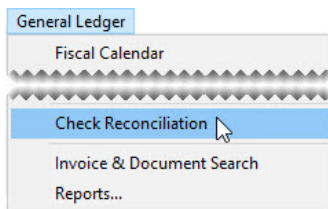
Reconcile the main checking account. The bank statement shows a \$79,537.32 ending balance, and the following items have cleared:

- ◆ \$75 check written to Harold Glass
- ◆ \$10 deposit for the AMC Tire Warehouse rebate check
- ◆ \$722.32 direct deposit ROA
- ◆ \$100 transfer to savings
- ◆ \$20 monthly service charge

When reconciling the account, enter an outstanding withdrawal that wasn't recorded in the check register. It's \$5.75 in VISA merchant fees. This item hasn't cleared the bank, so it's not included on the statement.

### To reconcile a checking account

1. From the **General Ledger** select, **Check Reconciliation**. The Check Reconciliation screen appears.



2. Add \$5.75 in VISA merchant fees that weren't entered in the check register. Offset the entry to 6022-0 Bank/Card Charges.
3. To display items marked to be voided, select the **Show Pending Voids** check box.



4. Mark the following items as cleared. To mark an item, double-click in the **C** column for that item.

- ◆ \$75 check for Harold Glass
- ◆ \$10 deposit for the AMC Tire Warehouse rebate check
- ◆ \$722.32 direct deposit ROA
- ◆ \$100 transfer to savings
- ◆ \$20 monthly service charge

NUM	DATE	PAYEE	DESCRIPTION	PAYMENT	DEPOSIT	C	TYPE	INVOICE
2	01/29/18	NAPA AUTO PARTS		1479.20	0.00		C	1
0	01/29/18	Visa Card	Merchant Fees	5.75	0.00		F	1
0	01/29/18	Wells Fargo Savings Ac	Transfer to Savings Acc	100.00	0.00	C	W	1
0	01/29/18	Wells Fargo	Service Charge	20.00	0.00	C	F	1
0	01/29/18	Main Checking Account	Rebate Check - AMC T	0.00	10.00	C	D	1
0	01/15/18	Deposit	Day End Deposit	0.00	4462.51		D	1
0	01/08/18	ZZ-VISA/MASTERCARD	Direct Deposit ROA De	0.00	722.32	C	D	1

- Click **Reconcile**. The Check Reconciliation screen changes to reconcile mode.

The screenshot shows a window with three buttons: 'Add', 'Mark', and 'Reconcile'. An arrow points to the 'Reconcile' button. Below the buttons is a field labeled 'Payments' with the value '\$34,416.15'.

- Enter the statement ending date. For class, use the 20th of the previous month. (For example, if it's January, the statement ending date would be December 20.)
- For the ending balance, type **79537.32**. The amount in the **Difference** field should be 0.

The screenshot shows a window with several fields: 'Stmnt Date' (12/20/2017), 'Begin Bal.' (\$79,000.00), 'GL Bal.' (\$49,778.68), 'End Bal.' (79537.32), and 'Difference' (\$0.00). An arrow points to the 'End Bal.' field. There are 'OK' and 'Cancel' buttons at the bottom right.

**Note:** The amount in the **Begin Bal** field should match the bank statement's beginning balance.

- Click **OK**. The Report Window opens.

The screenshot shows a window with two buttons: 'OK' and 'Cancel'. An arrow points to the 'OK' button.

- Print the report. Then close the Report Window. TireMaster prompts you to mark the items as reconciled.
- Click **Yes**.
- Close the Check Reconciliation screen.

## Returned Checks

When a bank returns a check because of nonsufficient funds (NSF), you need to reduce the balance of your checking account and adjust the customer's balance. If your bank penalizes you for taking an NSF check, you also need to deduct the amount of that fee from your checking account.

If you decide to recover your losses by charging the customer a fee for the returned check, you also need to record the fee in the customer's accounts-receivable ledger. This entry, along with the adjustment made to the customer's balance, will appear on the customer's next statement (if the customer hasn't paid you by the time you generate statements).

## Recording a Returned Check

When a check is returned, you need to record a withdrawal in TireMaster's check register. This transaction accomplishes the following:

- It reduces the balance of your checking account by the check amount.
- It increases the customer's balance by the check amount.

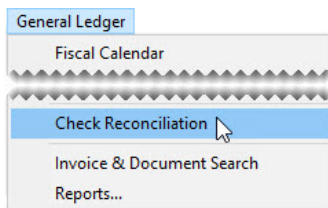
**Note:** If you use a debt-recovery service, you need to create a customer record for it and select that customer when recording the withdrawal instead of the customer who originally wrote the returned check.

### Walk-Through: Recording a Returned Check

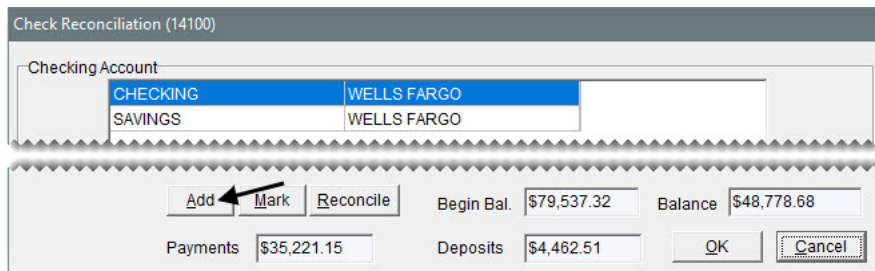
The bank returned a check from the Garner County sheriff's office for \$1000. Record the returned check in the check register (Check Reconciliation screen).

#### To record a returned check

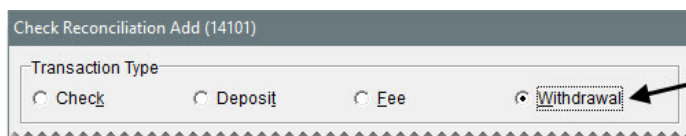
1. From the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.



2. Withdraw the check amount from your main checking account.
  - a. Make sure the Wells Fargo checking account is selected.
  - b. Click **Add**. The Check Reconciliation Add screen appears.



- c. For the transaction type, select **Withdrawal**.



3. Look up the customer who originally wrote the NSF check.
  - a. Select **AR**. TireMaster prompts you for the customer's name.

- b. Type **Garner County Sheriff**, and click **OK**.

**Note:** If you use a debt-recovery service, you'd look up that customer record instead of the one for the customer who originally wrote the check.

4. Create an entry for the returned check.
  - a. Type **NSF Check** in the **Memo** field.

- b. For the amount, type **1000.00**.
  - c. Click **OK**. TireMaster prompts you to complete the transaction.

- d. Click **Yes**. The Report Window opens.
  - e. Print the JE Edit Report. Then close the Report Window.
5. Keep the Check Reconciliation screen open.

# Recording a Bank Fee for a Returned Check

If your bank charges you a fee for depositing a nonsufficient funds check, you need to deduct that amount from your checking account.

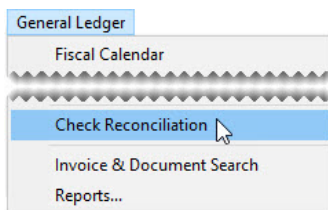
**Note:** In a live setting, you'll probably make this check register entry when you receive a statement from your bank.

## Walk-Through: Recording a Bank Fee for a Returned Check

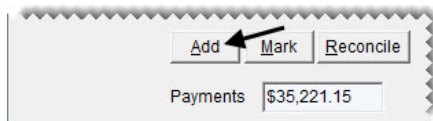
Record the \$15 penalty assessed by your bank when you deposited the nonsufficient funds check.

### To record a bank fee for a returned check

1. If the Check Reconciliation screen isn't already open, select **Check Reconciliation** from the **General Ledger** menu.



2. Withdraw the fee from your main checking account.
  - a. Click **Add**. The Check Reconciliation Add screen appears.



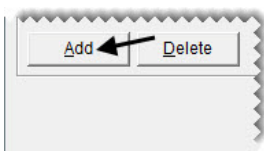
- b. For the transaction type, select **Fee**.



3. Enter the date, payee, and description of the fee.
  - a. Set the date to today's date.
  - b. For the payee, type **wells Fargo**.

- c. Type **NSF check deposit fee** in the **Memo** field.

- 4. Create an entry for the fee.
  - a. Click **Add**. A journal-entry line appears.



- b. Click the **Major** column, and press [F4]. Then select account 6022-0 Bank/Card Charges, and click **OK**.
    - c. Type **15.00** in the **Amount** field.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	6022	0	BANK / CARD CHARGES-	15.00	1

- 5. Complete the entry.
  - a. Click **OK**. TireMaster prompts you to complete the entry.



- b. Click **OK**. The Report Window opens.
      - c. Print the JE Edit Report. Then close the Report Window.

- 6. Close the Check Reconciliation screen.

## Adjusting a Customer's Balance

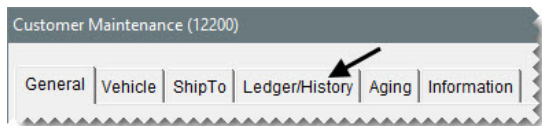
When a customer issues an NSF check, you need to reverse the original payment in the customer's subledger and apply it to the payment that you withdrew from the check register (Check Reconciliation screen).



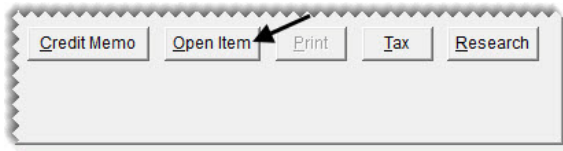
## Walk-Through: Adjusting a Customer's Balance

Reverse the customer's original payment by unapplying the ROA from Garner County Sheriff. Then apply the reversed ROA to the payment withdrawn from the check register (when you recorded the NSF check).

1. Adjust the customer's balance.
  - a. Look up the customer record for Garner County Sheriff.
  - b. Click the **Ledger/History** tab.



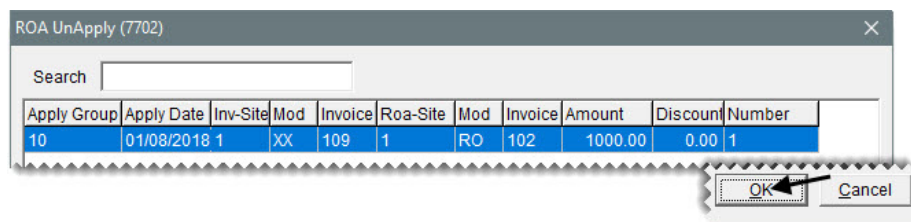
- c. Click **Open Item**. The Open Item Ledger screen appears.



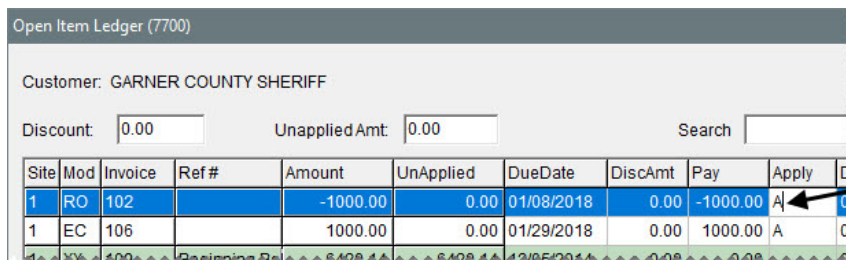
- d. Click **Un-Apply**. The ROA UnApply screen appears.



- e. Make sure the row for the \$1000 payment is selected and click **OK**. The following message appears: "Do you want to unapply this group of items?"



- f. Click **Yes**. The Open Item Ledger screen appears.
  - g. To apply the reversed payment to the withdrawal (for the NSF check), click in the **Apply** column for the -1000.00 ROA, type the letter **A**, and press **Enter**.



2. Complete the adjustment.
  - a. Click **OK**. TireMaster prompts you to save your changes.



- b. Click **Yes**. TireMaster prompts you to apply the items.
  - c. Click **Yes**.
3. Leave the Customer Maintenance screen open.

## Charging Customers a Returned Check Fee

If you charge customers fees for returned checks, you can record those penalties by making an AR journal entry for each client who has written a nonsufficient funds check. This entry, along with the adjustment made to the customer's balance, will appear on the customer's next statement.

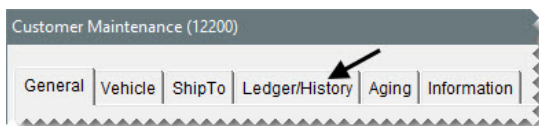
**Note:** If the customer who wrote the nonsufficient funds check doesn't normally receive a statement, select the **Statement** check box on the Customer Maintenance screen for that customer's record.

### Walk-Through: Charging a Customer a Returned Check Fee

Make an AR journal entry to charge the Garner County Sheriff \$30 for an NSF check fee. Offset the entry to your general ledger account for other income.

#### To charge a customer a returned check fee

1. If it isn't already open, look up the customer record for Garner County Sheriff.
2. Click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger screen appears.



4. Click **AR Journal Entry**. The Customer Balance Adjustment screen appears.



5. Set the dates and reference number.
  - a. Set the current date and due date to today's date.
  - b. For the reference number, type **NSF Check Fee**.

Customer Balance Adjustment (3801)

GARNER COUNTY SHERIFF

Date: 1/29/2018      Due Date: 2/ 5/2018

Disc Date: 2/ 8/2018      Reference: NSF Check Fee

6. Create the offsetting entry.
  - a. Click **Add**. A journal-entry line appears.

Offsets:

Site#	Dept#	Major	Minor	Descr	Amount	CL

Add      Delete

- b. Click the **Major** column and press . Select account 4900-0 Other Income, and click **OK**.
 

