



TIREMASTER
SOFTWARE

DRIVEN BY ASA

USER GUIDE

TireMaster Point of Sale 9.3.0

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CHAPTER 1

INTRODUCTION

Thank you for purchasing TireMaster. This guide includes information about daily TireMaster operations and procedures for less frequently performed tasks, along with additional reference information. This chapter includes the following sections:

Maintain Your TireMaster System	2
Basic Tasks	8
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MAINTAIN YOUR TIREMASTER SYSTEM

To ensure your TireMaster system runs properly, you need to maintain it. Proper maintenance include performing updates, making backups, and reviewing system messages.

UPDATES AND PATCHES

ASA recommends that you install regularly released updates and patches. You should keep TireMaster up to date for a number of reasons:

- Keeping up to date on updates and patches is a requirement of the TireMaster support contract, and it helps ASA Support provide the best service to you.
- Updates and patches resolve performance issues and often include additional features and enhancements.
- Staying up to date on updates and patches ensures that upgrading to future releases of TireMaster requires less work.

When a new version of TireMaster or an interface for an add-on program becomes available to you, a new installer will be placed in your TireMaster program folder during the nightly backup. When you're ready to update your server or workstations, you can access the installer from the **apps** directory.

Note: Typically the location is **c:\TireMaster\apps**, **d:\TireMaster\apps**, **c:\QDSTM\apps**, **d:\QDSTM\apps**, **c:\tmpos\apps**, or **d:\tmpos\apps**.

Installers are downloaded to the **apps** folder by default. To download installers to a different folder, change the setting of the control **TM Install - Auto download location** (**Other** tab).

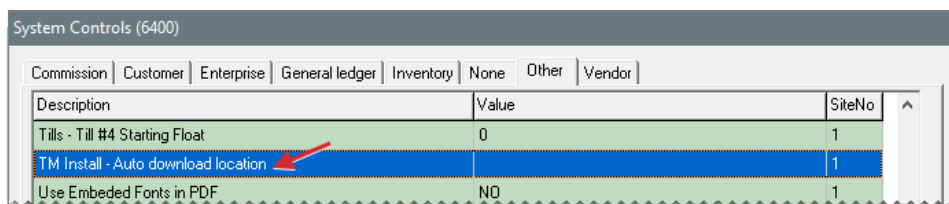


Figure 1-1: Auto Download Location Control

Note: By default, automatic downloads are enabled. For more information, see "TM Install - Auto download location" on page 970.

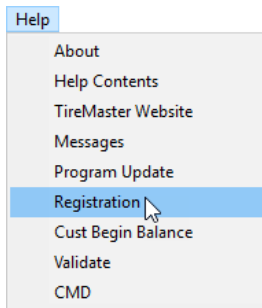
If you do not want to enable automatic downloads or do not have enough disk space to manage automatic downloads, you can download installers from the TireMaster Support site (<http://support.tiremaster.com>).

REGISTER TIREMASTER

After most TireMaster updates, you'll need to register the program to continue using it. If you don't register TireMaster during the update process, you can access the registration program from within TireMaster.

To register TireMaster

1. Select **Help > Registration**. The TireMaster - Registration Wizard opens.



2. Read the information on the **Welcome** tab, and click **Next**.
3. Read the end user license agreement (EULA). Then select the check box at the bottom of the screen, and click **Next**.
4. Type the customer number and password provided by ASA, along with your contact information. Then click **Next**. Required fields are labeled in red text.
5. Review the information on the **Licensing** tab, and click **Register**. A confirmation message appears.
6. Close the confirmation message.
7. Click **Finish**.

TIREMASTER MESSAGE CENTER

The TireMaster message center is used to let you know when TireMaster updates are available and provide you with troubleshooting and promotional information. To access the message center, you need to be assigned all four of the following permissions:

- **Message Critical Notice**
- **Message Support Notice**
- **Message Update Notice**
- **Message Marketing Notice**

When a new notice is sent to you, the message indicator appears at the bottom of the TireMaster screen. Messages remain in TireMaster until 30 days after they're sent.

To view TireMaster messages

1. Do one of the following:
 - Double-click the message indicator on the status bar at the bottom of the screen.
 - From the **Help** menu, select **Messages**.

The Messages from TireMaster screen opens.

2. Do one of the following:
 - To read a new message, select it and click **View Message**.

Note: If you want to wait until later to view a new message, select the message, and click **Mark Read**. To retrieve the message, select the **Viewed Messages** check box.

- To view an existing message, select the **Viewed Messages** check box. Then select the message you want to read, and click **View Message**.
3. For a hard copy of the message, click **Print**.
 4. Close the Display TireMaster Message screen.
 5. Close the Messages from TireMaster screen.

DATA VALIDATION

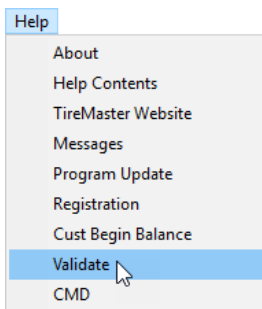
After you run updates, validate TireMaster. The data validation checks to see that all required System Controls settings have been completed and other necessary configuration has been performed. Until you validate your database, you cannot create invoices or purchase orders. In TireMaster Plus and TireMaster Corporate, you also cannot make payments or access the general ledger.

VALIDATE YOUR DATA

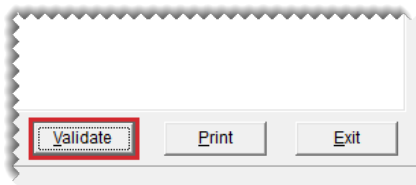
To verify that required TireMaster configuration has been done, validate your TireMaster database. The data for both the live TireMaster and practice programs can be validated. Perform the validation on the TireMaster server.

To validate TireMaster

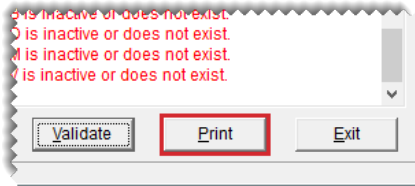
1. Select **Help > Validate**. The Data Validation screen opens.



2. Click **Validate**. The validation utility displays the status of various TireMaster settings.



3. For a copy of the validation log, click **Print**.



4. If errors (red) appear on the TM Data Validation screen, check the settings in the applicable program areas and rerun the validation. Resolving warnings (green) is optional.

Note: Until validation errors are resolved, you won't be able to create invoices, purchase orders, and perform various transactions. For more information, see "[Validation Messages](#)" on page 973.

5. When you can run the validation with no errors, click **Exit**.

VALIDATION MESSAGES

When the validation identifies program areas that are not set up, it generates errors or warnings (Figure 1-2).

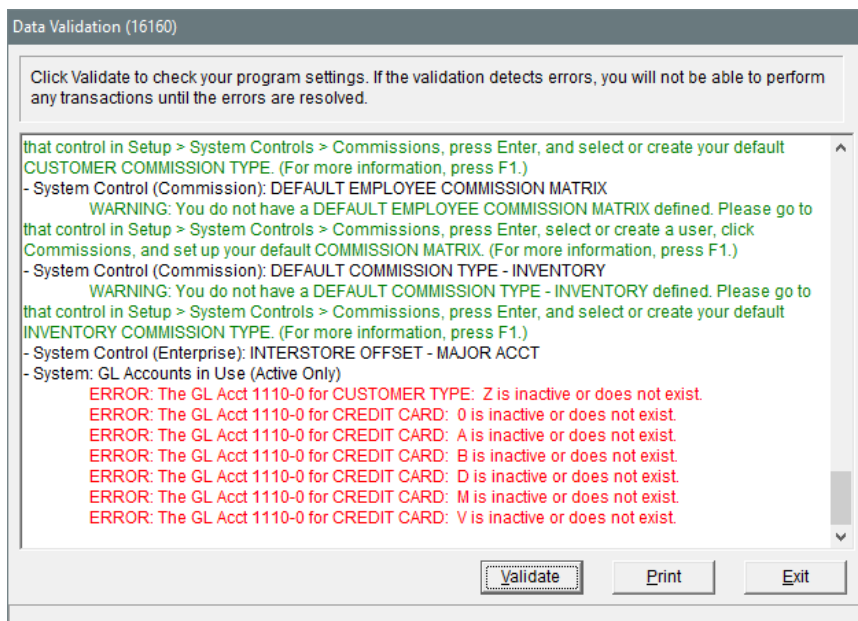


Figure 1-2: Validation Warning and Error Messages

Note: You can disregard messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise.

VALIDATION ERRORS

Validation errors identify settings that *must* be completed before you can access various areas of TireMaster. These errors appear when the validation program identifies required

settings that do not exist, are no longer valid, or are inactive.

Validation errors are displayed in red, indented text. These error messages describe settings that must be corrected and direct you to the program area where you can make corrections.

If the validation process generates errors, you need to resolve the errors before you can create invoices and perform other transactions. For detailed information about these messages, see ["Resolve Validation Errors" on page 974](#)

VALIDATION WARNINGS

Validation warnings are displayed in green, indented text. They identify settings that can be corrected and where you can find those settings in the program.

Because validation warnings do not prevent you from accessing any program areas, correcting them is optional. For detailed information about these messages, see ["Resolve Validation Warnings" on page 976](#).

BACKUPS

Backups give you the ability to restore your data in the event of a system failure or other emergency. To ensure the safety of your data and to protect your business, back up your database regularly. ASA recommends that you back up your data to a storage device or removable media at least once a week if not more frequently. Ideally, you should back up your data to a storage device or removable media daily.

When you begin setting up your system, start running daily backups. Once you go live, also run month end and year end backups.

Note: If you are running a TireMaster Corporate system, contact TireMaster Support for information about data backups.

REDUNDANT BACKUPS

TireMaster automatically backs up your data daily at 2:00 a.m. This automatic backup is called the redundant backup. For redundant backups to occur, leave the main server turned on overnight.

On Monday through Saturday, the log file (enterprise.log) is copied from the **data** folder to the **backup** folder. On Sunday, both the log file and the database file (enterprise.db) are saved to the **backup** folder. These automatic backups are stored in subfolders named after the appropriate day of the week and are overwritten each week.

Note: If you need to change the location for saving backup files, call TireMaster Support.