**Note:** You can apply NSF check fees to credit an income or expense account.
  - c. For the description, type **NSF Check Fee**.
  - d. For the amount, type **\$30.00** and make sure the discount is **\$0.00**.

Customer Balance Adjustment (3801)

GARNER COUNTY SHERIFF

Date: 1/29/2018      Due Date: 2/ 5/2018

Disc Date: 2/ 8/2018      Reference: NSF Check Fee

Offsets:

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	4900	0	NSF Check Fee	30.00	1

Disc \$: 0      Total: 30.00

OK      Cancel

7. Complete the adjustment.
  - a. Click **OK**. TireMaster prompts you to complete the adjustment.

OK      Cancel

- b. Click **Yes** to return to the Open Item Ledger screen.

- c. Click **OK**. TireMaster prompts you to save your changes.



- d. Click **Yes**. TireMaster prompts you to apply the adjustment.
  - e. Click **Yes**. The customer balance increases by \$30.
8. Close the Customer Maintenance screen.

# Accounting and Research

TireMaster helps you control your company's finances by providing a double-entry accounting system with reporting and research capabilities. This chapter includes the following topics:

- ◆ “Updating the Fiscal Calendar” on page 221
- ◆ “General Ledger Accounts” on page 222
- ◆ “Adding a General Ledger Account” on page 224
- ◆ “Setting Up Inventory GL Codes” on page 225
- ◆ “Making Manual Journal Entries” on page 227
- ◆ “Recurring Journal Entries” on page 231
- ◆ “Looking Up Completed Entries” on page 233

## Updating the Fiscal Calendar

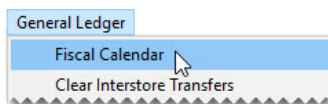
Setting up the fiscal calendar establishes your fiscal year for reporting purposes. A fiscal year is an accounting period of 12 months that needs to be represented on business reports and financial statements. A fiscal year can but does not have to correspond to the actual calendar year. Although the fiscal year can begin with any month, you must start with the same day and month every year.


### Walk-Through: Updating the Fiscal Calendar

Add fiscal periods for the years 2019 and 2020 to TireMaster's fiscal calendar.

#### To update the fiscal calendar

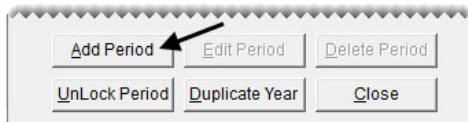
1. From the **General Ledger** menu, select **Fiscal Calendar**. The Fiscal Calendar screen appears.



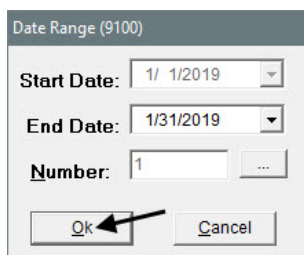
2. For 2019, add fiscal periods one-at-a-time.
  - a. To advance the calendar to the year 2019, click the **Fiscal Year** field. Then press .



- b. Click **Add Period**. The Date Range screen appears.

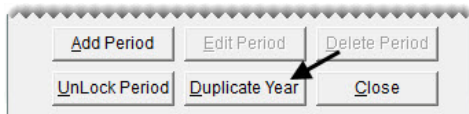



- c. Make sure the ending date for the period is correct, and click **OK**.



- d. To add the remaining periods of the fiscal year, repeat step c.

3. To add 2020, click **Duplicate Year**.



4. To verify that fiscal year 2020 was added, click the **Fiscal Year** field. Then press .
5. Close the Fiscal Calendar screen.

## General Ledger Accounts

Accounting systems include a variety of general ledger accounts. With these accounts, you can track cash, expenses, inventory, and income. There are five different types of general ledger accounts in a chart of accounts.

- ◆ **Assets:** The historical value of things that you own.
- ◆ **Liabilities:** The debts of individuals, businesses, or organizations.
- ◆ **Owner's Equity:** The difference between the total assets and total liabilities of a business.
- ◆ **Income:** An increase in equity that comes from the sale of goods and services.
- ◆ **Expenses:** A decrease in equity that comes from the cost of materials and services used to produce income.

Depending on the transaction that's performed, the balance of an account increases or decreases.

## Debits and Credits

Some accounts are known as debit accounts, and others are known as credit accounts. Debits are used to record an increase in asset and expense accounts, while credits are used to record an increase in liability, owner's equity, and income accounts (Table 5).

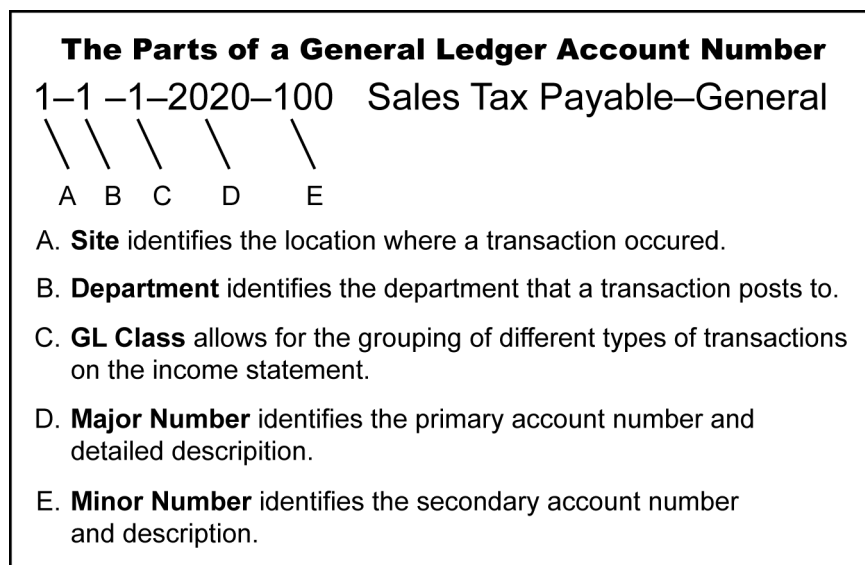
**Table 5: Account Types**

Account Type	Debit	Credit
Asset ( <i>usually 1000s</i> )	+	-
Liability ( <i>usually 2000s</i> )	-	+
Owner's Equity ( <i>usually 3000s</i> )	-	+
Income ( <i>usually 4000s</i> )	-	+
Expense ( <i>usually 5000s</i> )	+	-

For your general ledger to be in balance, the total of the debit accounts on the left side must equal the total of the credit accounts on the right side.

## General Ledger Account Numbers

In TireMaster, general ledger account numbers are made up of five different parts. Each part of the account number provides different information (Figure 21).



**Figure 21:** The Parts of a General Ledger Account Number

Each account includes a major and minor account number. The major account is the primary account number. For each major account, you can set up multiple minor accounts, which adds detail to the chart of accounts. The numbers that you assign to your major and minor accounts also let you easily see the relationship among different account types (Table 6).

**Table 6: Major and Minor Account Number Relationships**

Major/Minor	Description	Name
1200–100	Inventory Tires	Passenger
4200–100	Sales Tires	Passenger
5200–100	COGS Tires	Passenger

## Adding a General Ledger Account

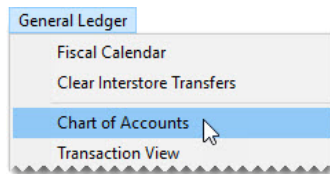
The chart of accounts is a list of the names and numbers for all of your general ledger accounts.

### Walk-Through: Adding a General Ledger Account

Add account 1200–900, which will be used for tracking inventoriable winter tires.

#### To add a general ledger account

1. From the **General Ledger** menu, select **Chart of Accounts**. The Chart of Accounts screen appears.



2. Click **Add**. The GL Account Edit screen appears.



3. Complete the following settings:
  - a. In the **Major** fields, type **1200** and **Inv Tires**.
  - b. In the **Minor** fields, type **900** and **winter**.
  - c. Make sure the **Asset** account type is selected.
  - d. Select the **Inventory Items** check box.

**Note:** This check box is only present when you create asset accounts. For income and expense accounts, this area of the screen displays different options.

- e. Make sure **Active** is selected.



- To save the new account, click **OK**.

GL Account Edit (2600)

Major: 1200 INV TIRES  
Minor: 900 WINTER

Inventory Items  Active

Type  
 Asset  
 Liability  
 Ret. Earn.  
 Income  
 Expense

OK Cancel

## Exercises

- Create general ledger account 4200–900. This account, which will be used for tracking winter tire sales, is a normal income account.
- Create a normal expense account for tracking the cost of goods sold for winter tires. The account number is 5200–900 and this is a normal expense account.

# Setting Up Inventory GL Codes

General ledger codes tie your inventory items to TireMaster’s accounting system. GL codes define which department and GL accounts entries post to when an item is sold or received.

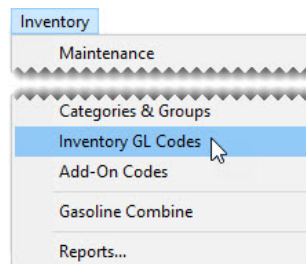
When you set up a GL code, you need to define whether it’s for inventoriable items. Inventoriable items are the items for which you track costs and quantities. Another setting lets you define whether to post items to the general ledger at a standard cost. Standard cost forces TireMaster to maintain a steady cost for an item because its true cost often fluctuates.

## Walk-Through: Setting Up an Inventory GL Code

Add the GL Code TWT1 for winter tires. You’ll assign the asset, income, and cost of goods sold accounts that you just added to the general ledger to this new GL code.

### To set up an inventory GL code


- From the **Inventory** menu, select **Inventory GL Codes**. The Inventory GL Code List appears.



- Click **Add**. The Inventory GL Code Maintenance screen appears.



- Define the code, description, and inventory status for the new code.
  - For the code, type **TWTI**.
  - In the **Description** field, type **Tires Winter**.
  - Because you track the costs and quantities of winter tires, make sure the **Inventory** check box is selected.

- Assign general ledger accounts to the GL code. Click in the field for each account, press , and select a general ledger account from the list that appears.
  - For **Inv. Acct - Parts**, select 1200–900.
  - For **Inv. Acct - FET** field, select 1200–900.
  - For **Sales Acct - Parts**, select 4200–900.
  - For **Sales Acct - FET**, select 4200–900.
  - For **Sales Acct - Labor**, select 4400–0.
  - For **Expense Acct - Parts**, select 5200–900.
  - For **Expense Acct - FET**, select 5200–900.
- To save the new GL Code, click **OK**.

Inv. Acct - Parts	1200	900
Inv. Acct - FET	1200	900
Sales Acct - Parts	4200	900
Sales Acct - FET	4200	900
Sales Acct - Labor	4400	0
Expense Acct - Parts	5200	900
Expense Acct - FET	5200	900

## Exercises

Use Inventory List Editing to change the GL code assigned to a sample of winter tires to TWTI. To look up the tires, search for the description LM-60 Blizzak.

# Making Manual Journal Entries

A journal entry is a line in the general ledger that represents a transaction. Each set of journal entries is made up of two or more lines and must have equal totals for debits and credits.

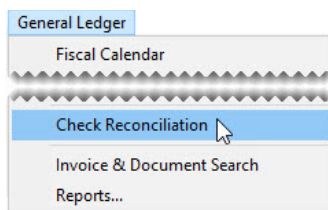
TireMaster makes some journal entries automatically when you perform various transactions, such as completing an invoice or closing the day. For other transactions, you need to define some or all of the accounts to which the entries will post. For example, when you perform a payout, TireMaster credits the general ledger account assigned to your till, but you need to define which expense account to debit. For manual journal entries, you need to define *all* of the general ledger accounts and whether debits or credits post to the accounts you choose.

## Walk-Through: Making a Manual Journal Entry

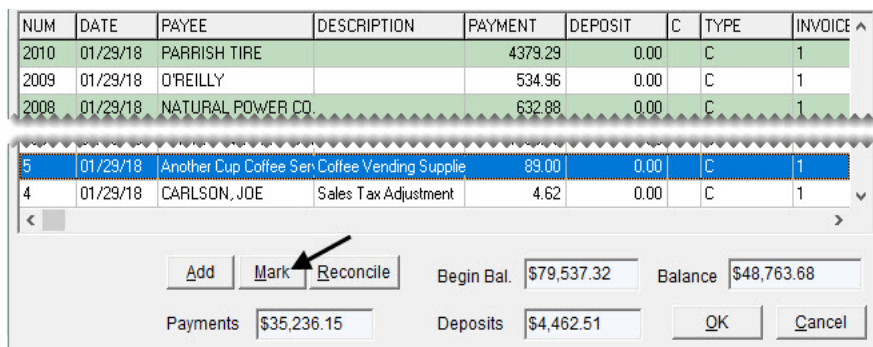
Make a manual journal entry to void the check you wrote to Another Cup Coffee Service. Before you make the entry, mark the check as a pending void and determine which accounts the original entry posted to.

### To make a manual journal entry (to void a check)

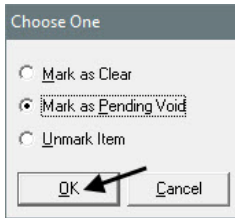
1. Mark the check as a pending void.
  - a. From the **General Ledger** menu, select **Check Reconciliation**.



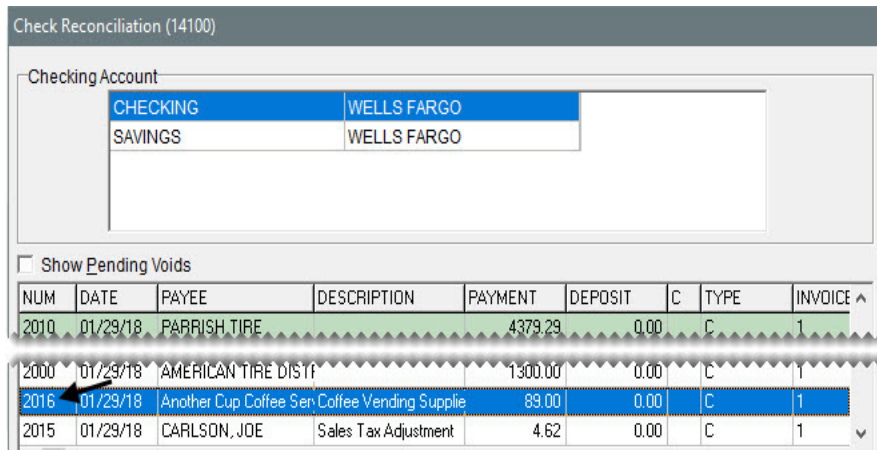
- b. Select the check written to Another Cup Coffee Service. Then click **Mark**.



- c. Select **Mark as Pending Void**. The letter P is displayed in the **C** column for this check. Pending voids will be removed when the checking account is reconciled.

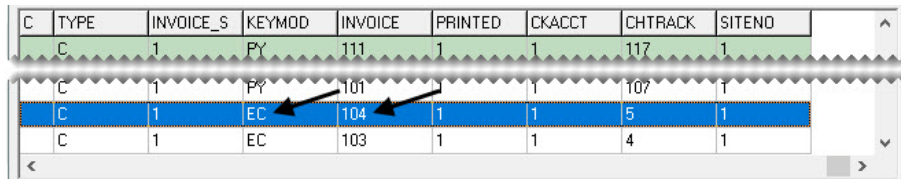


- 2. Identify both the check number and the system-generated document number assigned to the check.
  - a. Select the line for the check to Another Cup Coffee Service. Write down the check number.

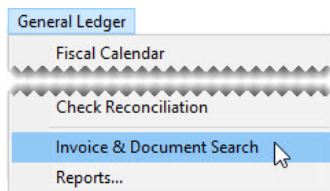


**Note:** Your check number might differ from the one shown in this book.

- b. Scroll right to the **Keymod** and **Invoice** columns.
- c. Write down the keymod (document type code) and document number.



- d. Close the Check Reconciliation screen.
- 3. Determine which general ledger accounts the check originally posted to.
  - a. From the **General Ledger** menu, select **Invoice & Document Search**.



- b. Type the document number (without the document type code) that you retrieved from the Check Reconciliation screen in the **Find** field.

- c. Make sure **Doc#** is selected, and click the **Find** button.

- d. Select the row with the document type code EC (for easy check) and click **Research**. The GL Transaction View screen appears.

Site#	Mod	Invoice	Date	Re
1		104	12/26/2014	
1	XX	104	12/26/2014	Be
1	PO	104	12/26/2014 3:50:01 PM	St
1	JE	104	12/30/2014	
1	IC	104	1/5/2015 10:54:49 AM	
1	EC	104	1/29/2018	
1	PY	104	1/29/2018	

4. Generate a hard copy of the entries listed on the GL Transaction View screen.
- a. Click **Print**. The Report Window opens.

GL Transaction View (14200)

Selection Criteria

From: Date: 1/29/2018 To: 1/29/2018 Actual Date:

Yr/Num/Pgr: / / GLNO: 121

Site: 1 Department: 1 Account: Filter

Document Type (Keymod)

Regular Invoice  
 CC - Credit Card  
 DC - Paid Out  
 DE - Deposit  
 EC - Easy Check  
 FC - Finance Charge  
 GS - Government Support  
 IC - Inventory Correction

Cust/Vendor: Doc #: Taxable: Non-Taxable: Tax: Total:

EFFECT	ACTUAL	YR	PER	SITE	DEPT	MAJ	MIN	DESCRIPTION	DEBIT	CREDIT	GLNO	KEYMOD	DOC#
1/29/2018	1/29/2018	2018	1	1	1	6366	0	SUPPLIES EXPENSE-	89.00	0.00	121	EC	104
1/29/2018	1/29/2018	2018	1	1	1	1010	100	Check written	0.00	89.00	121	EC	104

Research Print Debits: \$89.00 Credits: \$89.00

- b. Print the GL Transaction View List.
- c. Close the Report Window, the GL Transaction View screen, and the Invoice/Document Search screen.
5. Referring to the printout from the GL Transaction view screen, reverse the entry that originally posted a credit to the GL account for cash in the bank (your checking account).
- a. Click **GL Entry**. The Journal Entries screen appears.

GL Entry

- b. Click the **Major** column and press [~]. Then select account 1010–100 Cash in the Bank - Checking, and click **OK**.
- c. For the amount, type **\$89.00**.
- d. Leave the letter D in the **D/C** field to debit the account.
- e. For the description, type **Void check # [enter check number]**.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	1010	100	89.00	D	Void Check #5	1

- 6. To reverse the entry that originally posted a debit to the general ledger account for supplies expenses, do the following:

- a. Click **Add**. A second journal-entry line appears.



- b. Click the **Major** column and press [~]. Then select account 6366–0 (Supplies Expense), and click **OK**.
- c. For the amount, type **\$89.00**.
- d. Type the letter **C** in the **D/C** field to credit the account.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	1010	100	89.00	D	Void check #2016	1
1	1	6366	0	89.00	C	Void check #2016	1

- 7. Post the reversing entries.

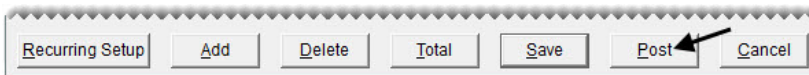
- a. Make sure the debit and credit amounts match each other, so the difference is \$0.00.

Journal Entries (6900)

Effective Date: 1/29/2018  This is an effective date. The transaction will be timestamped for today as well.  Include Recurring

DR: 89.00 CR: 89.00 Diff: 0.00

- b. Click **Post**. A confirmation message appears.



**Note:** If you wanted to post the entries later, you'd click **Save** instead.

- c. Click **Yes**. TireMaster prompts you to print a detail report.
- d. Click **Yes**. The Report Window opens.
- e. Print the JE Edit Report. Then close the Report Window.

# Recurring Journal Entries

You can set up a series of journal entries to record transactions that occur on a regular basis, such as depreciation and prepaid expenses. When it's time to post one or more recurring entries, you can pull the preset information into the Journal Entries screen, make any needed changes, and post to the general ledger all at once.

## Setting Up Recurring Entries

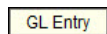
Setting up a recurring entry includes defining the accounts and amounts that each side of the entry will post to the general ledger.

### Walk-Through: Setting Up Recurring Entries

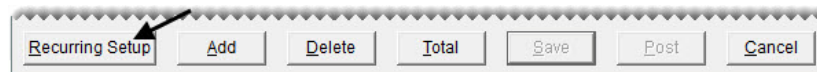
Set up a recurring journal entry for machinery depreciation.

#### To set up a recurring entry

1. Click **GL Entry**. The Journal Entries screen appears.



2. Click **Recurring Setup**. The Recurring Journal Entry Setup screen appears.



3. Create the debit entry for machinery depreciation.
  - a. Click **Add**. A journal-entry line appears.



- b. Click the **Major** column, and press  $\tilde{}$ . Then select account 6060-0 Depreciation from the Chart of Accounts, and click **OK**.
- c. For the amount, type **115.00**.
- d. Make sure the letter D is entered in the **D/C** column.
- e. For the description, type **Machinery Depreciation**.

 A screenshot of the "Recurring Journal Entry Setup (16365)" window. At the top, there are input fields for "DR: 115.00", "CR: 0.00", and "Diff: 115.00". Below these is a "Mark All" checkbox. The main area is a table with columns: Site, Dept, Major, Minor, Amount, D/C, Description, and CL. A single row is visible with the following values: Site (empty), Dept (empty), Major (6060), Minor (0), Amount (115.00), D/C (D), Description (Machinery Depreciation), and CL (empty). An arrow points to the Description cell.
 

Site	Dept	Major	Minor	Amount	D/C	Description	CL
		6060	0	115.00	D	Machinery Depreciation	

4. Create the credit entry for machinery depreciation.
  - a. Click **Add** to add another journal-entry line.



- b. Click in the **Major** column, and press . Then select account 1600–100 from the Chart of Accounts, and click **OK**.
  - c. For the amount, type **115.00**.
  - d. Type the letter **C** in the **D/C** column.
  - e. Leave the description alone.

	Site	Dept	Major	Minor	Amount	D/C	Description	CL
	1	1	6060	0	115.00	D	Machinery Depreciation	1
	1	1	1600	100	115.00	C	Machinery Depreciation	1

5. Make sure the debit and credit amounts match. Then click **Save**.



6. Close the Journal Entries screen.

## Posting Recurring Journal Entries

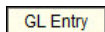
When you're ready to post one or more recurring entries, you can import the preset information for those entries into the Journal Entries screen.

### Walk-Through: Posting Recurring Journal Entries

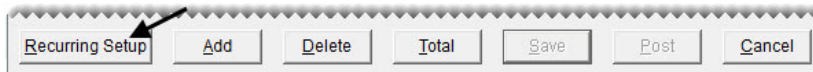
Post the recurring journal entry for machinery depreciation.

#### To post recurring journal entries

1. Click **GL Entry**. The Journal Entries screen appears.



2. Click **Recurring Setup**. The Recurring Journal Entry Setup screen appears.





- To post all of the recurring entries, select the **Mark All** check box.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	6060	0	115.00	D	Machinery Depreciation	1
1	1	1600	100	115.00	C	Machinery Depreciation	1

- To return to the Journal Entries screen, click **Save**.

- Select the **Include Recurring** check box. The recurring entries are added to the Journal Entries screen.

- Delete any empty journal-entry lines.
- Click **Post**. TireMaster prompts you to post the entries.

- Click **Yes**. TireMaster prompts you to print a detail report.
- Click **Yes**. The Report Window opens and displays the JE Edit Report.
- Print the report. Then close the Report Window.

## Looking Up Completed Entries

With the GL Transaction View screen, you can look up the journal entries for completed transactions. When you look up entries, you can base your search on various parameters, including document type, date, and general ledger account number. You can also view and print documents generated as a result of the transactions you look up.

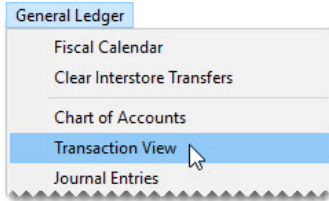
**Note:** At a screen resolution of 1024 x 768 or higher, the GL Transaction View screen displays document information in the upper-right corner.

### Walk-Through: Looking Up Completed Entries

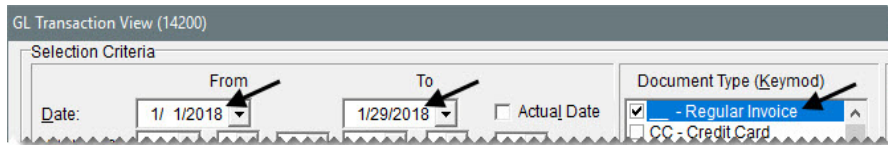
Use the GL Transaction View screen to look up the entries resulting from the sale of tires to Dr. Ken Hart.

## To look up completed entries

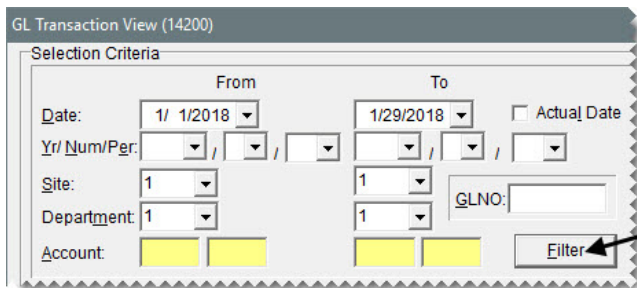
1. From the **General Ledger** menu, select **Transaction View**. The GL Transaction View screen appears.



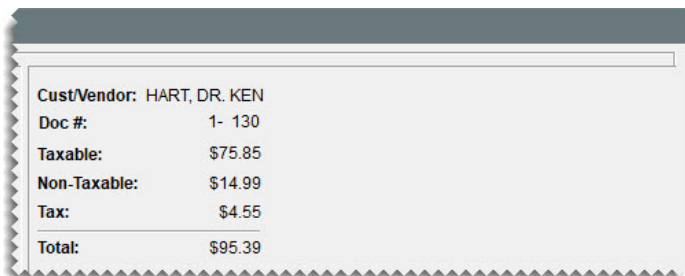
2. Enter the parameters for the search.
  - a. For the date range, change the beginning date to the first of the month, and leave the ending date set to today's date.
  - b. On the list of document types, select the \_\_\_ - **Regular Invoice** check box.



3. Click **Filter**. TireMaster displays all entries resulting from regular sales.



4. Press  until the name Dr. Ken Hart appears in the upper-right corner of the screen.



5. Generate a duplicate invoice for the sale to Dr. Ken Hart.
  - a. Click **Research**. The Invoice/Document Search screen appears.



- b. Click **Reprint**. The Report Window opens and displays a duplicate invoice.

Invoice/Document Search (12600)

Find:   Doc#  Ref/Claim  VID#  Deleted Work Order

Site#	Mod	Invoice	Date	Reference	VID#	VIDSite#	Customer/Vendor
▶ 1		130	1/9/2018	GY10023			HART, DR. KEN

- c. Print the duplicate invoice. Then close the Report Window and the Invoice/Document Search screen.
6. Leave the GL Transaction View screen open.

## Exercises

- A. Look up the entries resulting from the trade-in from Carl's Auto.
- B. Look up a purchase order for Parrish Tire.