Redundant backups are not a suitable substitute for regular backups to removable media. With removable media, you can store your backups off site and easily recover your data if your building or computers are destroyed.

The redundant backup includes an automated database validation process that scans your data for corruption. Results of the validation will be available for you to check on the TireMaster Support site. If ASA's support representatives identify a problem with your data, they'll contact you.

Note: If you do not want the automated database validation to run during the redundant backup, set the System Control **Validate Database** to **No**. If the control is not set, the automated database validation is enabled.

Tip: The automated database validation is a different process than running the validation. For more information, see "[Data Validation](#)" on page 4.

MANUAL BACKUPS

TireMaster includes a manual backup program that you can run at any time. Performing a manual backup places a copy of your TireMaster database (enterprise.db) and log (enterprise.log) in the **dbak** folder (usually **c:\qdstm\dbak**, **d:\qdstm\dbak**, **c:\dbak**, **d:\dbak**, **c:\tmpos\dbak**, or **d:\tmpos\dbak**).

Note: The contents of the **dbak** folder can be copied to a storage device or removable media.

To perform a manual backup, double-click the **TM Backup** icon on the desktop of the TireMaster server. To verify the backup was successful, view the contents of the **dbak** subfolder.

DAILY BACKUPS

In addition to the redundant backups that TireMaster runs, you also need to schedule daily backups. If your TireMaster system goes down or is destroyed, you can restore your data from the daily backup.

You can use one of the following backup methods for your daily backups:

- **Option 1:** Back up your data to an off-site computer.

This type of backup is performed over the internet. If you're interested in using this type of backup, contact your ASA sales representative.

- **Option 2:** Back up your data to a storage device or removable media.

Examples of storage devices and removable media include, external hard drives, thumb drives, DVDs, and CD-Rs. With this method, you should have a device or media for each day your store is open. For example, if your store is open Monday through Saturday, you'd have six pieces of devices or removable media.

Once you've performed the daily backup, store that day's device or media in a secure, off-site location.

- **Option 3:** Combine Option 1 and Option 2.

Option 3 is the safest method, because you have two copies of your data. One copy is on an off-site computer, and the other is on a storage device or removable media.

To ensure successful backups

- Run backups on the servers at Corporate and at the stores (TireMaster Corporate only).
- Back up all the files and subfolders in the backups folder (**c:\QDSTM\backups**, **d:\QDSTM\backups**, **c:\backups**, **d:\TireMaster\backups**, **c:\TMPOS\backups**, or **d:\TMPOS\backups**).
- Assign a device or piece of media for each day your store is open.
- Change the device or media every day.
- Store the backup device or media in a secure location away from the place of business.

MONTH END BACKUPS

ASA recommends that you add general ledger accounts, GL codes, inventory categories, and inventory items (in that order) that will be used only by the Casing Manager. The benefit of these settings is that they help to simplify research and reconciliation of general ledger activity for the retreading process. This appendix includes the following sections:

Note: When you set up the GL accounts for the Casing Manager, contact ASA Support for assistance.

YEAR END BACKUPS

Before you close a fiscal year, you should perform a year end backup to a piece of removable media or a recordable memory device. You can then store this backup as an archive for tax purposes. You should save your TireMaster year end backups for your income tax records for at least six years. For additional recommendations concerning data archives, consult your accountant.

Year end backups are handled in the same way as daily backups. As with all of your backup media, you should store your year end backup off site.

BASIC TASKS



Some tasks performed in TireMaster occur during other activities, and others can make working in TireMaster easier.

LOG IN TO TIREMASTER

You can start TireMaster from the icon on the desktop or the Windows **Start** menu.

To log in to TireMaster

1. Do one of the following:

- Double-click  on the computer's desktop.
- Click  and scroll to the TireMaster folder. Then click the down arrow and select TireMaster from the list of TireMaster applications.

The login screen opens.


2. Type your user name and password.

Tip: Passwords are case sensitive. If you can't log in, make sure you're using the correct case for the letters in your password.

3. Click **OK**.

HOT KEYS

Like many Windows-based programs, TireMaster lets you select buttons, menus, and items by pressing **Alt** and a designated letter. For menu items, the hot key appears after you press the **Alt** key. For most buttons, the hot key is underlined.

TireMaster also has one unique hot key feature. Yellow fields indicate that a list or lookup screen is available for a field. Pressing  displays the list or lookup screen.

Tip: The hot keys for the **Prev** and **Next** buttons on the Customer Maintenance and Vendor Maintenance screens do not require use of the **Alt** key. To move to the previous customer or vendor, press **PgUp**. To move to the next customer or vendor, press **PageDown**.

FUNCTION KEYS


By pressing the function keys ([Table 1-1](#)), also known as the F keys, you can quickly access several program areas in TireMaster.


Table 1-1: *TireMaster's Function Keys*

Item	Description
F1	Displays help system content that's related to the screen that's currently open.
F2	Lets you edit the description of a noninventoriable item on a work order without have to retype the entire line.
F6	Opens the Epicor®Integrated Service Estimator™ (ISE) without having to start a quote or work order. This feature is available only if you subscribe to the ISE.
F7	Opens the fitment guide without having to start a quote or work order. This feature is available only if you subscribe to Tire Guide Pro Plus.
F8	Opens a screen that shows the selected customer's sales history at point of sale.
F9	Opens a screen that shows parts and labor sales, gross profit dollars, and gross profit percentages for completed invoices and pending work orders.

Item	Description
F11	Opens the Quick Jobs menu for accessing the Epicor Integrated Service Estimator. This feature is available only if you subscribe to the ISE.
F12	Opens the Quote Module regardless of whether any other screens are open.

DOWN ARROW LOOKUP METHOD

When you add items to a work order, purchase order, or receiving document, you can search for inventory by pressing  and typing a code (such as a quick look code) or scanning a bar code.

Here's how the down arrow lookup method works. When you're using the Purchase Order, Receiving Documents, or Invoice Entry screen, press  to add a line .

You can use either full or partial codes when searching for items with the down arrow lookup method. In some instances, typing the full code results in an exact match. For searches in which you use a partial code, or when multiple items share a code, the Inventory List displays all items that match.



Note: The order in which TireMaster looks for items depends on how the **Sort** field is set up on the first tab of the Custom Inventory Lookup screen. For example, when the codes **R3B** are entered in the **Sort** field, TireMaster looks for items that match the rim size, followed by those that match the quick look code, and those with the best price.

Tip: Because the order for the down arrow lookup method is determined by the settings on the first tab on the Custom Inventory Lookup screen, you can customize the search order for each workstation. For more information, see "[Configure the Custom Inventory Lookup Screen](#)" on page 215.

RESIZE SCREENS

The following TireMaster screens can be resized:

- Open Work Order List
- Invoice Entry
- Inventory List Editing
- Appointment Calendar

To resize a screen, move the pointer  to the edge or corner of the screen. When it becomes a double-ended arrow () , drag the screen to a new size.

REARRANGE TABLE COLUMNS

Some screens have extensive tables for displaying data. Therefore, you might want to rearrange a table's columns so it's easier to see the information you need. To move a column, click its heading and drag it to a different position. You can rearrange columns on the following screens:

- Open Work Order List
- Inventory List

- List Editing (Customer, Vendor, and Inventory)

Whether you're allowed to save the changes depends on which screen you're using. For more information, see "[Move and Resize Open Work Order List Columns](#)" on page 417 and "[Move and Resize Inventory List Columns](#)" on page 216. Layout changes to the List Editing screens cannot be saved.

TECHNICAL SUPPORT

When technical problems arise, you might need to perform some basic troubleshooting or submit a support request.

TROUBLESHOOTING TIPS

Before you request support, you might be able to resolve some problems on your own. If you are getting error messages from Windows instead of TireMaster, you might simply need to reboot your system. Rebooting can also help if you're having network problems (that is, problems getting the workstations and server to interact).

When you're troubleshooting, write down or take screen shots of *all* error messages and any strange behavior by TireMaster. If you have to submit a support request, this information can help the support analysts identify the source of the problem.

If you need to contact Support, having the remote desktop application installed on the server and each workstation allows ASA's support analysts to quickly access your computer to diagnose and resolve problems. For more information, see "[Remote Desktop Application](#)" on page 24.

INFORMATION TO INCLUDE IN SUPPORT REQUESTS

When you submit support requests, include the following information:

- The version of TireMaster
- The Windows operating system version and service pack number
- Whether the Remote Desktop Application is installed
- Whether you're experiencing the problem on the server or a workstation

Also describe the area of TireMaster that seems to be affected, and explain *precisely* what you were doing when you encountered the problem. These extra details can help ASA Support isolate the problem more quickly.

IDENTIFY THE TIREMASTER VERSION

To identify the TireMaster version, select **Help > About**. When the About screen opens, write down the EXE version information listed on the screen.

IDENTIFY THE WINDOWS VERSION AND SERVICE PACK

For the Windows version and service pack information, type **winver** in the search field ([Figure 1-3](#))


and press **Enter**. If the search bar isn't visible, right-click  and select **Search**.



Figure 1-3: Windows Version Search

When the About Windows screen opens, write down the operating system version and service pack information.

REQUEST SUPPORT

When you need assistance from ASA Support, submit a support request by email or via the Autotask client portal. The Autotask portal is available 24/7. With Autotask, you can do the following:

- Submit electronic support requests
- Track the status of your requests
- Add information to your support requests

REGISTER FOR AN AUTOTASK ACCOUNT

To log a support request, you must be a registered Autotask user. Employees who will use Autotask can register for their own accounts as long as they each register with different email addresses.

To register for an Autotask account

1. To access the Autotask registration form, go the TireMaster Support site support.tiremaster.com and click the support account registration link.
2. Type your name and contact information.
Note: The fields marked with a red asterisk are required.
3. Click **Submit**.


SUBMIT SUPPORT REQUESTS

With Autotask, you can submit support requests, also called tickets, via a web portal or by email. When you submit a support request, include information about your TireMaster system and provide a description of the problem you're reporting, along with troubleshooting information, error messages, and supporting documentation such as attachments of screenshots. For more information, see "[Information to Include in Support Requests](#)" on the previous page.

Note: If you need to request support on a Saturday, assistance is available on a *best effort* basis for *critical* issues. Therefore, to ensure your Saturday support requests are added to the queue as critical tickets, log them through the Autotask portal instead of by email.