# Month-End & Year-End Closing

At the end of each fiscal period and each fiscal year, you should perform a series of tasks that help you maintain orderly financial records. This chapter includes the following sections:

- ◆ [“Month-End Closing” on page 237](#)
- ◆ [“Year-End Closing” on page 241](#)

## Month-End Closing

Closing a fiscal period ensures that the information on your income statement and balance sheet for a month is consistent and won't change because of future transactions. Closing a fiscal period also helps to ensure that you can associate activity in the subledger accounts with the asset and liability accounts in the general ledger. Closing a fiscal period includes generating a variety of reports and performing a variety of tasks.

## Reports for Closing

When you close a fiscal period, you will likely generate a variety of documents. The reports listed in Table 7 provide financial information about activity that has occurred in your business.

**Table 7: General Ledger Reports**

<b>Report</b>	<b>Description</b>
<b>Balance Sheet</b>	Shows you the financial position of your company for a selected period. This report includes the totals of your asset, liability, and equity accounts.
<b>GL Summary</b>	Shows the beginning balance, ending balance, and total debits and credits for each general ledger account during the selected period.
<b>GL Transaction Details</b>	Displays information for each transaction in the selected date range.
<b>Income Statement</b>	Shows the profit or loss earned by your company during the selected period.

**Table 7: General Ledger Reports**

<b>Report</b>	<b>Description</b>
<b>Long Form</b>	Displays detailed information about the activity for each general ledger account during the selected period.

The reports listed in Table 8 provide information about accounts receivable. You can use these reports to review customer balances and to compare customer subledger balances to AR balances in the general ledger.

**Note:** The information displayed on reports identified with a check mark (✓) changes with activity. Therefore, you might want to print these time-sensitive reports before you perform transactions in the new fiscal period.

**Table 8: Accounts Receivable Reports**

<b>Time - Sensitive</b>	<b>Report and Description</b>
✓	<p><b>Customer Balance Report</b> displays all customers with balances and shows aged balances for those customers.</p> <p><b>Customer Balance for Previous Period</b> provides balance information for a single customer, a group customers, or all customers for a previous fiscal period.</p>

The reports listed in Table 9 provide information about accounts payable. You can use these reports to compare vendor subledger balances to AP balances in the general ledger.

**Table 9: Accounts Payable Reports**

<b>Time - Sensitive</b>	<b>Report and Description</b>
✓	<b>Vendor Balance Report</b> displays each vendor with whom you have outstanding charges and shows the past-due, future-due, and total balances for each vendor.
✓	<p><b>Vendor Statement Report</b> displays detailed accounts payable information for all vendors.</p> <p><b>National Account Recon. Report</b> displays national-account, government-support, and adjustment invoices in the selected date range for which vendors owe you credits.</p>

The reports listed in Table 10 provide information about inventory. You can use these reports when taking a physical count and to compare inventory subledger balances to inventory account balances in the general ledger.

Table 10: Inventory Reports

Time - Sensitive	Report and Description
	<b>Inventory - Counting Deck</b> lists inventory items and includes a blank line where you can write in the actual quantity for each item.
✓	<b>Consignment Inventory</b> displays all consignment items as well as their quantities and costs.
✓	<b>Inventory Value Report</b> displays the value of inventory items sorted by category and group.
	<b>Inventory Reconciliation Report</b> displays inventory quantities and the transactions that increased or decreased those quantities during the selected date range.
✓	<b>Open Work Order - Item List</b> shows all items that are currently on open work orders sorted by site and product code.
✓	<b>Open Work Order - Qty</b> lists all items that are currently on open work orders sorted by site and invoice.

## Closing a Fiscal Period

Closing a fiscal period includes performing a variety of tasks to ensure that financial information for your business remains consistent from month to month.

### To close a fiscal period

1. Apply any outstanding payments and credits in the customer and vendor open-item ledgers.
2. Verify that transactions posted to the appropriate accounts.
  - a. Review the balance sheet and income statement.
  - b. If an account balance seems too large or too small, research the transactions that posted to that account. If you find any transactions that posted incorrectly, make correcting entries.
3. Verify that customer and vendor subledger balances equal accounts receivable and accounts payable balances in the general ledger.
  - a. Compare the totals on the Customer Balance Report to the accounts receivable totals on the balance sheet. Research and correct any discrepancies.
  - b. Compare the totals on the Vendor Balance Report to the accounts payable totals on the balance sheet. Research and correct any discrepancies.
4. Make sure the balances of the inventory subledger accounts equal the balances of the inventory accounts in the general ledger by recalculating the inventory value.
5. If you want, delete expired quotes.

6. If you want, reset the quantities of noninventoriable items to zero. In TireMaster, this process is called the month-end cutoff.
7. Before the first transaction of the new fiscal period, establish a financial baseline for the month that's being closed by generating the following documents:
  - ♦ Balance sheet
  - ♦ Income statement
  - ♦ Reports detailing activity in the customer, vendor, and inventory subledger accounts.

**Note:** The information on some reports changes with new activity. Therefore, you need to print them *before* the first transaction of the new month.
8. Record adjusting journal entries for items such as depreciation, payroll, and interest. Backdate the entries so they post to the month that's being closed.

**Note:** You might need to generate additional balance sheets to monitor changes in account balances as you make adjusting entries.
9. When you have finished posting journal entries to the month that's being closed, lock the month.

**Note:** A fiscal period can be locked and relocked until you close the year in which that period is included.
10. Back up your data to removable media, a backup service, or both.

## Performing the Month-End Cutoff

When noninventoriable items are sold, TireMaster displays the on-hand quantity as a negative number on the Inventory List. You can reset the on-hand quantities to zero by performing the month-end cutoff. This process also changes the status of any discontinued items to inactive.

### Exercise

Perform the month-end cutoff to set the quantities of noninventoriable items back to zero.

## Locking a Fiscal Period

When you no longer want transactions to post to a month, you need to lock it. You can perform this step of the month-end closing process after the last day of the month that's being closed.

Before you lock a fiscal period, generate the GL Temp Report and Post Error Report to see whether all system-generated entries have posted to the general ledger since the last day of the month. If the reports identify any posting errors, fax the reports to TireMaster Support. When you're done locking the month, back up your data.

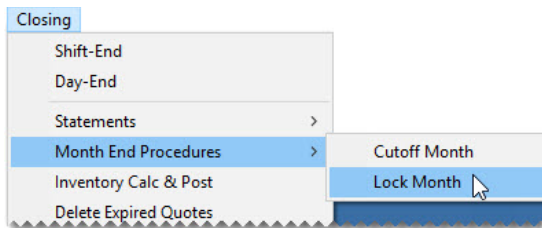


## Walk-Through: Locking a Month

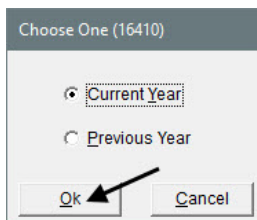
You've generated the appropriate reports and completed the necessary journal entries for closing a fiscal period. Lock the month to prevent any new transactions from posting to the fiscal period you just closed.

### To lock a fiscal calendar

1. Generate the GL Temp Report and Post Error Report to ensure you don't have any posting errors.
2. From the **Closing** menu, select **Month End Procedures**, and then **Lock Month**. The Choose One screen appears.



3. To lock a month in the current year, select **Current Year**, and click **OK**. TireMaster prompts you to lock a fiscal period.



**Note:** Although you cannot post transactions to a locked month, you can unlock months and then post transactions.

4. Click **Yes**. TireMaster confirms the period is locked.
5. Click **OK** to close the message.
6. Back up your data to removable media, an off-site backup service, or both.

## Year-End Closing

There are two reasons why businesses close a fiscal year. Doing so shows the increase or decrease in the owner's equity, and it provides a fresh start for accumulating information for a new fiscal year. Closing the year includes closing fiscal period 12 and making adjusting entries recommended by your accountant. Once you perform those tasks, you can close the year in TireMaster, which results in the following:

- ◆ Income and expense accounts are closed, and any profit or loss is posted to the owner's retained earnings account.
- ◆ No additional transactions (manual or system-generated) can post to the year that was just closed.

# Accessing Year-End Closing Instructions

Detailed year-end closing instructions are added to the TireMaster Support site every December.

## To access year-end closing instructions

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, log a support call in Autotask or call TireMaster Support at **800-891-7437**.
3. Do one of the following:
  - ◆ Click the year-end instructions link on the home page.
  - ◆ Click **Documentation** on the menu.Then scroll down to the section with year-end closing instructions.
4. Click the link to the instructions for your product.

# Preparing for Sales Tax Changes

TireMaster's sales tax system helps you comply with your state's sales tax laws. It's also designed to let you prepare for upcoming tax changes ahead of time.

## Updating Sales Tax Rates

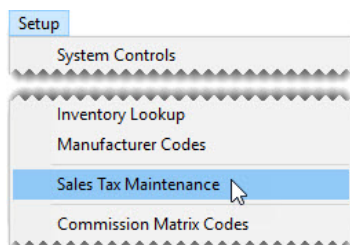
If your city, county, or state changes its sales tax rate, you can prepare for the change in advance by creating a replacement rate. There are several advantages to creating a replacement rate instead of adding a new rate:

- ◆ Because the settings of the original rate can be used for the replacement rate, you only need to update the settings that are actually changing.
- ◆ TireMaster makes sure that the effective dates for the replacement rate do not overlap the effective dates for the original rate.
- ◆ Replacement rates are automatically assigned to the same tax levels as the original rates.

### Walk-Through: Updating a Sales Tax Rate

The Idaho tax rate is going up to 7% tomorrow. To make the change, edit the ending date of the original tax rate. Then update the rate and its effective dates.

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.



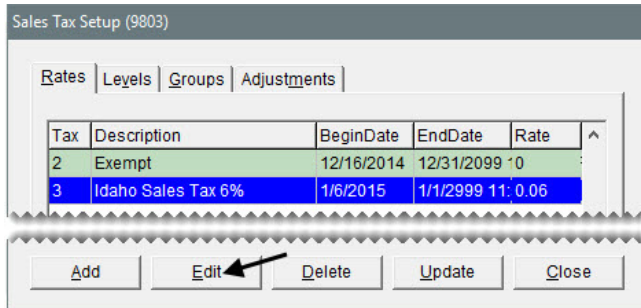
2. Make sure the **Rates** tab is selected.



3. To display both current and future rates, select **All**.



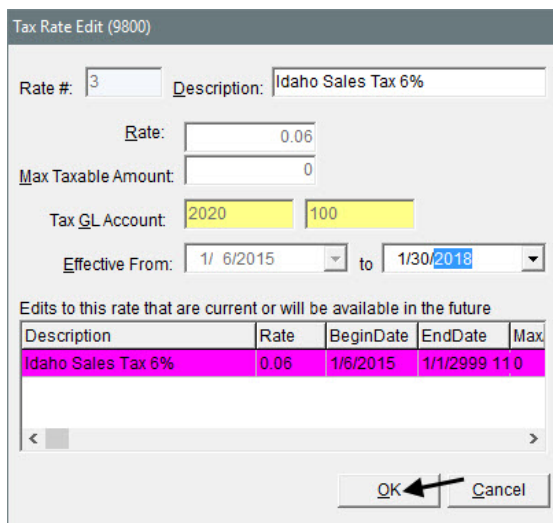
4. Edit the rate's ending date.
  - a. Select the Idaho rate and click **Edit**. The Tax Rate Edit screen appears.



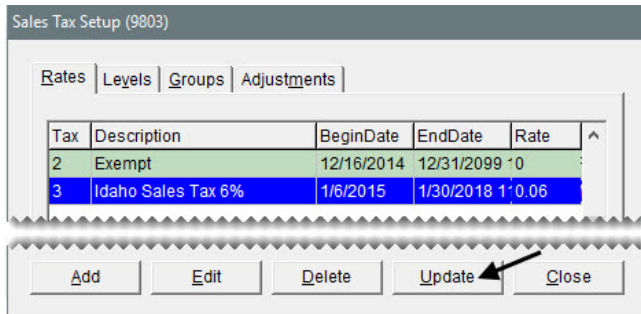
- b. Change the ending date (**to** field) to today's date.

**Note:** The original rate remains in effect until 11:59:59 PM on the ending date. Therefore, if the new rate takes effect July 1, 2025, you would change the ending date of the original rate to June 30, 2025.

- c. Click **OK**.



5. Create the replacement rate.
  - a. Select the Idaho rate *again*, and click **Update**. The Tax Rate Update screen appears.

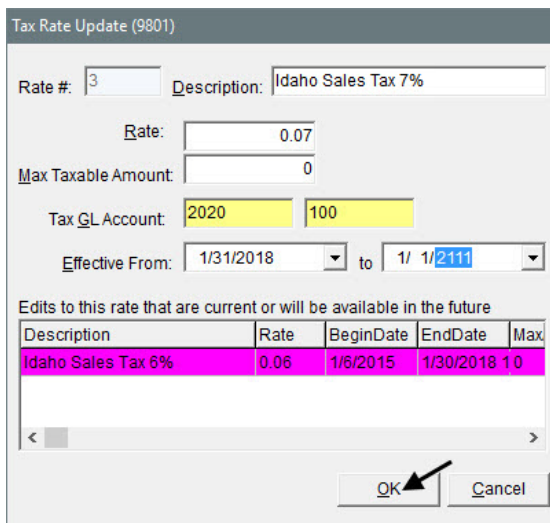


- b. Change the description to **Idaho Sales Tax 7%**.
- c. Type **.07** in the **Rate** field.
- d. Enter tomorrow's date in the **Effective From** field.
- e. Change the ending date to **1/1/2111**.

**Note:** Tax rates need to be entered as a decimal.

**Note:** You need to edit the ending date of the original rate as described in steps 4a through 4c if the following message appears: "The dates overlap with the date range for another rate in the same group. Please change the dates."

6. Make sure all of the changes are correct, and click **OK**.



**Note:** Once the replacement rate is assigned to a tax level, only its ending date can be changed. To make other changes, you need to update the rate again.