REQUEST SUPPORT VIA THE CLIENT PORTAL

When you log a support request via the Autotask client portal, you fill out a form that prompts you for information about the issue you're reporting.

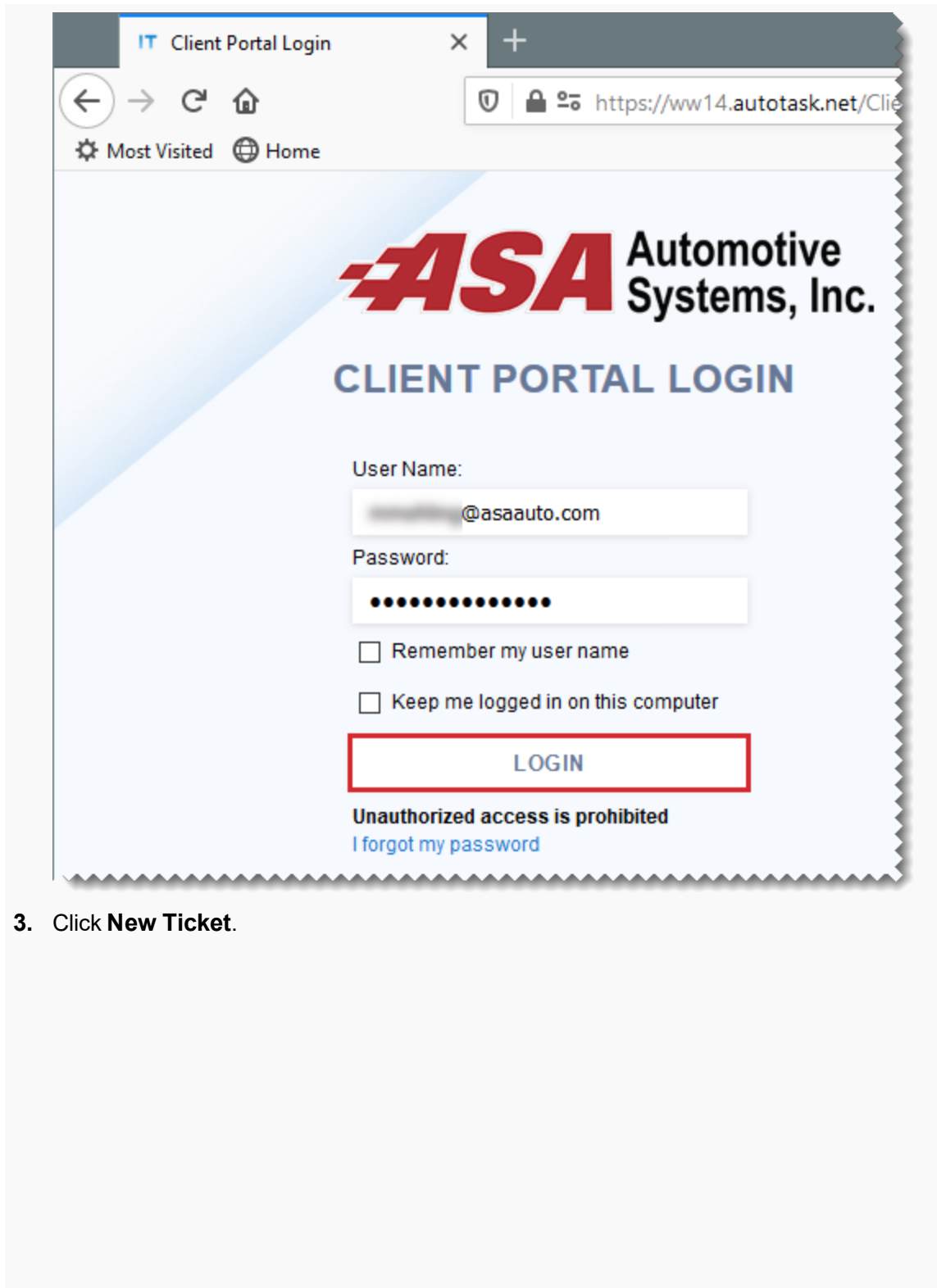
Note: The following information describes basic steps for submitting a support request in Autotask. For detailed Autotask information, click  when you're logged in to Autotask.

To log a support request via the client portal

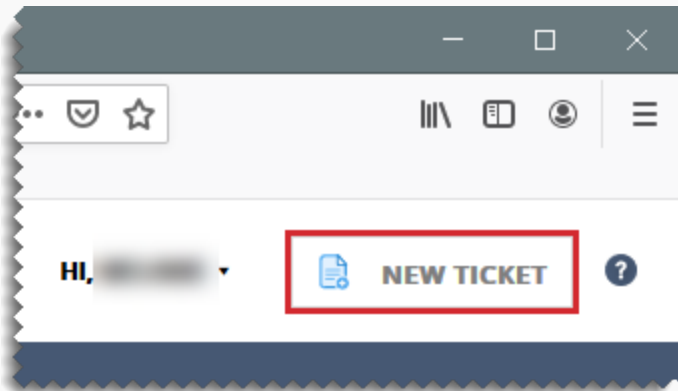
1. To access the Autotask client portal, go to <https://ww14.autotask.net/ClientPortal/Login.aspx>.

Note: You can also access the portal from the TireMaster Support site. Go to support.tiremaster.com and click the link for submitting an online support request.

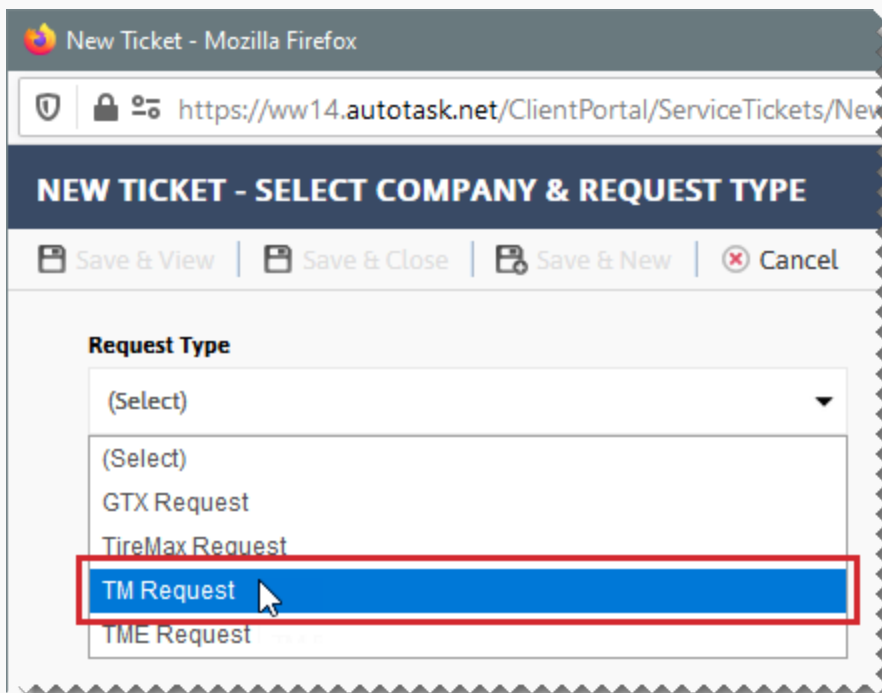
2. Type your user name and password. Then click **Login**.



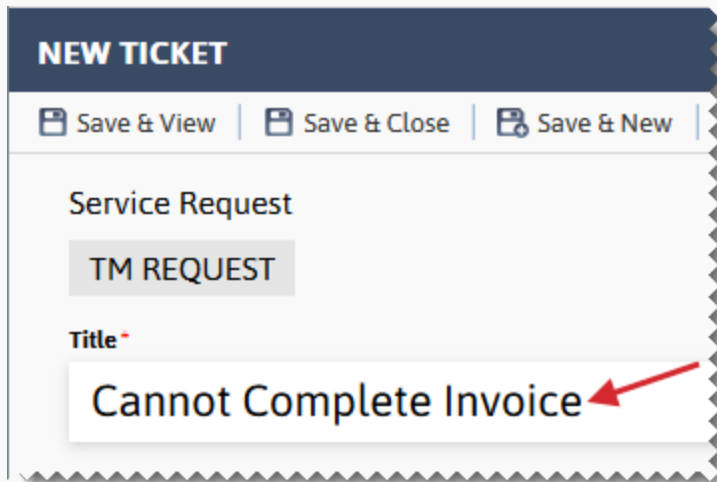
3. Click **New Ticket**.



4. When prompted for the **Request Type**, select TM Request from the drop-down. Then click **Continue**.



5. Type a title for your request.



The screenshot shows a 'NEW TICKET' form. At the top, there is a dark blue header with the text 'NEW TICKET'. Below the header, there are three buttons: 'Save & View', 'Save & Close', and 'Save & New'. The main content area is titled 'Service Request' and contains a button labeled 'TM REQUEST'. Below this, there is a 'Title' field with an asterisk indicating it is required. The text 'Cannot Complete Invoice' is entered in the field, and a red arrow points to the end of the text.

Note: All fields marked with an asterisk are required.

6. Under **Ticket Details**, do the following.
 - a. Type a description of your issue.
 - b. Select the priority level for your request from the **Service Provider Priority** drop-down. If the drop-down isn't visible, scroll down. For more information, see ["Support Priority Levels"](#) on page 22.

TICKET DETAILS

Company
ASA Automotive Systems, Inc.

Contact *

+


EMAIL @asaauto.com

PHONE (603)

Description * 267 / 8000

An error appears when I try to print an invoice for one of my customers.
Here's what happens:
1. I click Complete.
2. I fill in the payment and ending mileage.
3. I click OK, and answer Yes to the confirmation. Then the error appears and I can't complete the invoice.

Service Provider Priority *

Critical - P1 

7. Answer the background questions. For more information, see ["Information to Include in Support Requests"](#) on page 11.
8. Do one of the following:
 - If you have no attachments, click **Save Ticket**, and go to step 10.
 - If you need to attach one or more documents, click **Save & Attach**. The New Ticket Attachments screen opens.

BACKGROUND QUESTIONS

What other troubleshooting steps have you taken?

I tried to print and complete invoices for other customers.

What is the error message or code that appears?