7. Close the Sales Tax Setup screen.



# Users & Security

User and security settings control user access to TireMaster and make it possible for you to monitor employee activity. This appendix includes the following topics:

- ◆ “Setting Up User Accounts” on page 247
- ◆ “Assigning Users, Permissions, and Reports to Security Groups” on page 249

## Setting Up User Accounts

User accounts help you maintain security and let you track work performed by employees. With user accounts, you can learn:

- ◆ Who started and completed a sale
- ◆ Who worked on a vehicle
- ◆ Who performed a payout (paid cash out of the till)

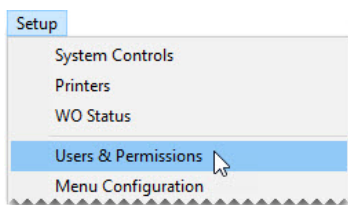
You can set up user accounts for individual employees or groups of employees. For example, you could set up one account for all of the members of your sales group. Anyone who uses TireMaster or does any sales or mechanic work needs to have a user account.

### Walk-Through: Setting Up a User Account

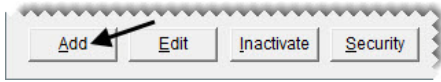
Two new employees have joined your staff. Set up user accounts for service technician Robert Martin and fill-in bookkeeper Jenny Buckman.

#### To set up new users

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



2. Add service tech Robert Martin.
  - a. Click **Add**. The Employee/User Edit screen appears.



- b. Type the name **Martin, Robert**.
- c. For the employee's ID, type **RM**.
 

**Note:** The ID can be up to five characters long. The user's initials are often the best choice for an ID.
- d. For the employee's SQL User ID, type **RMartin**.
 

**Note:** Many dealers use the employee's first initial and last name. **Example:** The SQL user for Marvin Brown would be **MBrown**.
- e. For the e-mail address, type **RMartin@awesomemechanic.com**.
- f. To identify this employee as a service technician, select the **Mechanic** check box.
 

**Note:** If you'll be using TireMaster's Scheduler, you need to define which employees are mechanics. Defining mechanics enables you to assign service technicians to appointments.
- g. Type the password **rmart** in both the **Password** and **Confirm** fields.
- h. To save the new user, click **OK**.

 A screenshot of a dialog box titled 'Employee/User Edit (8000)'. The form contains the following fields and controls:
 

- Emp #: 1 | 13 (with a red 'LOCAL' label)
- Name: Martin, Robert
- ID: RM
- SQL User: RMartin
- E-Mail: RMartin@awesomemechanic.com
- Payroll: (empty field)
- Active:
- Mechanic:
- Local User:
- Password: \*\*\*\*\*
- Confirm: \*\*\*\*\*
- Both must match to change this user's password.
- Buttons: Commissions, OK (with arrow), Cancel

**Note:** New users are automatically saved as active employees and as local users. In TireMaster Point of Sale and TireMaster Plus systems, all users are local users.

3. To add bookkeeper Jenny Buckman, repeat step 2, entering the following information:
  - ♦ User ID: **JB**
  - ♦ SQL ID: **JBuckman**



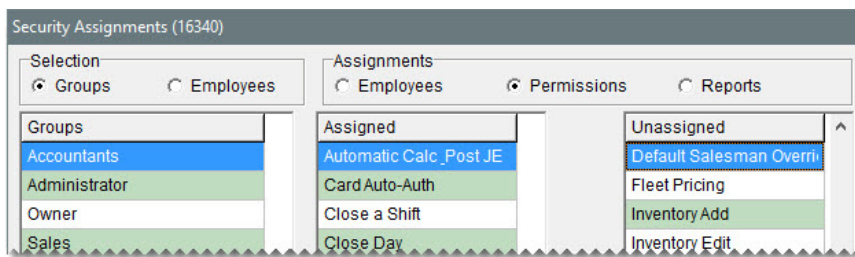
- ♦ E-mail: **jbuckman@bookkeeping.com**
- ♦ Password: **J3nB00ks**

Because this employee is not a service technician, disregard step 2f and make sure the **Mechanic** check box is clear.

4. Leave the User List open.

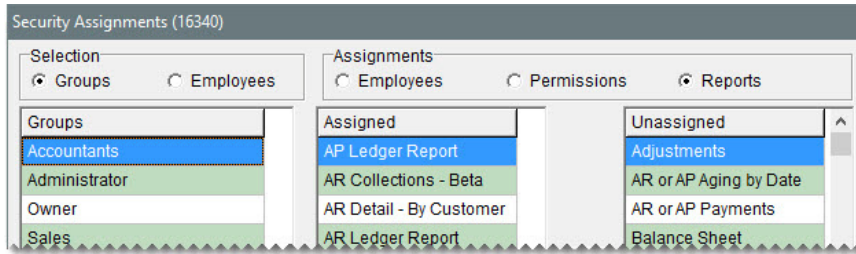
## Assigning Users, Permissions, and Reports to Security Groups

To allow employees to access TireMaster's various program areas, permissions need to be assigned to security groups (Figure 22).



**Figure 22:** Accountant Security Group Permission Assignments

Similarly, to allow employees to generate documents, you need to assign reports to the security groups.



**Figure 23:** Accountant Security Group Report Assignments

To give employees access to various program areas and reports, you need to assign them to one or more security groups.

## Walk-Through: Assigning Users to Security Groups

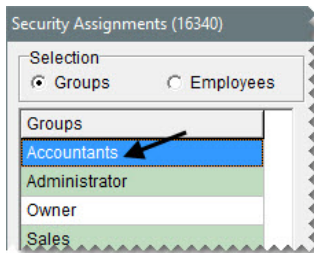
Assign the fill-in bookkeeper Jenny Buckman to the security group for accountants.

### To assign users to security groups

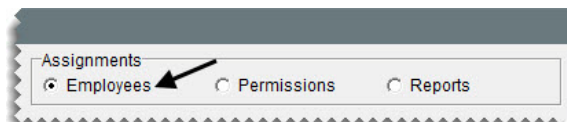
1. If the User List isn't already open, go to **Setup > Users & Permissions**.
2. Click **Security**. The Security Assignments screen opens.




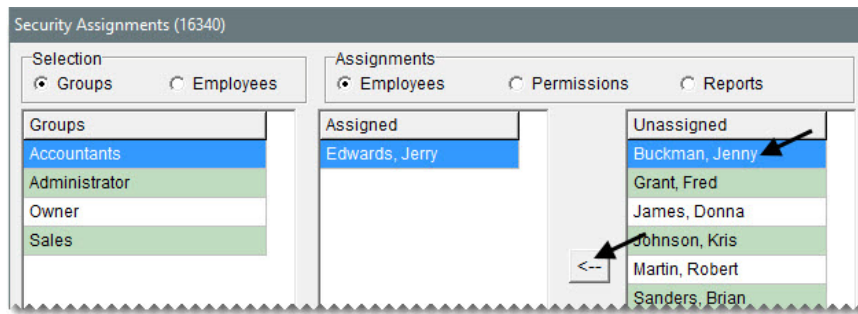
3. On the **Selection** panel, make sure **Groups** is selected.
4. Make sure the security group for Accountants is selected.



5. On the **Assignments** panel, make sure **Employees** is selected.



6. Select the name Jenny Buckman on the list of **Unassigned** employees. Then click .



7. Close the Security Assignments screen and the User List.

### Exercise (Optional)

Assign permissions and reports to the security group for accountants.



# Custom 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.

**Note:** 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.

## Adding a Menu

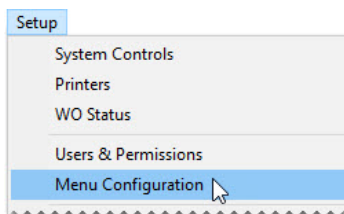
Adding a menu includes defining which buttons it will have and which locations, employees, or both are allowed to use it.

### Walk-Through: Adding a Menu

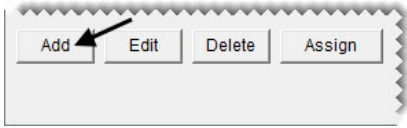
Set up a menu that can be used by your salespeople to access the invoicing, quoting, customer, inventory, and fitment guide screens. Also include an exit button and a clock.

#### To add a menu

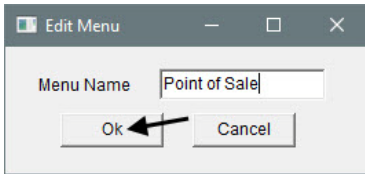
1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.



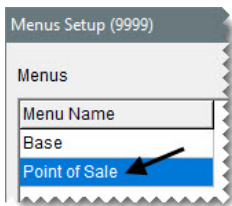
2. Click **Add**. TireMaster prompts you for a menu name.



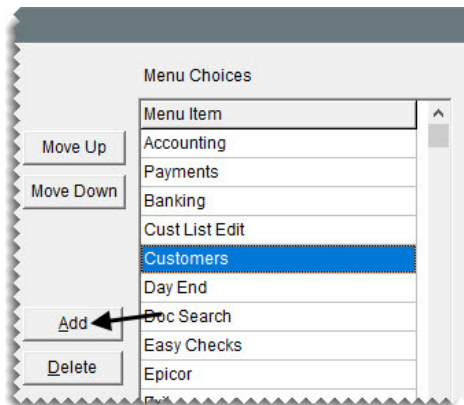
3. Type **Point of sale** and click **OK**.



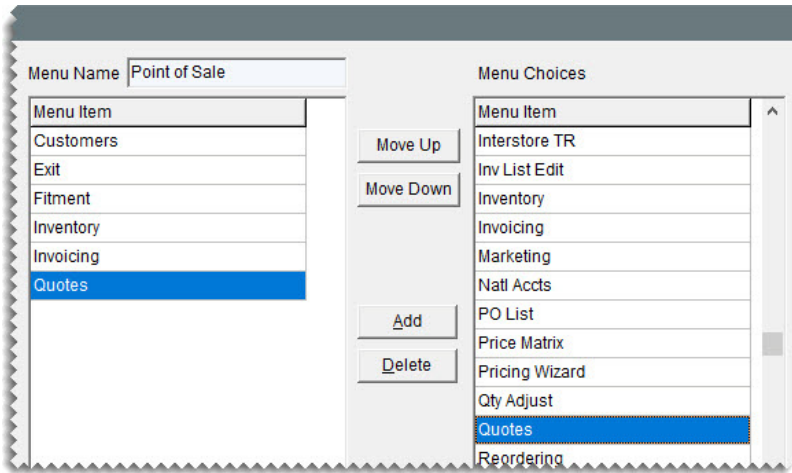
4. Assign buttons to the menu.
  - a. Make sure the Point of Sale menu name is selected on the list of menus.



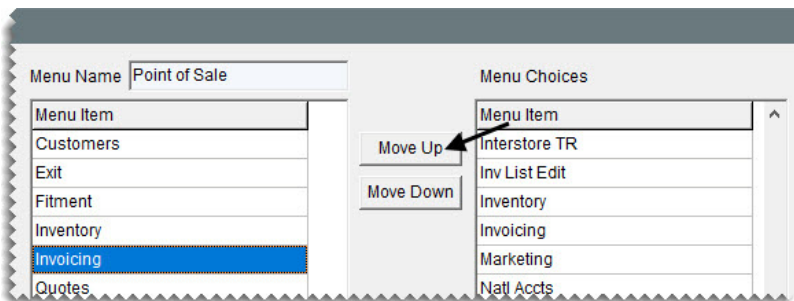
- b. Select Customers on the list of menu choices, and click **Add**.



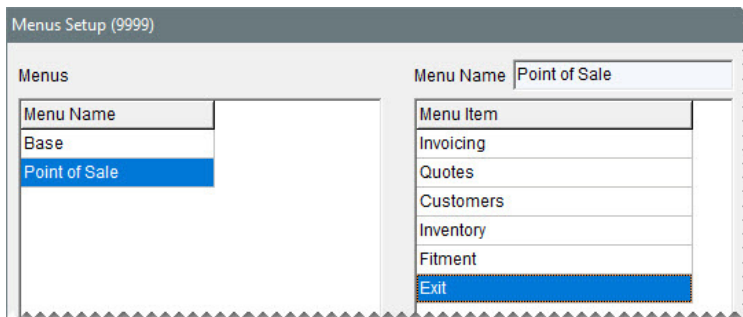
- c. Repeat step 4b to add the Exit, Fitment, Inventory, Invoicing, and Quotes buttons to the menu.



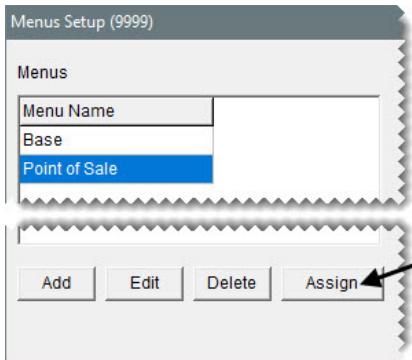
5. Select Invoicing on the list of assigned menu items, and click **Move Up** repeatedly until it is at the top of the list.



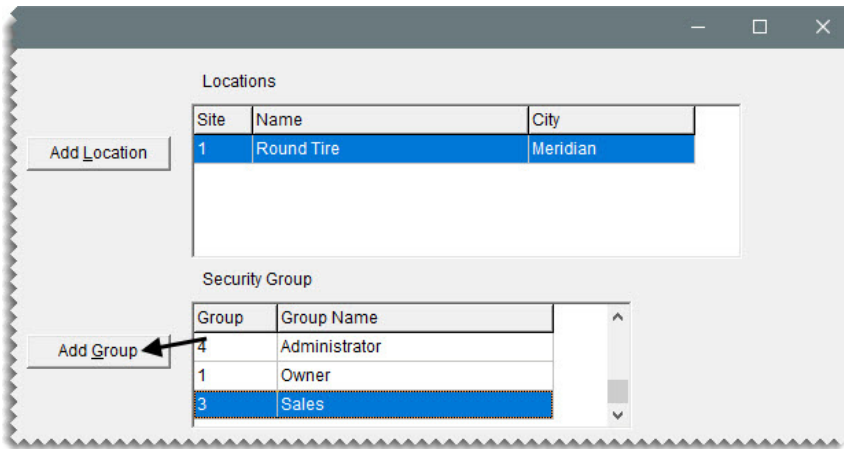
6. Repeat step 5 to organizing the remaining buttons in the following order: Quotes, Customers, Inventory, Fitment, and Exit.