[Sybase][ODBC Driver] Syntax error or access violation. Error

Please provide the name/version of the software application you're having a problem with and the operating system of your computer, if available.

TireMaster 9.3.0 and Windows 10

Save Ticket

Save & Attach File

Note: Attachments can also be added to the request after it's saved.

9. For each attachment, do the following:
 - a. Type a name.
 - b. Click **Browse** and select the file you want to attach.
 - c. Click **Attach File**. The file name is added to a list of files to attach to the support request.

Note: If you decide to remove a file, click **X**.
 - d. Click **Save & Close**.
10. When Autotask displays your request on the screen, review the information. Then click **Close**.
11. Log out of the Autotask portal.

REQUEST SUPPORT BY EMAIL

To submit a support request by email, send it to portal_tm@asaauto.com.

When you request support by email, the subject line becomes the ticket title and the email body is used as the ticket description. When you submit a request in this manner, your original email is also attached to the ticket.


Tickets submitted by email are logged as P3 (normal) requests. Therefore, if you have a higher priority issue, include words such as *High* or *Critical* in email subject line. This

notation will help to ensure that ASA Support can escalate the ticket, according to our priority guidelines. For more information, see "[Support Priority Levels](#)" on page 22.

Note: If you need to log a support call on a Saturday, assistance is available on a *best effort* basis for *critical* issues. Therefore, to ensure your Saturday support requests are added to the queue as critical calls, log them through the Autotask portal instead of by email.

REVIEW AND EDIT SUPPORT REQUESTS

After a support request has been created, you can check the status, read comments, add comments, and add attachments.

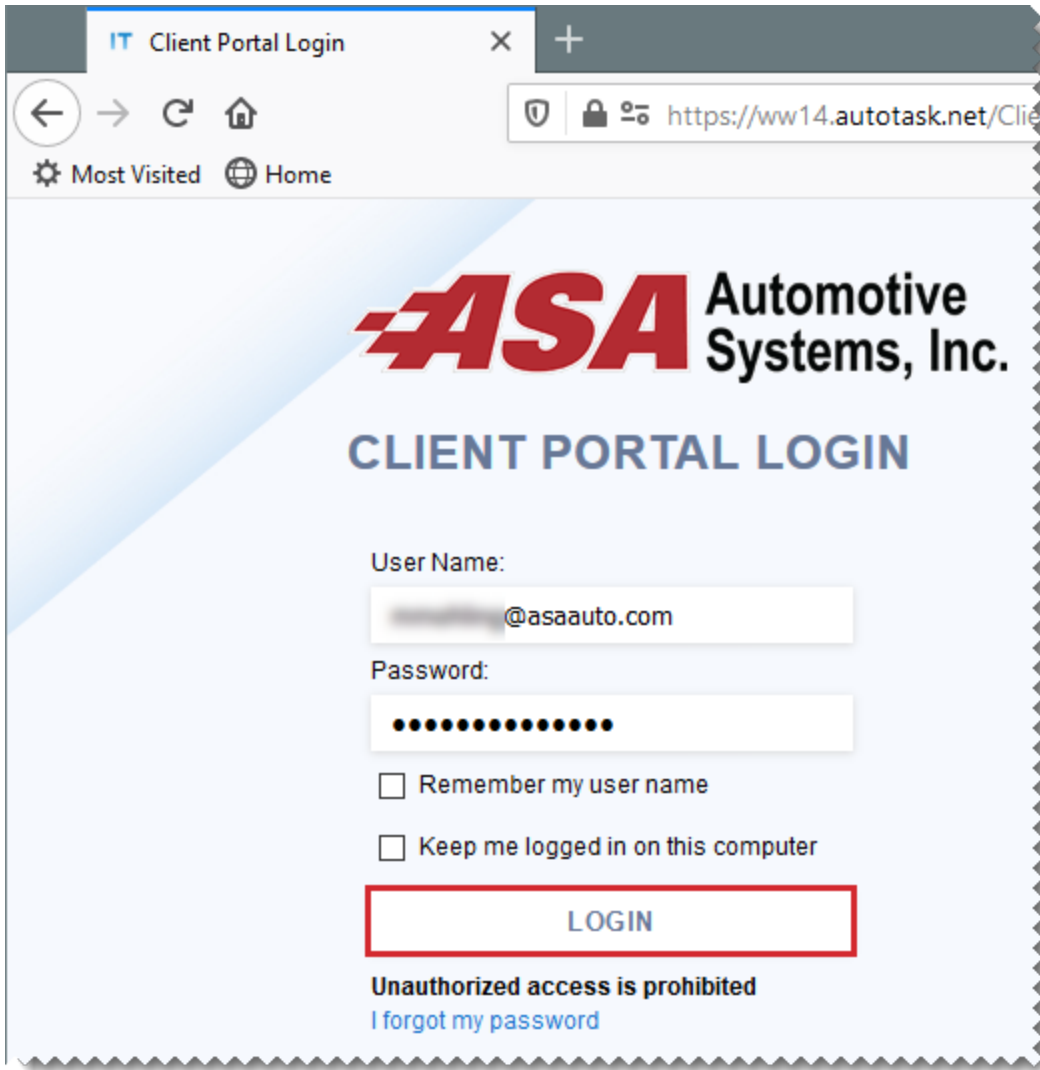
Note: The following information describes basic steps for reviewing and editing a support request in Autotask. For detailed Autotask information, click  when you're logged in to Autotask.

To review or edit an existing support request

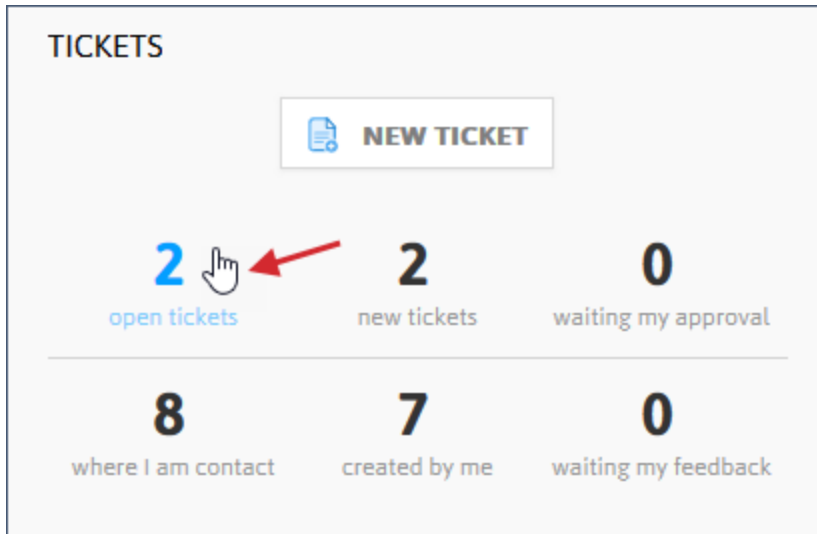
1. To access the Autotask client portal, go to <https://ww14.autotask.net/ClientPortal/Login.aspx>.

Note: You can also access the Autotask client portal from the TireMaster Support site. Go to support.tiremaster.com and click the link for submitting an online support request.

2. Type your user name and password. Then click **Login**. Your Autotask dashboard opens.



3. Under **Tickets**, click the number for a ticket category. Typically, you'll be looking for a new or open ticket. A list of tickets in the selected category opens.



- Click the ticket number for the request you want to review or edit.

TICKET NUMBER	TICKET TITLE	CREATE DATE
T20200123:0154	Cannot Complete Invoice	01/23/2020
T20200123:0155	Vendor Subledgers and GL AP Account Don't Match	01/23/2020

Tip: You can use the filters to narrow down the number of tickets listed by ticket number, ticket title, and date created.

- Do the following as needed:
 - Type a quick note and click **Submit**.
 - Click **Note** and add a detailed note. Then click **Save**.
 - Click **Attachment** and look up a file to add to the ticket. Then click **Save & Close**.
- To return to the open ticket list, click **Close**.
- To return to your dashboard, click **Home**.
- Log out of the Autotask portal.

SATURDAY SUPPORT POLICY

Saturday support is available on a best effort basis for critical tickets logged via the Autotask client portal. When you log a Saturday support request in Autotask, we will do our best to find an available

analyst to help you. If an analyst can't be found, your call will be first in the queue on Monday morning. For information about critical support requests, see "[Support Priority Levels](#)" below.

To ensure your Saturday support requests are added to the queue as critical calls, log them through the Autotask portal instead of by email. When a support request is logged with the portal, you can classify it as critical. Requests made by email, however, are all added to the queue as normal calls. Therefore, the only way Support will receive a critical call on a Saturday is to log the call with the portal.

SUPPORT PRIORITY LEVELS

ASA has established priority levels for various types of support requests, along with the response times for each level.

Note: Whether an item on this list affects your system depends on which ASA products are used by your business.

PRIORITY LEVEL 1

Critical issues are classified as P1. The response time for P1 issues is one hour.

Table 1-2: P1 Issues

P1:Critical—1 Hour
System is down (server is down)
Glassfish server is down
eTireLink server is down
All printers are down
All users are unable to log in
SonicWALL is down
Outside technician is on site
ASA employee is on site
Unable to complete and print invoices (customers are waiting)
Unable to process credit card transactions (customers are waiting)
Remote store is down
Speed issues at all locations
First week of customer going live with new TireMaster or TireMaster Enterprise system
First week of customer going live after upgrading or moving to a new server

PRIORITY LEVEL 2

High priority issues are classified as P2. The response time for P2 issues is four hours.

Table 1-3: P2 Issues

P2:High—4 Hours
One terminal at a location is down or locked Note: For TireMaster locations with a single terminal, this issue escalates to P1 status.
One printer at a location is down Note: For TireMaster locations with a single printer, this issue escalates to P1 status.
Replication is down
Kill a print job
One terminal out of many cannot print or complete invoices
Some users are unable to log on
Error messages have occurred and users cannot process transactions on one or more terminals
Weeks 2–4 of customer going live with new system
Speed issues at one location
Late charges (aging) are not being applied
Unable to print AP checks
Unable to print statements
Orders are locked or in use
Issues with integrated applications (interfaces such as Epicor, CARFAX, and retread) that prevent daily processing
Cannot perform day-end close, if holding up statements

PRIORITY LEVEL 3

Normal priority issues are classified as P3, which is the default priority level. ASA Support makes its best effort to respond to these issues.