7. Assign the menu to the user group for salespeople.
  - a. Make sure Point of Sale is selected, and click **Assign**. The Menu Assignments screen appears.



- b. Select Sales from the list of security groups, and click **Add Group**.



- c. Close the Menu Assignments screen.



8. To include a clock on the main TireMaster screen, select the **Clock** check box. You can leave the clock positioned at the top right of the screen.



9. Close the Menu Setup screen.





10. Exit TireMaster and log in with Fred Grant's credentials (user name **fg** and password **fg**). The menu buttons change to those selected for the Sales user group.





# Working with 1099 Vendors

For some vendors, the IRS requires you to report payments made. These vendors, which include contract employees and businesses or individuals who provide services, are referred to as 1099 vendors. This appendix includes the following topics.

- ◆ “Preparing for 1099 Reporting” on page 259
- ◆ “Generating 1099 Vendor Information” on page 260


## Preparing for 1099 Reporting

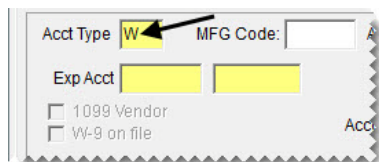
Before you can generate payment information about your 1099 vendors, you need to complete tax settings in the vendor records for these suppliers.

### Walk-Through: Preparing for 1099 Vendor Reporting

You’ve hired graphic artist Jim Smith to create print advertisements and billboards. When you add his vendor record, mark him as a 1099 vendor and indicate that he’s given you a W-9.

#### To prepare for 1099 vendor reporting

1. Add a vendor record for Jim Smith.
2. Click the **Acct Type** field and press . Then select the account type for 1099 vendors from the list that appears.



3. Type the tax identification number **82211-00** in the **TIN#** field. The **1099 Vendor** and **W-9 on file** check boxes become active.

**Note:** If the client does not have a tax identification number, enter that individual's social security number instead.

4. Select the **1099 Vendor** check box.
5. Because Mr. Smith has given you a W-9, select the **W-9 on file** check box.

6. To save the 1099 vendor, click **OK**.
7. Close the Vendor Maintenance screen.

## Generating 1099 Vendor Information

The Vendor 1099 Report shows payments made to 1099 vendors and it includes information needed to complete IRS form 1099-Misc. You can refer to the report when filling out tax forms or convert it into a .CSV file, which can then be imported into tax preparation software.

In addition to using the report at tax time, you can generate it throughout the year to see how much you paid your 1099 vendors during a specific date range.

### Walk-Through: Generating a Vendor 1099 Report

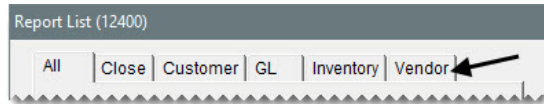
Print a Vendor 1099 report, so you can see how much you've paid your 1099 vendors since the beginning of the month.

## To generate a vendor 1099 report

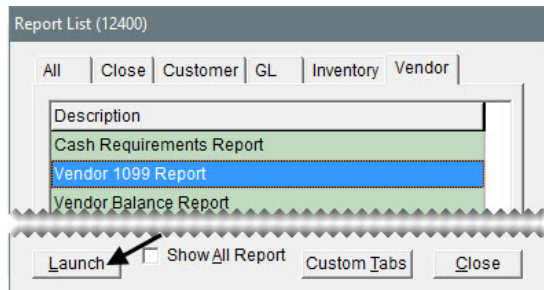
1. Click **Reports**. The Report List appears.



2. Click the **Vendor** tab.



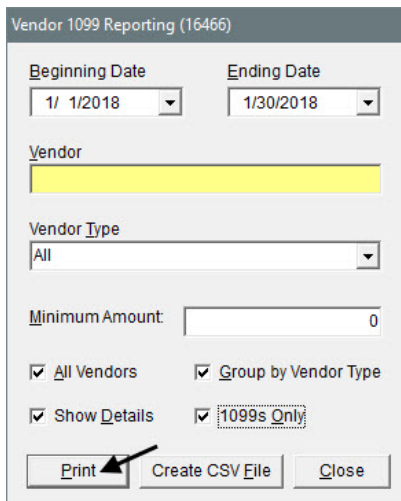
3. Select Vendor 1099 Report and click **Launch**. The Vendor 1099 Reporting screen appears.



4. Enter the first day of this month in the **Beginning Date** field and leave the entry in the **Ending Date** field alone.

**Note:** To generate a report for a single day, enter the same date for both the beginning and ending dates.

5. Leave the entry in **Vendor Type** field alone.
6. Select the **1099s Only** check box.
7. Click **Print**. TireMaster prompts you to include vendors with \$0.00 payments.



8. Click **Yes**. The Report Window opens.
9. Print the report and close the Report Window.
10. Close the Report List.



# Work Order Status Settings

With the Work Order Status Indicator (Figure 24), you can track the progress of each job in your shop. For example when work on a vehicle is finished, you could change the status from *In Progress* to *Done*. The Work Order Status Indicator is on the Invoice Entry screen in the lower-left corner of the screen.

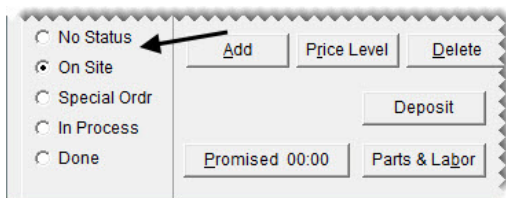


Figure 24: Work Order Status Indicator

## Adding Work Order Status Settings

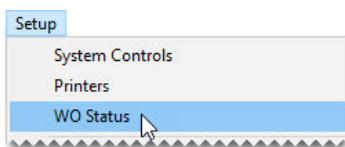
With TireMaster, you can set up a total of eight work order statuses. For each status, define the name, along with a color and a letter, number, or symbol for identifying the status. You can also define whether text messaging or email should be launched when a status is selected.

### Walk-Through: Adding a Work Order Status

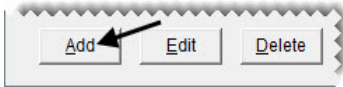
Add a status for parts on order, positioning it in between the status for special orders and jobs that are in progress.

#### To add a work order status

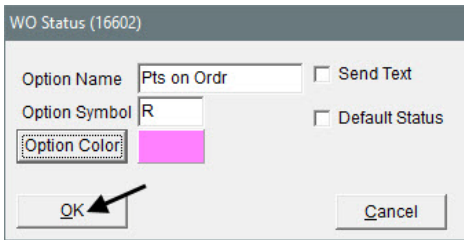
1. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.



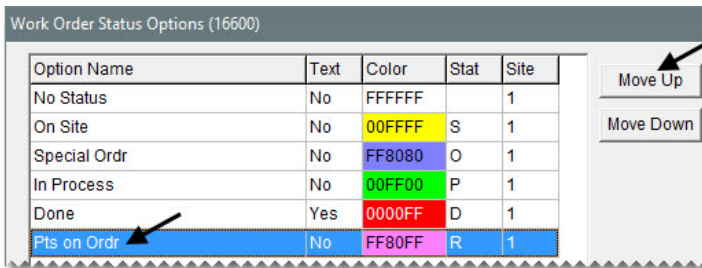
2. Click **Add**. The WO Status screen opens.



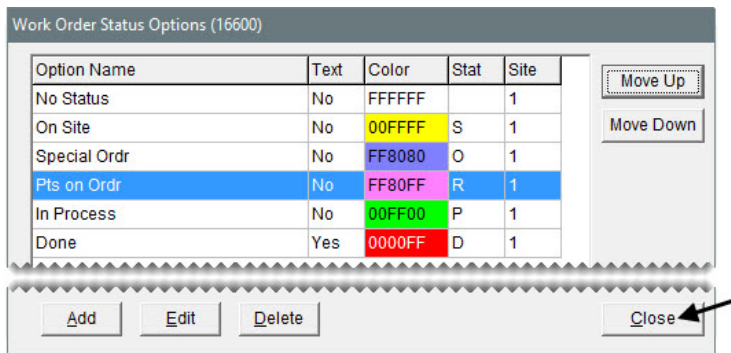
3. For the option name, type **Pts on Ordr**.
4. For the option symbol, type the letter **R**.
5. Click **Option Color**. When Color screen opens, click a pink swatch and click **OK**.
6. To save the new status, click **OK**.



7. Move the new status up, until it's listed before the status *In Process*.
  - a. Select the row for Pts on Ordr.
  - b. Click **Move Up** *twice*.



8. Close the Work Order Status Options screen.



## Exercise

Move the special order status up, so it's between No Status and On Site.



# Working with Price Matrixes

With a price matrix, an item's selling price is updated by calculating a markup based on where the item's cost (the amount the vendor charges you) falls within a set of ranges. (For more information, see [“Using a Price Matrix” on page 122.](#)) If your pricing model has changed, you can update your price matrixes, delete them, or copy them for use with other inventory.

## Updating a Price Matrix

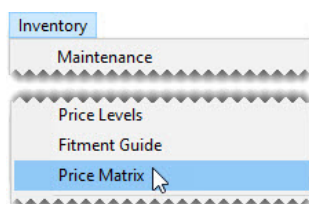
If you need to adjust the way in which a matrix calculates prices, update the matrix.

### Walk-Through: Updating a Price Matrix

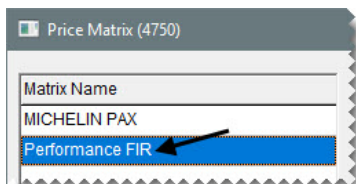
Increase each of the percentages assigned to the price matrix for Firestone tires. Then add a range to calculate a 10 percent markup for tires in the 300 to 400 dollar range.

#### To update a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.



2. Select Performance FIR. The ranges and price change information for the matrix appears.



3. Make the following changes to the range percentages:
  - ◆ For Range 1, change the percentage to 40.

- ◆ For Range 2, change the percentage to 30.
- ◆ For Range 3, change the percentage to 20.

Matrix Name: Performance FIR

Range 1  
 Low Cost: 0 High Cost: 100  Percent: 40  Amount

Range 2  
 Low Cost: 100 High Cost: 200  Percent: 30  Amount

Range 3  
 Low Cost: 200 High Cost: 300  Percent: 20  Amount

4. Add the new range.
  - a. For Range 4, type **300** in the **Low Cost** field and **400** in the **High Cost** field.
  - b. Make sure **Percent** is selected and type **10**.

Range 4  
 Low Cost: 300 High Cost: 400  Percent: 10  Amount

5. Click **Save Matrix**.

Save Matrix Clear Matrix Close

6. Close the Price Matrix screen.

## Copying a Price Matrix

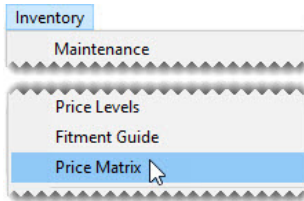
If many of the settings for an existing price matrix are similar to those that you want to assign to a new matrix, make a copy of the existing matrix and then change it as needed.

### Walk-Through: Copying a Price Matrix

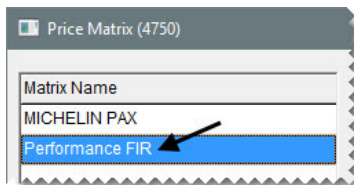
The markups you want to apply to Bridgestone tires are nearly identical to the markups for your Firestone tires. To simplify pricing these items, make a copy of the Firestone matrix and then adjust the markup percentages.

## To copy a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.



2. Select the name of the matrix you want to copy.



3. Change the matrix name to **Performance BRI**.



4. Change the range percentages to the following:
  - ♦ For Range 1, type **35**.
  - ♦ For Range 2, type **25**.
  - ♦ For Range 3, type **15**.
  - ♦ For Range 4, type **5**.
5. Click **Save Matrix**. The name of the new matrix is added to the list.



## Deleting a Price Matrix

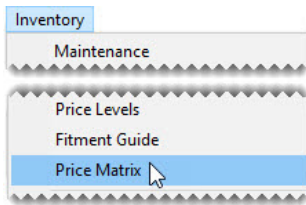
When you no longer use a price matrix, you can delete it. When a matrix is deleted, it is also removed from any items it was assigned to.

### Walk-Through: Deleting a Price Matrix

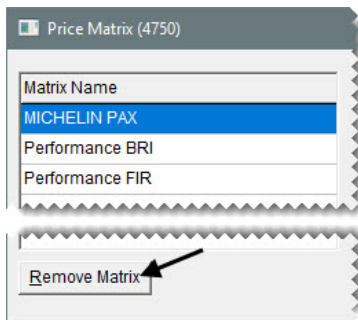
Remove the Michelin price matrix.

## To delete a price matrix

1. If the Price Matrix isn't already open, select **Price Matrix** from the **Inventory** menu. The Price Matrix screen appears.