Table 1-4: P3 Issues

P3—Normal: Best Effort (Default Priority Level)
Printer issues (TireMaster Enterprise only)
One of many terminals is down or locked (TireMaster Enterprise only)
ODBC connection is down, ODBC query is not working, or both

P3—Normal: Best Effort (Default Priority Level)

Other issues not considered critical or high

General ledger is out of balance to subledgers

Inventory issues, pricing issues, or both

Unable to complete day-end or month-end processing (unless holding up statements)

Batch is out of balance

Schedule an upgrade or update

PRIORITY LEVEL 4

Issues that do not fall into the first three priority levels are classified as P4 issues. Priority level 4 issues are responded to when possible.

Table 1-5: P4 Issues**P4—Other: When Possible***For each* issues or *for each* queries are needed**Note:** *For each* queries that take more than 15–20 minutes of work are billable.

Documentation

Training questions

Note: Calls expected to last more than 20 minutes are billable and must be scheduled.**REMOTE DESKTOP APPLICATION**

ASA Support uses the remote desktop application FixMe.IT to establish a direct connection between your computer and the computer of the support analyst who is helping you. The connection allows the support analyst to 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 <http://support.tiremaster.com> and click **Support FixMe IT Connection Application** on the login page (Figure 1-4).

ASA Automotive Systems, Inc.

Welcome to the TireMaster Support Center

Please log in.

Enter Customer#:	<input type="text"/>	Login
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](#) or email portal_tm@asaauto.com.

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

[Support FixMe IT Connection Application](#)

Figure 1-4: FixMe.IT Installer Link

Depending on your browser, you'll be able to click the file name (**FixMeitClient.exe**) 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 ([Figure 1-5](#)). Give the ID number to the support technician who is assisting you, so he or she can complete the connection.

FixMe.IT

By providing the Client ID, you are granting the remote person full access to your computer.
Do not provide the Client ID if you received an unsolicited call to fix your computer.

Client ID:

Please give the **Client ID** above to the person providing the remote desktop assistance.

Figure 1-5: FixMe.IT Client ID

At the end of the installation, a FixMe.IT *client* icon is added to the computer's desktop ([Figure 1-6](#)). During subsequent contact with ASA Support, double-click that icon to retrieve client ID numbers for your support calls.

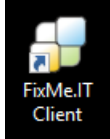


Figure 1-6: *FixMe.IT Client Icon*

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

ENHANCEMENT REQUESTS

ASA is always interested in improving TireMaster. Your enhancement requests can greatly assist us in meeting your needs. You can share your enhancement requests with either a sales representative or a support technician.

When you request an enhancement, do the following:

- Describe the area in TireMaster (from your perspective) that the enhancement would affect.
- Explain how the enhancement would help you do your work more efficiently or more successfully.

Although we may not be able to fulfill all requests, we attempt to implement those requests that meet the needs of the majority of our customers.

CHAPTER 2

MENU CONFIGURATION

You can customize the TireMaster menu to give different groups of employees easy access to the program areas they use the most. This chapter includes the following sections:

Menu Options	28
Add a Menu	28
Manage Existing Menus	30
Menu Assignments	32

MENU OPTIONS

The TireMaster menu includes a fixed bar along the top of the screen and customizable elements that you can configure based on employee roles.

Example: A menu for salespeople might include buttons to open the quote screen, Open Work Order List, and fitment guide, while the menu for an inventory manager would access the PO System, Inventory Maintenance, and the Qty Adjustment Wizard.

Creating a menu includes the following:

- Choosing which buttons are available on 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.
- Defining where to place the buttons.
- Assigning the menu to a site, a security group, or specific employees.

The menu configuration also includes the option to put a clock on the screen. The clock can be placed in the upper-right, bottom-left, or bottom-right corner of the screen.

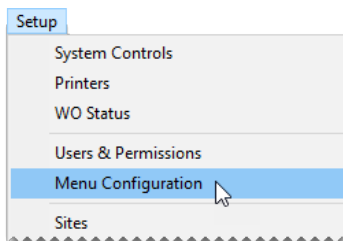
Users who belong to security groups assigned the permission **Setup Users/Permission** are allowed to work with the menu configuration.

ADD A MENU

Adding a menu includes defining which buttons it will have and which locations, employees, or both are allowed to use it.

To add a menu

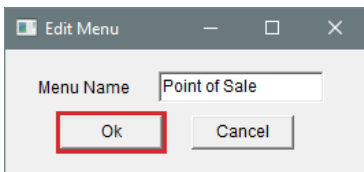
1. Select **Setup > Menu Configuration**. The Menu Setup screen opens.



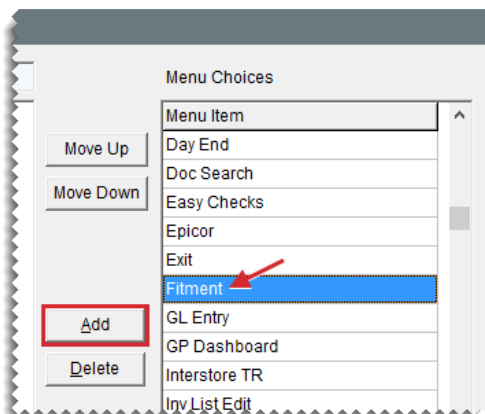
2. Click **Add**. TireMaster prompts you for the name of the new menu.



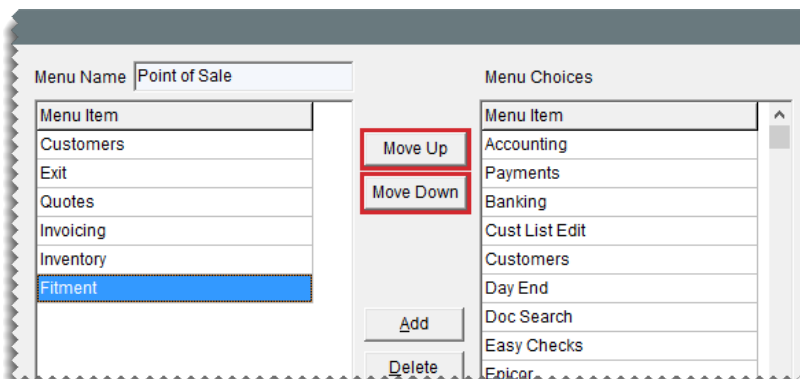
3. Type the menu's name and click **OK**.



4. Select the name of the new menu (left side of screen) and assign buttons to it.
 - a. For *each* screen that should be opened with a button, select its name from the **Menu Choices** list and click **Add**. The screen name is added to the **Menu Item** list.

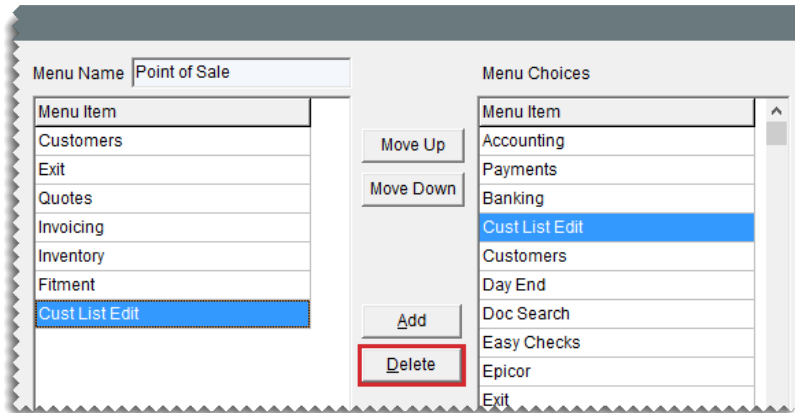


- b. Rearrange the screen names as needed. To move a screen, select the screen name and click **Move Up** or **Move Down** repeatedly until the name is where you want it.

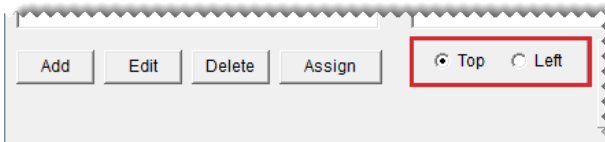


Note: To ensure all buttons are displayed when the screen is resized, a maximum of eight menu buttons is recommended for the resolution of 1024 x 768.

5. If you accidentally added a screen to the menu, select the screen name and click **Delete**.



- To display the menu at the top of the screen, make sure **Top** is selected. To display it along the left side, select **Left** instead.



- To include a clock with the menu, select the **Clock** check box. Then define the clock position by selecting **Top Right**, **Bottom Left**, or **Bottom Right**.



- Assign the menu to locations, security groups, and groups as needed. For more information, see ["Assign Menus" on page 32](#).
- To see the new menu, exit TireMaster. Then restart the program, and log in with the credentials for a user who is assigned to the menu.

MANAGE EXISTING MENUS

Managing your menus includes making changes to them or removing them from TireMaster.

UPDATE A MENU

Occasionally, you might need to make changes to a menu. These changes can include updating the name, changing the position or button assignments, and adding or removing the clock.

To update a menu

- Select **Setup > Menu Configuration**. The Menu Setup screen opens.
- Change the name if needed. Otherwise, disregard this step.

- a. Select the menu name you want to change, and click **Edit**. The Edit Menu screen appears.
- b. Type the new menu name, and click **OK**.
3. Assign additional buttons to the menu. Otherwise, disregard this step.
 - a. Select the menu you want to work with.
 - b. On the **Menu Choices** list, select the name of the screen you want to assign and click **Add**.
 - c. Repeat step **3b** as needed to assign additional buttons.
4. Remove buttons from the menu. Otherwise, disregard this step.
 - a. Select the menu you want to work with.
 - b. Select the name of the screen whose button you want to remove, and click **Delete**. A confirmation message appears.
 - c. Click **Yes**.
 - d. Repeat steps **4b** and **4c** as needed to remove additional buttons.
5. Change the position of the menu buttons. Otherwise, disregard this step.
 - a. Select the menu you want to work with.
 - b. Select **Top** or **Left**.
6. Add a clock. Otherwise, disregard this step.
 - a. Select the menu you want to work with.
 - b. Select the **Clock** check box.
 - c. To identify where to put the clock, select **Top Right**, **Bottom Left**, or **Bottom Right**.
7. Remove the clock. Otherwise, disregard this step.
 - a. Select the menu you want to work with.
 - b. Clear the **Clock** check box.
8. Close the Menus Setup screen.
9. To see the changes, exit TireMaster. Then restart the program, and log in with the credentials for a user who is assigned to the menu.