2. Select the name of the Michelin matrix, and click **Remove Matrix**. A confirmation message appears.



3. Click **Yes**. The matrix is deleted.
4. Close the Price Matrix screen.

# Calculating Commissions

TireMaster calculates employee commissions based on a variety of preset values arranged in a grid. This appendix includes the following sections:

- ◆ “Commission Overview” on page 269
- ◆ “Creating Commission Codes” on page 269
- ◆ “Customer Commission Types” on page 270
- ◆ “Inventory Commission Types” on page 271
- ◆ “Commission System Controls” on page 272
- ◆ “Setting Up a Commission Matrix” on page 274
- ◆ “Calculating Commissions for Payroll” on page 276

## Commission Overview

TireMaster uses a grid called the Commission Matrix to calculate employee commissions. You can set up a Commission Matrix for each employee.

The Commission Matrix includes the following:

- ◆ Customer commission types (listed down the left side)
- ◆ Inventory commission types (listed across the top)
- ◆ Commission codes (also called commission matrix codes, contained in the cells of the matrix)

To calculate a commission for a sale, TireMaster looks at the code entered in the spot on the matrix where the customer’s commission type meets the commission type for the items sold. In other words, the amount of commission calculated depends on the type of customer and the type of items involved in a sale.

## Creating Commission Codes

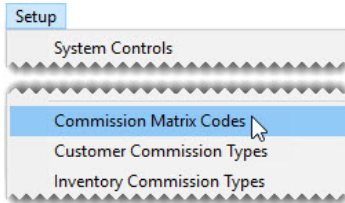
With commission codes, you can define the rate of commission to pay employees depending on the role (mechanic or salesperson) they play during a sale. Commission codes are assigned in the employee commission matrix.

## Walk-Through: Creating a Commission Matrix Code

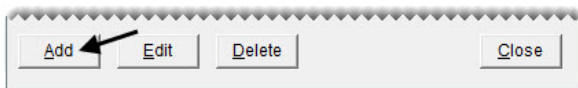
Set up a commission matrix code for your senior mechanics based on gross sales. In your shop, senior mechanics earn 40% of labor. If a second mechanic helps with the job, that person's rate is 50% of the senior mechanic's commission.

### To create a commission code

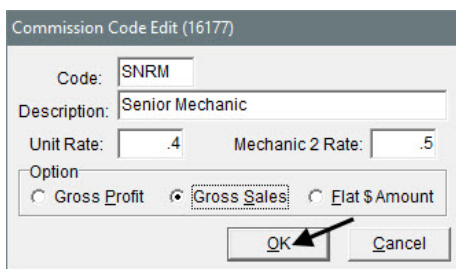
1. From the **Setup** menu, select **Commission Matrix Codes**. The Commission Codes screen appears.



2. Click **Add**. The Commission Code Edit screen appears.



3. Define the code and how the commission will be calculated.
  - a. For the code type, **SNRM**.
  - b. For the description, type **Senior Mechanic**.
  - c. For the unit rate (the amount the primary mechanic earns), type **.4** (40% in decimal form).
  - d. For the mechanic 2 rate, type **.5** (for 50% of the senior mechanic's commission).
  - e. Select **Gross Sales**.
4. To save the new commission code, click **OK**.



5. Close the Commission Codes screen.

## Customer Commission Types

Customer commission types are another component of the commission matrix. Customer commission types let you control how much commission is paid depending on the type of customer to whom an item or

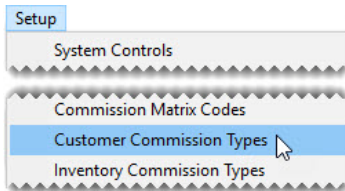
service is sold. Once you have created customer commission types, you need to assign them to your customers.

## Walk-Through: Creating Customer Commission Types

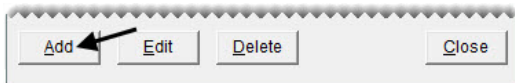
Create customer commission type code 3 for employee sales.

### To create a customer commission type

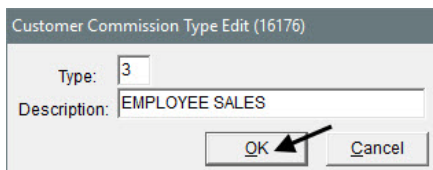
1. From the **Setup** menu, select **Customer Commission Types**. The Customer Commission Types screen appears.



2. Click **Add**. The Customer Commission Type Edit screen appears.



3. For the code, type the number **3**.
4. For the description, type **Employee Sales**.
5. Click **OK**.



6. Close the Customer Commission Types screen.

## Inventory Commission Types

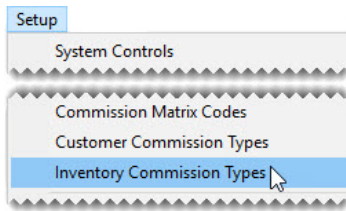
The third component of a commission matrix is the inventory commission type. Inventory commission types let you control how much commission is paid depending on the type of item sold. Inventory commission types need to be assigned to inventory items.

## Walk-Through: Creating Inventory Commission Types

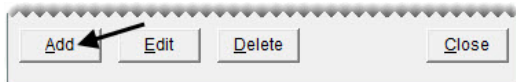
Create inventory commission type code C. This type code will be assigned to labor items.

## To create an inventory commission type

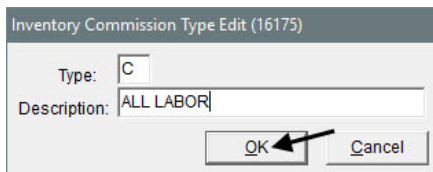
1. From the **Setup** menu, select **Inventory Commission Types**. The Inventory Commission Types screen appears.



2. Click **Add**. The Inventory Commission Type Edit screen appears.



3. In the **Type** field, type the letter **C**.
4. In the **Description** field, type **ALL Labor**.
5. Click **OK**.



6. Close the Inventory Commission Types screen.

## Commission System Controls

Once you've finished setting up commission codes and types, you can define the commission defaults in System Controls. TireMaster uses the default settings when customers, inventory items, or users do not have a commission code or type assigned to them.



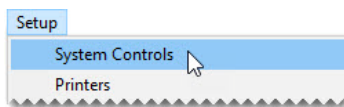
## Walk-Through: Setting the Commission System Controls

Update the commission controls by assigning the following defaults:

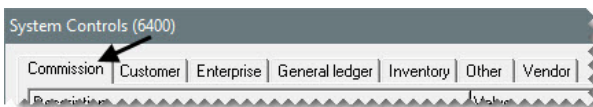
- ◆ Set the most recent commission cutoff date to a month prior to today.
- ◆ Set the default commission matrix code to ZZZZ
- ◆ Set the default customer commission type to 1
- ◆ Set the default inventory commission type to A
- ◆ Set the default commission matrix to ZZ-Commission Template

### To set the commission system controls

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



2. Make sure the **Commission** tab is selected.



3. Set the commission cutoff date.
  - a. Select **Commission Cutoff Date - Most Recent**, and press **Enter**.
  - b. Set the date to a month prior to today, and click **OK**.
4. Set the default commission matrix code.
  - a. Select **Default Commission Matrix Code**, and press **Enter**. The Commission Codes screen appears.
  - b. Select **ZZZZ - Non Commission**, and click **OK**.
5. Set the default customer commission type.
  - a. Select **Default Commission Type - Customer**, and press **Enter**. The Customer Commission Types screen appears.
  - b. Select type 1 (for regular sales), and click **OK**.
6. Set the default inventory commission type.
  - a. Select **Default Commission Type - Inventory**, and press **Enter**. The Inventory Commission Types screen appears.
  - b. Select type A (for tires and wheels), and click **OK**.
7. Set the default employee commission matrix.
  - a. Select **Default Employee - Commission**, and press **Enter**.

- b. On the User List, clear the **Local Users Only** check box. Then select the user **ZZ-Commission Template**, and click **OK**.

User List (4800)

Active Users  Local Users  Mechanics Name Search: ZZ-Commission Tem

Id	Name	Site #	Employee #
JB	Buckman, Jenny	1	14
JE	Edwards, Jerry	1	5
Admin	ZZ - TireMaster System Admin	1	2
Comm	ZZ-Commission Template	1	12

Add Edit Inactivate Security OK Cancel

8. Close the System Controls screen.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor

Description	Value	SiteNo
Adjust National Commissions	NO	1
Adjust National Commissions Threshold	5.00	1
Commission Cutoff Date - Most Recent	2017-12-31 23:59:59.999	1
Default Commission Matrix Code	ZZZZ	1
Default Commission Type - Customer	1	1
Default Commission Type - Inventory	A	1
Default Employee Commission Matrix	Comm	1
Sales Spiff - Customer Type to Exclude		1

Corporate Controls  Store Controls  Apply Changes To All Stores Close

## Setting Up a Commission Matrix

Once you have created commission codes and types, you can set up a commission matrix for each employee. The matrix is a grid that lets you assign a specific commission rate to different combinations of customer and inventory types. TireMaster uses these settings to calculate commissions.

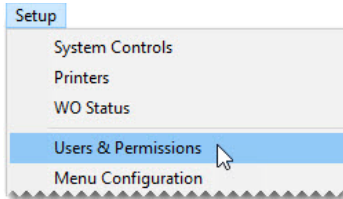
**Tip:** You can reduce the amount of time needed to set up commission grids by copying another user's matrix into the one you're setting up or by designing a commission matrix template that can be used to create new employee matrixes.

## Walk-Through: Setting Up a Commission Matrix

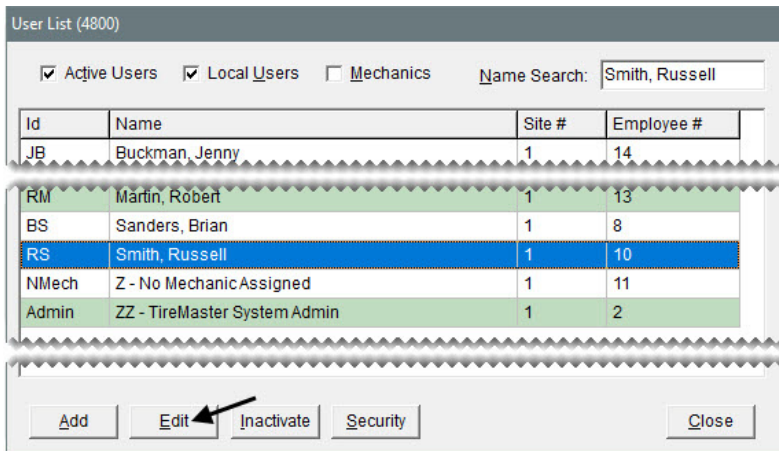
Update the commission matrix for mechanic Russell Smith. He receives the basic mechanic rate (Mec1) for labor performed for regular customers, commercial customers, and employees. For all other sales, he receives no commission.

### To set up a commission matrix

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




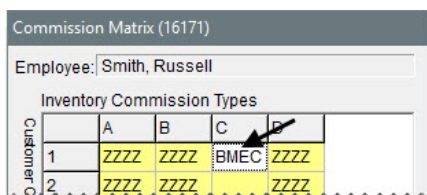
2. Select Russell Smith, and click **Edit**. The Employee/User Edit screen appears.



3. Click **Commissions**. The Commission Matrix screen appears.



4. Assign the basic mechanic code for labor performed for regular customers.
  - a. Click the cell where the row for customer commission type 1 (regular customers) and the column for inventory commission type C (labor) meet.
  - b. Press  and select Basic Mechanic from the list that appears. The code BMEC is added to the matrix.



- Assign the basic mechanic code (BMEC) for labor performed for commercial customers and employees. Enter the code BMEC in the cells where inventory commission type C meets the rows for customer commission types 2 and 3.

Commission Matrix (16171)

Employee: Smith, Russell

Inventory Commission Types		A	B	C	D
Customer Commission Types	1	ZZZZ	ZZZZ	BMEC	ZZZZ
	2	ZZZZ	ZZZZ	BMEC	ZZZZ
	3			BMEC	

- Assign the code for no commission to the remaining cells in the matrix.
- To save the matrix, click **OK**. The Employee/User Edit screen appears.

Commission Matrix (16171)

Employee: Smith, Russell

Inventory Commission Types		A	B	C	D
Customer Commission Types	1	ZZZZ	ZZZZ	BMEC	ZZZZ
	2	ZZZZ	ZZZZ	BMEC	ZZZZ
	3	ZZZZ	ZZZZ	BMEC	ZZZZ
	4	ZZZZ	ZZZZ	ZZZZ	ZZZZ

Copy    OK    Cancel

- Close the Employee/User Edit and User List screens.

## Calculating Commissions for Payroll

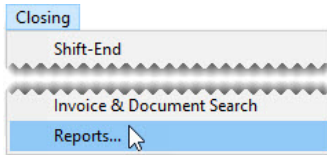
The Commission Report shows you commission and spiff calculations for each employee. A few days before the end of each pay period, you might want to print the Commission Report and review it with your employees. If there are discrepancies, you can change commission percentages before the end of the pay period. Once you're satisfied with the calculations, you can lock the commissions for the pay period. Once the commissions are locked, they cannot be changed.

### Walk-Through: Generating a Commission Report

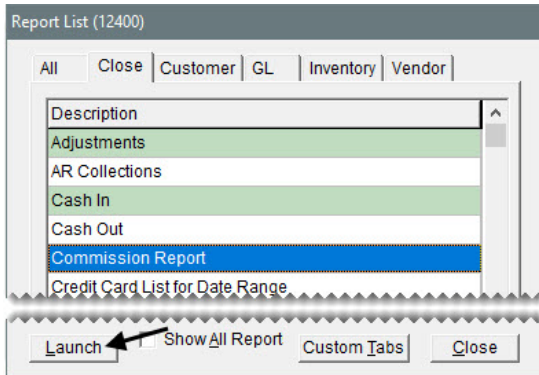
You need to send payroll to the company that processes your paychecks. Generate the Commission Report, so you can include employee commissions on the paychecks. Generate a detailed report of unlocked commissions that includes both national-account and government-support sale information. Once you've printed and reviewed the report, save and lock the commissions.