DELETE A MENU

If there is a menu you no longer use, you can remove it.

To delete a menu

1. Select **Setup > Menu Configuration**. The Menu Setup screen opens.
2. On the list of menus, select the one you want to remove and click **Delete**. A confirmation message appears.
3. Click **Yes**. The menu is removed from the menu list.
4. Close the Menu Setup screen.

MENU ASSIGNMENTS

Menu assignments define which menu appears when users log in to TireMaster.

ASSIGN MENU

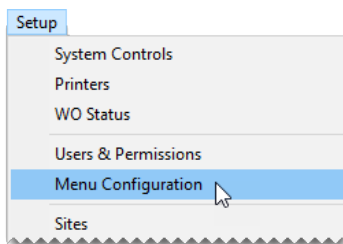
You can assign a menu to an entire location, one or more security groups, one or more users, or a combination of locations, groups, and users.

Tip: Set up a general default menu and assign it to your location to ensure that a set of buttons appears for users who are not assigned a menu.

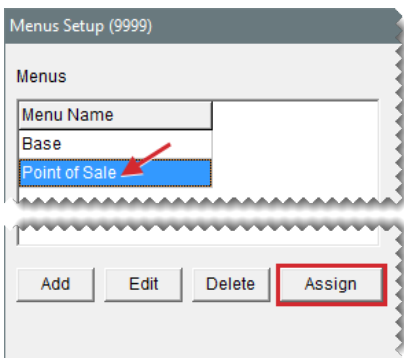
Note: If a user is assigned to multiple menus, the menu that the user was assigned to first will be used.

To assign menus

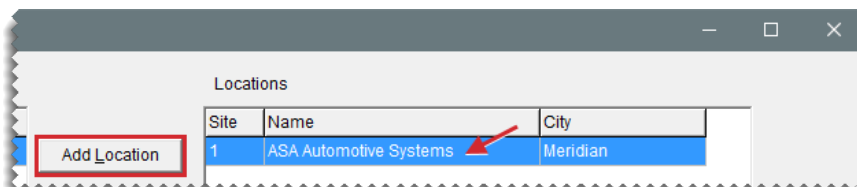
1. If the Menu Setup screen isn't already open, select **Setup > Menu Configuration**.



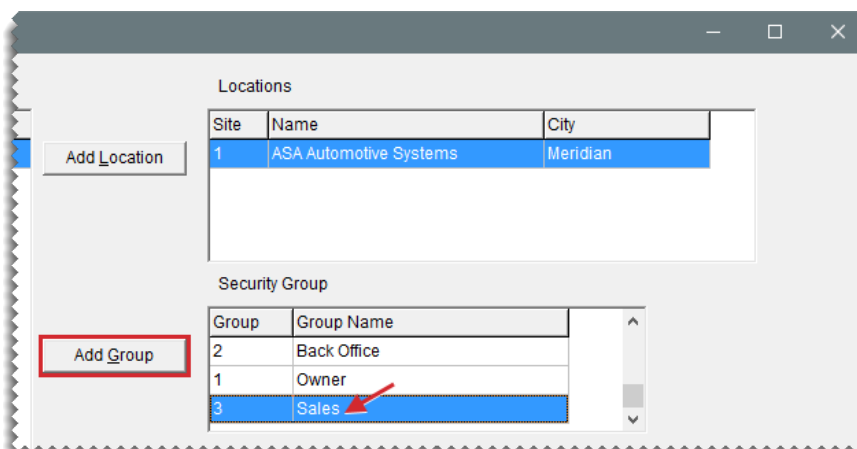
2. Select the menu you want to work with, and click **Assign**. The Menu Assignments screen appears.



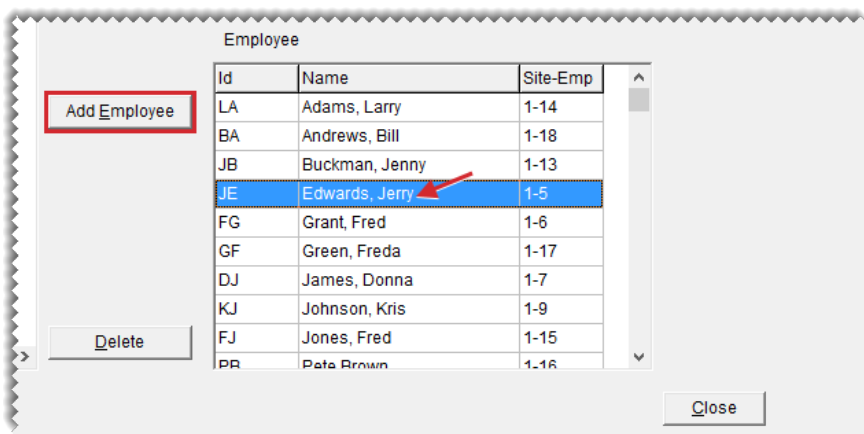
3. Do the following as needed:
 - To assign locations, make one or more selections from the **Locations** list and click **Add Location**.



- To assign security groups, make one or more selections from the **Security Group** list and click **Add Group**.



- To assign employees, make one or more selections from the list and click **Add Employee**.



- Close the Menu Assignment screen.

DELETE MENU ASSIGNMENTS

When a menu should no longer be assigned to a location, security group, or one or more users, you can undo the assignment.

To delete a menu assignment

- If the Menu Setup screen isn't already open, select **Setup > Menu Configuration**.
- Select the menu you want to work with, and click **Assign**. The Menu Assignments screen appears.

3. Select the name of the location, security group, employee whose assignment you want to remove, and click **Delete**. A confirmation message appears.
4. Click **Yes**. The assignment is removed.
5. To remove additional assignments, repeat steps 2 through 4.

CHAPTER 3

PRINTER AND DOCUMENT SETTINGS

You can generate a variety of documents with TireMaster. Before you generate these documents, however, you need define how they will look and where they will print. If you use a cash drawer, you also need to set it up. This chapter includes the following sections:

Printers	36
Configure Documents	38

PRINTERS

Before you print documents, define which printer to use for each document type. For example, you might print reports on a laser printer and invoices on a dot matrix printer. See "[Printer Guidelines](#)" on the facing page for a list of which printers to use for various document types.

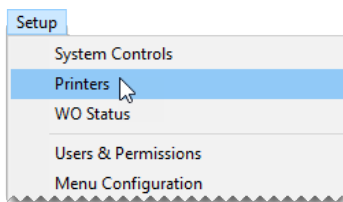
SET UP PRINTERS

Printers need to be set up for each workstation. However, before you can assign printers in TireMaster, you need to set them up on your network and on the individual computers connected to your network.

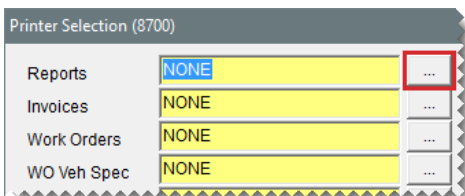
Note: TireMaster Corporate's reports can be generated with only specific printers and print drivers. To ensure that you can consistently generate documents from TireMaster, use printing hardware and software that has been tested by ASA Automotive Systems. If you need to purchase printers, call ASA Support or your account manager for information about recommended printers. ASA Support can also help you identify which print drivers you might need.

To set up printers

1. Select **Setup > Printers**. The Printer Selection screen opens.

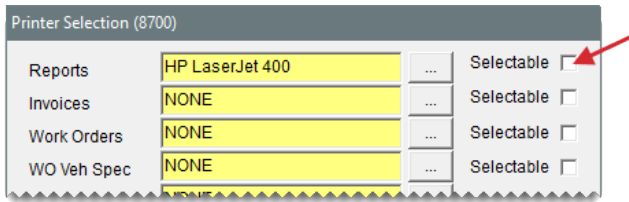


2. To select a printer for reports, click  next to the **Reports** field. The Print screen opens.

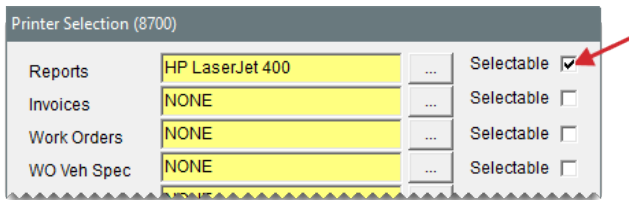


Note: Some reports print using the default Windows printer regardless of the printer you select.

3. From the **Name** drop-down, select a printer and click **OK**.
4. Do one of the following:
 - If you always use this printer for a document type, make sure the **Selectable** check box is clear.



- If you want to choose a printer when you print, make sure the **Selectable** check box for the document type is selected.



Note: Because some documents disregard this setting, you'll always be prompted to select a printer when printing.

5. Repeat steps 2 through 4 for the remaining printers and cash drawer (if needed).

Note: The first time you access the Quote Module, TireMaster will prompt you to define the type of printer to use for quotes.

6. Close the Printer Selection screen.

PRINTER GUIDELINES

TireMaster lets you set up a printer for each document type and the cash drawer. [Table 3-1](#) lists the printer guidelines for each document type.

Table 3-1: Printer Guidelines

Printers	Guidelines
Reports	Prints reports, financial statements, and checks. This printer should be a laser jet printer. Note: Some reports use the default Windows printer regardless of the printer you select.
Invoices	Prints invoices and ROAs. This printer can be either a laser printer or a dot matrix printer.
Work Orders	Prints work orders. This printer can be either a laser jet printer or a dot matrix printer.
WO Vehicle Specs	Prints vehicle specifications downloaded from Epicor. This printer can be either a laser jet printer or a dot matrix printer. For more information, see Epicor Vehicle specifications .

Printers	Guidelines
Quotes	Prints quotes. This printer can be either a laser jet printer or a dot matrix printer.
Purchase Order	Prints purchase orders. This printer needs to be a laser jet printer.
Checklist	Prints a list of recommended services for a vehicle. This printer should be a laser jet printer.
Drawer (open)	<p>Opens an electronic cash drawer. For more information, see Cash Drawers.</p> <p>Note: TireMaster is designed to work with APG Model 182 cash drawers only.</p>

CONFIGURE DOCUMENTS

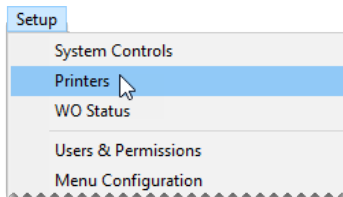
You can control the appearance of several documents by completing various settings. For example, you can define how much text should fill a page, which information is printed, how information is organized, and whether to include global messages.

SET THE TEXT LENGTH FOR FORMS

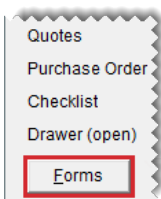
You have the option to print text on the entire page for work orders, invoices, and ROAs, or you can leave space for preprinted disclaimers or logos in the middle of a page instead.

To set the form text length

1. Select **Setup > Printers**. The Printer Selection screen opens.



2. Click **Forms**. The Form Selections opens.



3. Select one of the following:

- To print text on only part of the page, select **Normal**. Then select one of the **Set Inch** options to define the amount of white space that will separate the text from the totals. With this setting, preprinted areas are untouched and any remaining information is printed on subsequent pages.

- To print text on the entire page, select **Filled**.

- If you want to print documents on dot matrix printers, select the **Invoice**, **Work Order**, and **ROA** check boxes as needed. Otherwise, leave them clear.

Note: To include global comments on invoices that use OKI forms, the text length needs to be set to **Normal**.

- If you operate a business in Canada, select the **Canadian** check box.

Note: Disregard the **Include Reference Number** check box under **Statement Format**. As of TireMaster 9.3.0, statement settings have been consolidated on a single setup screen. For more information, see "[Statement Configuration](#)" on page 634.

- When you're finished, click **Save Setup**.

- Close the Form Selection screen.

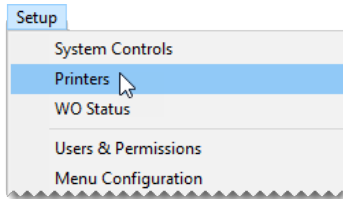
DESIGN WORK ORDERS AND INVOICES

You can choose which information, such as salesperson number, comments, and customer terms, prints on work orders and invoices.

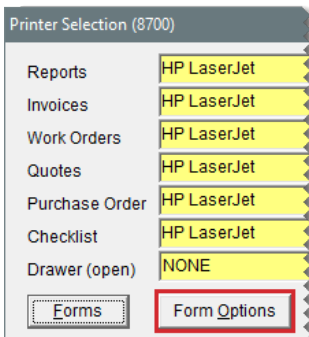
Note: Additional settings for invoices are available in System Controls. For more information, see ["Invoice - Print Header" on page 966](#) and ["Invoice - Print Signature Line" on page 966](#).

To design work orders and invoices

1. Select **Setup > Printers**. The Printer Selection screen opens.



2. Click **Form Options**. The Form Options screen opens.



3. Select the check boxes for the information types you want to include on work order and invoices.

Note: Disregard the settings under **Statements**. As of TireMaster 9.3.0, statement settings have been consolidated on a single setup screen. For more information, see ["Statement Configuration" on page 634](#).

4. Click **Save**. A confirmation message appears.

Form Options (16368)

Work Orders	Invoices
<input type="checkbox"/> Print Customer Fax #	<input type="checkbox"/> Print Customer Fax #
<input checked="" type="checkbox"/> Print Employee #	<input checked="" type="checkbox"/> Print Employee #
<input checked="" type="checkbox"/> Print Mechanic #	<input checked="" type="checkbox"/> Print Mechanic #
<input checked="" type="checkbox"/> Print Salesperson #	<input checked="" type="checkbox"/> Print Salesperson #
<input type="checkbox"/> Print Ship-To Address	<input checked="" type="checkbox"/> Print Ship-To Address
<input checked="" type="checkbox"/> Print Service Checklist Notes	<input checked="" type="checkbox"/> Print Comments
<input checked="" type="checkbox"/> Print Promised Time	<input checked="" type="checkbox"/> Print Customer Terms
<input type="checkbox"/> Print Fitment Information	<input checked="" type="checkbox"/> Print Credit Card Information
<input type="checkbox"/> Print Key Tag (Laser Printers Only)	<input type="checkbox"/> Print Name and Address in Bold (Laser Printers Only)

Statements
<input type="checkbox"/> Print Customer Terms
<input checked="" type="checkbox"/> Print PO # instead of Ref #
<input type="checkbox"/> Print Customer Fax #
<input type="checkbox"/> Print Customer Email address
<input checked="" type="checkbox"/> Include Not Due Aged Balance
<input type="checkbox"/> Age Fin. Charge by Due Date
<input type="checkbox"/> Print Site Header

Buttons: **Save** (highlighted), **Close**

5. Click **OK**.
6. Close the Form Options and Printer Selection screens.

Figure 3-2: Balance Sheet with General Account Type Groups

Figure 3-3: Balance Sheet with Detailed Account Type Groups

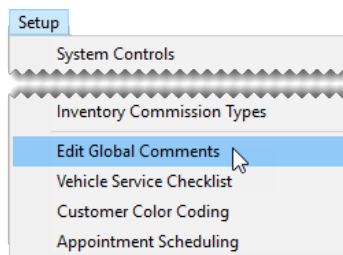
CREATE GLOBAL MESSAGES

You can create custom messages that print on all work orders, invoices, quotes, and statements (both monthly and real-time). You can use these messages to thank customers for their business, wish them a happy holiday, and encourage them to make payments on time. To create global messages, you need to belong to a security group assigned

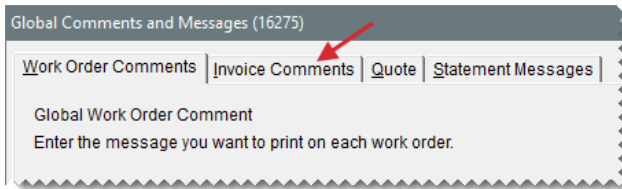
Note: When a document is reprinted, it displays the global comment currently set up in TireMaster instead of the comment that printed on the original.

To create global messages

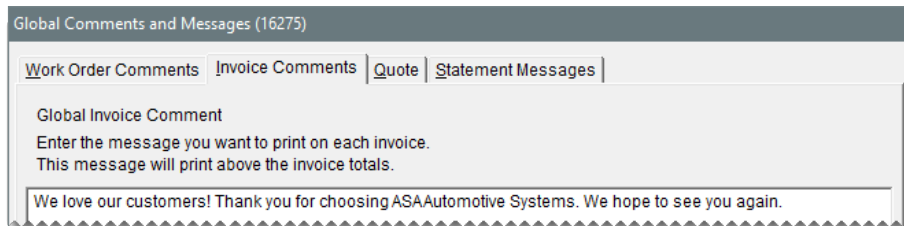
1. Select **Setup > Edit Global Comments**. The Global Comments and Messages screen opens.



2. Click the tab for the type of global message you want to create.



3. Type the message. There is one text field for work orders, invoices, and quotes. For statements, you can use the same or different messages for each aging breakdown. The due date for a customer's oldest aged balance determines which message to use. If the text field for a document type is empty, there is no global message for that document type.



Note: To include global comments on invoices that use OKI forms, set the text length to normal. For more information, see ["Set the Text Length for Forms" on page 38.](#)

4. To save your changes, click **OK**.

CHAPTER 4

USERS AND SECURITY

TireMaster protects your business information by securing your data from tampering and limiting who is allowed to view documents. This chapter includes the following sections:

User Accounts	44
Security Groups	51
Override TireMaster Security	61

USER ACCOUNTS

Each person who uses TireMaster or does any sales or mechanic work needs to have a user account. User accounts allow you to capture the following information:

- Who started or completed an invoice
- Who worked on a vehicle
- Who paid expenses with cash out of the till

Employees who need to use TireMaster are required to log in with a user ID and corresponding password.

Note: To maintain privacy, only the system-generated employee number or a combination of the User ID and the system-generated employee number appear on documents.

Once users are logged in, they can work in the program areas they're allowed to access. For more information, see "[Security Groups](#)" on page 51.

USER ACCOUNT PROPERTIES

For tracking and access purposes, you need to define various properties for each user. You can set these properties on the Employee/User Edit screen ([Figure 4-1](#)).

The screenshot shows a dialog box titled "Employee/User Edit (8000)". It contains the following fields and controls:

- Emp #: Two input boxes containing "1" and "10", followed by a green button labeled "UPDATE".
- Name: Text box containing "Smith, Russell".
- ID: Text box containing "RS".
- SQL User: Text box containing "RS".
- E-Mail: Text box containing "rsmith@awesomemechanic.com".
- Payroll: Empty text box.
- Active:
- Local User:
- Mechanic:
- Password: Text box containing "*****".
- Confirm: Text box containing "*****".
- Text to the right of password fields: "Both must match to change this user's password."
- Buttons at the bottom: "Commissions", "OK", and "Cancel".

Figure 4-1: Employee/User Edit Screen

Item	Description
Emp #	Displays the system-generated number for the user. The first field contains the number for the site where the user account was created.
Name	Lets you type the user's name.
ID	Lets you define a code for logging in to TireMaster, such as the first and last initials of the employee's name. The ID can be up to five characters long.
SQL User	<p>Lets you assign a unique ID for accessing the TireMaster database. The SQL user can be up to 15 letters. It cannot begin with a space, number, or symbol.</p> <p>Note: ASA recommends that you set the SQL user only once. If you change it at a later time, you will need to reset the password. Otherwise the password will, by default, be blank.</p>
E-mail	Lets you store the user's email address.
Payroll	Displays a value that can be set through some third-party applications.
Active	<p>Lets you define whether the employee currently works for the company.</p> <p>Note: Clearing this check box removes employees from security groups and deletes all of their permissions.</p>
Mechanic	Lets you define whether the employee is a mechanic. Selecting this check box enables you to assign the employee (mechanic) to appointments created with the TireMaster Scheduler.
Local User	Lets you define whether the employee is allowed to log in at a site. In TireMaster Plus and TireMaster Point of Sale, this check box is always selected.
Password	<p>Lets you set a password for the user. For more information, see "Create New Passwords" on page 48.</p> <p>Note: Passwords are case sensitive.</p>
Confirm	Lets you confirm the user's password.
Commissions	Lets you access the Commission Matrix screen to complete sales commissions settings for the user. For more information, see "Set Up an Employee Commission Matrix" on page 736 .