## To generate a Commission Report

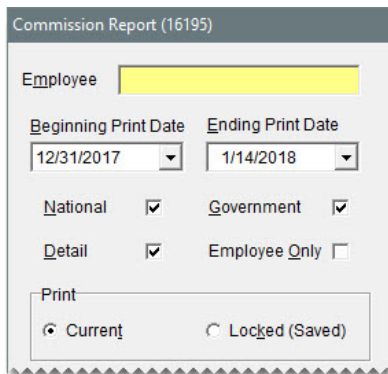
1. From the **Closing** menu, select **Reports**. The Report List appears.



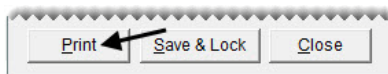
2. Select **Commission Report**, and click **Launch**. The Report Option screen appears.



3. Set parameters for generating the report.
  - a. Leave the beginning date alone, and set the ending date to today's date.
  - b. To include national-account and government-support sales, select the **National** and **Government** check boxes.
  - c. To list items sold on the report, make sure the **Detail** check box is selected.
  - d. To generate information about unlocked commissions, make sure **Current** is selected in the **Print** area.



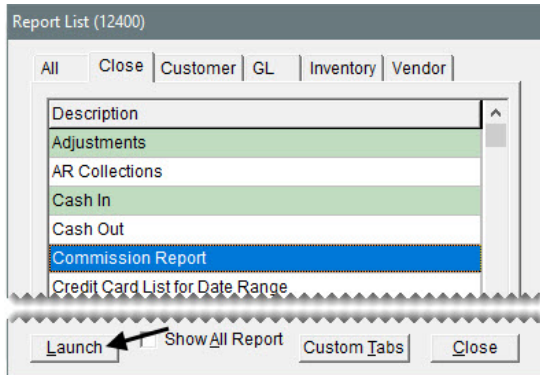
4. Print the report.
  - a. Click **Print**. The Report Window opens.



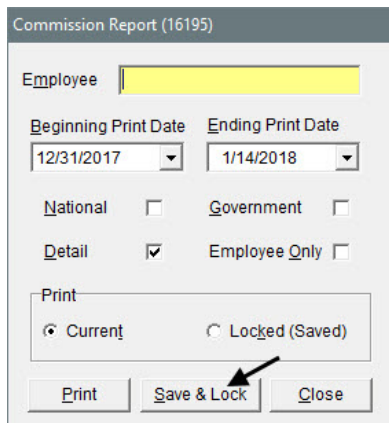
- b. Print the report, and close the Report Window.

**Note:** If the report doesn't show a commission amount for an item, you need to make sure an inventory commission type was assigned to that item.

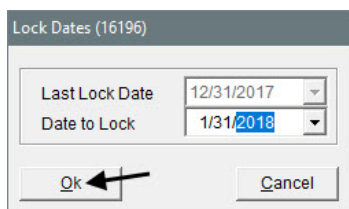
- c. Leave the Report List open.
5. Lock the commission calculations.
  - a. On the Report List, make sure Commission Report is selected. Then click **Launch**.



- b. Click **Save & Lock**. The Lock Dates screen appears.



- c. Change the date to lock to today's date, and click **OK**. The following message appears:



“This will permanently associate the current commission settings with the invoice activity for the current period. This action is not reversible! Are you sure you want to save and lock the current commission period?”

6. Click **Yes**.
7. Close the Commission Report and Report List screens.

# Going-Online Checklist

This appendix includes a checklist that you can use to track your progress during the going-online process. You might want to make a copy of this checklist and keep it near your computer, so you can cross off tasks when you complete them.

## Going-Online Steps

### Getting Started

- 1. Change the system administrator's password.
- 2. Implement daily backups.
- 3. Set up printers and documents.
  - a. On each computer, assign a printer to each of the document types.
  - b. On each computer, set the form text length.
  - c. Design work orders, invoices, and statements.
- 4. Review the startup database settings.
- 5. Enter site information.

### Building Blocks

- 6. Set up GL codes.
- 7. Set up manufacturer codes.

## Building Blocks

- 8. Prepare to collect sales tax.
  - a. Update the startup tax rate.
  - b. Create new tax rates.
  - c. Update the startup tax level.
  - d. Create new tax levels.
  - e. Define how sales tax is collected.

## Users & Security

- 9. Set up users.
- 10. Implement security measures.
  - a. Add and rename security groups.
  - b. Assign permissions to the security groups.
  - c. Assign reports to the security groups.
  - d. Assign employees to the security groups.

## Accounting Settings

- 11. Set the fiscal calendar.
- 12. Set up the chart of accounts.
- 13. Set up the bank accounts.

## Inventory

- 14. Set up categories and groups.
  - a. Add and update inventory categories.
  - b. Add inventory groups to items.
- 15. Customize the Custom Inventory Lookup screen.
- 16. Set up noninventoriable items.
- 17. Set up add-ons.



## Inventory

- 18. Set up inventoriable items.
- 

## System Controls

- 19. Set the system controls.
- 

## Customers

- 20. Set up customer types.
  - 21. Set up customers and vehicles.
    - a. Add each new customer.
    - b. Add vehicles for the new customers.
    - c. Set payment terms for customers with in-store charge accounts.
  - 22. Set up credit cards.
    - a. Create a customer record for each credit card company.
    - b. Create credit card codes.
- 

## Vendors

- 23. Set up vendor types.
  - 24. Set up vendors.
- 

## Testing & Training

- 25. Validate the database.
  - 26. Check the system's settings.
  - 27. Test with the practice program.
    - a. Put a copy of your data in the practice program.
    - b. Perform transactions in the practice program.
    - c. Conduct live tests.
-

## Testing & Training

- 28. Train employees.

## Going Live

- 29. Enter accounts receivable beginning balances.
- 30. Enter the startup inventory.
  - a. Take a physical count.
  - b. Set minimum and maximum stocking quantities for each item.
  - c. Create a startup purchase order.
  - d. Receive and price the items on the startup purchase order.
  - e. Create a startup vendor credit.
  - f. Apply the startup vendor credit to the startup purchase order.
- 31. Perform the shift-end and day-end close.
- 32. Perform a statement cutoff.
- 33. Perform the month-end lock.
- 34. Enter vendor beginning balances.
- 35. Update the checking account for each site.
  - a. Enter the bank statement's ending balance.
  - b. Enter outstanding items.
  - c. Reconcile the beginning register balance.
- 36. Enter the general ledger beginning balances.

# Beginning Balances

The TireMaster going online process includes setting up inventory items, customers, and vendors in the TireMaster database. When all of these setups are finished, you need to establish the beginning balances for your inventory, AR, AP and general ledger accounts. This appendix includes the following:

- ♦ [“Startup Accounts” on page 283](#)
- ♦ [“Startup Inventory” on page 284](#)
- ♦ [“Accounts Receivable Beginning Balances” on page 284](#)
- ♦ [“Accounts Payable Beginning Balances” on page 285](#)
- ♦ [“Bank Account Beginning Balances” on page 285](#)
- ♦ [“General Ledger Beginning Balances” on page 286](#)

## Startup Accounts

TireMaster’s general ledger includes four startup accounts, which are used to offset the accounts receivable, inventory, accounts payable, and bank account beginning balance entries. Here’s how they work:

- ♦ When you enter your customers’ beginning balances, the entries are offset to 3999–100 Startup Accounts Receivable.
- ♦ When you enter your inventory, you offset the entry (or entries) to 3999–200 Startup Inventory.
- ♦ When you enter your vendors’ beginning balances, you offset the entries to 3999–300 Startup Accounts Payable.
- ♦ When you enter the beginning balances for your bank accounts, you offset the entries to 3999–400 Startup Check Register.

The entries for the startup accounts are set to zero at the end of the going online process, when the general ledger balances for your remaining accounts are entered. Once the startup account balances are cleared, you can inactivate those accounts if you want.

# Startup Inventory

Entering the startup inventory establishes quantities for the items you sell, and it lets you enter the starting value of your inventory in the general ledger. To enter your startup inventory, complete the following steps:

**1. Take a physical inventory count.**

Print one or more counting decks and write down the quantity available for each item. Because your startup inventory will be based on the physical count, the quantities you enter in TireMaster might differ from the quantities in your previous system.

**2. Use the numbers from the physical count to set stocking levels.**

When the physical count is finished, you'll enter the quantity for each item in TireMaster. For this step, open Inventory List Editing. Then enter the numbers from the physical count in the **Min Qty** column, and make sure the maximum quantity for all items is zero. Establishing stocking levels enables TireMaster to calculate quantities for the startup purchase order.

After you go live, you need to return to Inventory List Editing and set your minimum and maximum stocking levels to the values that you'll normally use to reorder items.

**3. Create and complete a startup purchase order.**

The startup purchase order is used to enter the quantities and value of your inventory in TireMaster. The startup PO is actually a suggested reorder that uses the numbers from the physical count, entered as minimum quantities in Inventory List Editing.

When you create the startup PO, use the system vendor for quantity adjustments (ZZ-Inventory Qty Adjust). When you're done creating the startup PO, receive and price the items on it.

**4. Create a startup vendor credit. Then apply it to the charge for the startup purchase order.**

When you receive and price the items on the startup PO, a charge posts to the subledger account for the system vendor for quantity adjustments. To offset the charge, create a vendor credit (which is actually a negative vendor charge) that's offset to the account 3999-200 (Startup Inventory). Then apply the vendor credit to the charge for the startup PO.

# Accounts Receivable Beginning Balances

Customer balances from your previous system are entered with the Customer Balance - Startup Utility, which is referred to as Cbal. Entries generated with Cbal post to account 3999-100 (Startup Accounts Receivable) for you automatically.

Entering a customer's beginning balances results in the following:

- ◆ A debit posts to the general ledger's accounts receivable account.
- ◆ A debit posts to the customer's subledger account.
- ◆ A credit offset entry posts to the account 3999-100 (Startup Accounts Receivable).

When entering customer beginning balances, use one of the following methods:

- ◆ Enter the lump sum of each aging breakdown, such as future, current, or 1–30.
- ◆ Enter each payment owed to you. For example, if a customer has four invoices and is set up for two payments on each invoice, you would add eight journal entry lines.

You can get the beginning balances from your previous system’s customer balance report (or its equivalent).

**Note:** The Cbal utility is to be used only for the purpose of entering beginning customer balances during the going online process.

## Accounts Payable Beginning Balances

Accounts payable beginning balances need to be entered in TireMaster before you can pay your vendors. Accounts payable beginning balances are entered by creating one or more vendor charges for each vendor with whom you have a balance. When you enter vendor beginning balances, offset them to account 3999–300 (Startup Accounts Payable).

Entering a vendor’s beginning balances results in the following:

- ◆ A credit posts to the general ledger’s accounts payable account.
- ◆ A credit posts to the vendor’s subledger account.
- ◆ A debit offset entry posts to the startup accounts payable account.

When entering vendor beginning balances, use one of the following methods:

- ◆ Create a single vendor charge for the total you owe a vendor.
- ◆ Create a vendor charge for each aging breakdown.
- ◆ Create a vendor charge for each outstanding invoice.

You can get your vendor’s beginning balances from your previous system’s vendor balance report (or its equivalent).

## Bank Account Beginning Balances

Updating your bank accounts establishes the balances for each bank account (such as checking and savings) and it updates the balances of the general ledger accounts used to track bank activity. To update a bank account, complete the following steps:

1. Enter the ending balance from your last reconciled bank statement.

For this entry, open the Check Reconciliation screen and make a deposit that’s offset to account 3999–400 (Startup Check Register).

2. Enter outstanding items.
  - ◆ If you’ve written checks in your previous system that aren’t listed on the bank statement, enter them in TireMaster with the same information (payees, dates, and check numbers) that you used before. Offset them to startup account 3999–400.

- ◆ If you made withdrawals that aren't listed on your bank statement, enter them in TireMaster with the same dates you used before. Offset them to startup account 3999–400.
- ◆ If you made deposits that aren't listed on your bank statement, enter them in TireMaster with the same dates you used before. Offset them to startup account 3999–400.
- ◆ If you were assessed fees that aren't listed on your bank statement, enter them in TireMaster with the same dates you used before. Offset them to startup account 3999–400.

### 3. Reconcile the beginning register balance.

This step clears the startup balance from the register for the bank account and it helps to ensure that the entries in TireMaster match your bank statements. To reconcile your beginning register balance, click **Reconcile** (on the Check Reconciliation screen). Then enter the date of the last reconciled bank statement and the ending balance amount. Verify that the difference is \$0.00 and save your changes.

## General Ledger Beginning Balances

Entering general ledger beginning balances transfers account balances from your previous system to TireMaster. To establish beginning balances in TireMaster, make a large journal entry that includes the following:

- ◆ The accounts receivable balance from your old system. For this entry, post a debit to account 3999–100 (Startup Accounts Receivable).
- ◆ Two inventory entries. One entry is for inventoriable items and the other is for noninventoriable items. For inventoriable items, post a debit to account 3999–200 (Startup Inventory). For noninventoriable items, post a debit to an asset account (such as one for noninventory service parts).
- ◆ The accounts payable balance from your old system. For this entry, post a credit to account 3999–300 (Startup Accounts Payable).
- ◆ The combined balance for your bank account. For this entry, post a debit to account 3999–400 (Startup check register).
- ◆ All remaining account balances from your old system. Whether to post a debit or a credit for the remaining numbers depends on the account type (asset, liability, equity, income, or expense). You can get the amounts for the general ledger beginning balances from your previous system's balance sheet, income statement, or trial balance report.

When you've finished entering the general ledger beginning balances, you can inactivate the 3999 startup accounts, which excludes them from the balance sheet. Before you inactivate the startup accounts, make sure they each have a \$0.00 balance.

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