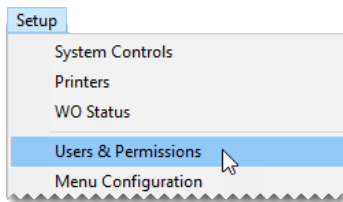
ADD USER ACCOUNTS

You need to create user accounts for employees who use TireMaster and those whose work needs to be tracked by TireMaster, such as mechanics. Depending on how you run your business, you might want to set up a single user account that multiple employees can use to log in to the program. For more information, see ["Group Users" on the facing page](#).

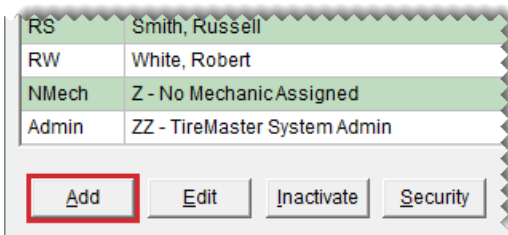
Note: For some employees, you should set up two user accounts. For more information, see ["Multiple Accounts for Employees " on the facing page](#).

To add a user account

1. Select **Setup > Users & Permissions**. The User List opens.



2. Click **Add**. The Employee/User Edit screen opens.



Note: TireMaster generates the employee number automatically. The system-generated employee numbers 1 and 2 are reserved for use by the TireMaster system administrator and ASA Support.

3. Type the name of the employee or group user.
4. Type an ID for the employee or group to use to log in to TireMaster.

Note: The ID can be up to five characters long. The user's initials are often good choice for an ID.
5. In the **SQL User** field, type a password for logging in to the TireMaster database.
6. Type the user's e-mail address (optional).
7. If the user is a technician, make sure the **Mechanic** check box is selected. Otherwise, leave it clear. When the check box is selected, the employee's name will be added to the Scheduler's appointment calendar. For more information, see ["Define Mechanics " on page 518](#).
8. Type a password for the user. For information about creating secure passwords, see ["Create New Passwords" on page 48](#).
9. Type the password again in the **Confirm** field.

Employee/User Edit (8000)

Emp #: 1 10 10000

Name: Smith, Russell

ID: RS

SQL User: RS

EMail: rsmith@awesomemechanic.com

Payroll:

Active Mechanic

Local User

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

10. To save the new user, click **OK**.

Note: New users are automatically saved as active employees and as local users.

MULTIPLE ACCOUNTS FOR EMPLOYEES

Some employees, such as the owner and system administrator, should have two user accounts. One account should provide access to all program areas and the other should be for performing every day, low-security functions.

Having two accounts for these employees reduces the chance that they will leave the system open while logged in as the owner or system administrator, exposing high-security areas to unauthorized employees.

Note: TireMaster comes with a default user account (Admin) for the system administrator. This user is assigned to the administrator security group. When you begin the going-online process, change the default password for the Admin account to ensure that your administrator privileges are available only to you.

GROUP USERS

Example: If you don't want employees to log in and out of TireMaster repeatedly, you can set up a group user account (which is not the same as a security group). You could create a user account called "Sales" for all of your salespeople.

MANAGE EXISTING USER ACCOUNTS

With regular maintenance, your data remains secure and your User List is easy to manage.

CREATE NEW PASSWORDS

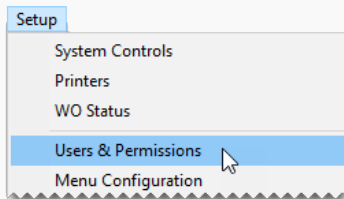
To maintain the security of your system, each account in TireMaster needs to have a password. Whenever users start TireMaster, they need to type the user IDs and passwords. If a user needs to log in at multiple sites, assign a for each site.

When you create passwords, use caution and common sense:

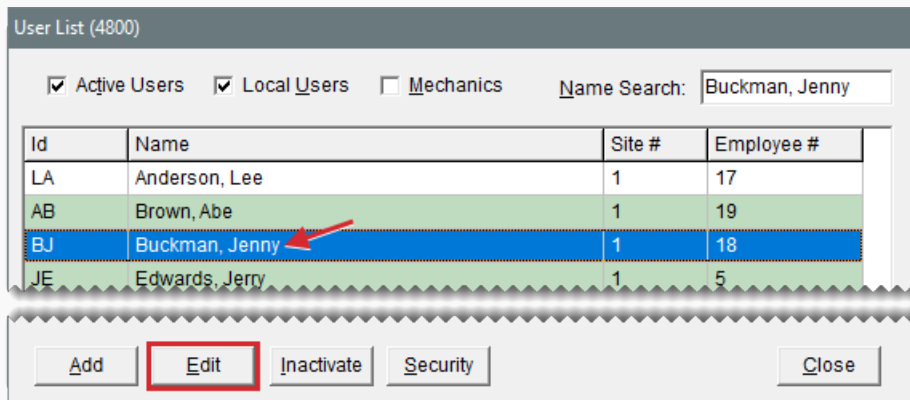
- Choose a password that is six to eight characters long. Short passwords are too easy to break, and long passwords take too long to type.
- Don't use a word or phrase that would be easy for someone to guess, such as a birthday, a family member's name, or a pet's name.
- Change your password on a regular basis.

To create new passwords

1. Select **Setup > Users & Permissions**. The User List opens.



2. Select the name of the user whose password you want to change, and click **Edit**. The Employee/User Edit screen appears.



3. Type the new password in both the **Password** and **Confirm** fields.

Note: Passwords are case sensitive.

4. To save the new password, click **OK**.

MAKE USER ACCOUNTS INACTIVE

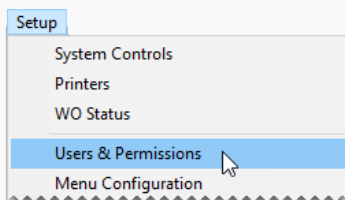
When an employee no longer works for you, inactivate his or her user account. Inactivating a user account results in the following:

- It removes the user from security groups.
- It removes any permissions and reports associated with that user.

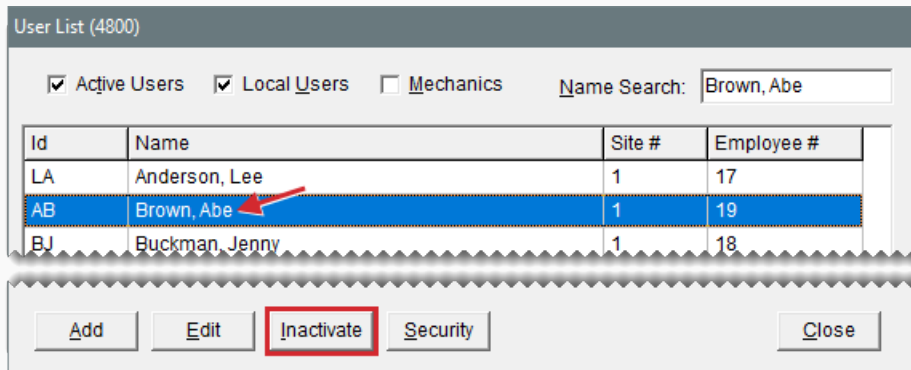
Note: Inactivating user accounts helps you manage the number of names displayed on the User List. To display the names of inactive users, clear the **Active Users Only** check box.

To inactivate user accounts

1. Select **Setup > Users & Permissions**. The User List opens. The User List appears.



2. Select the name of the user who you want to make inactive.
3. Click **Inactivate**.



4. To confirm that you want to deactivate the user, click **Yes**.

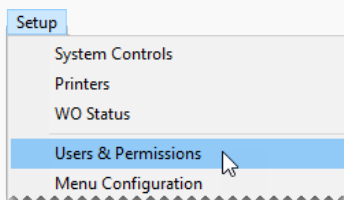
MAKE USER ACCOUNTS ACTIVE

If you deactivate a user account by accident or if a former employee comes back to work for you, you can activate his or her user account.

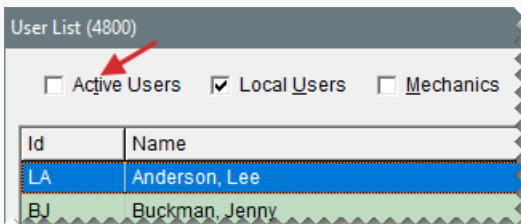
Note: Once you activate a user account, you need to reassign the user to one or more security groups.

To activate a user account

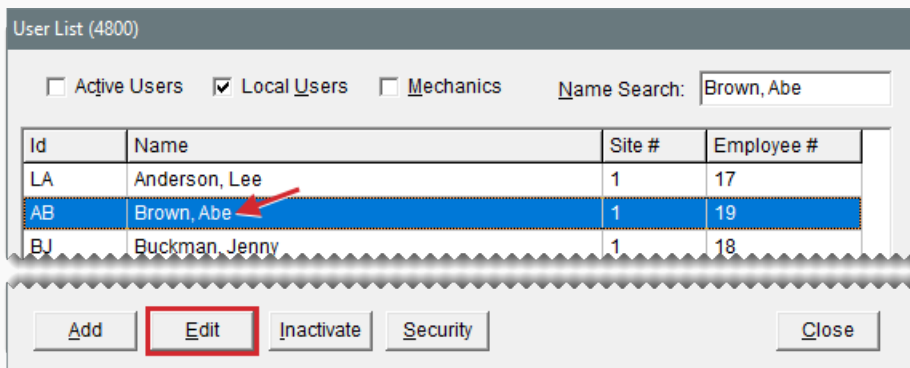
1. Select **Setup > Users & Permissions**. The User List opens.



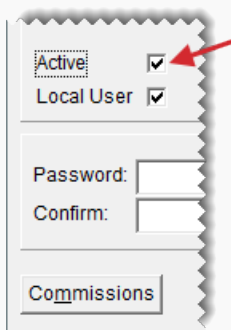
2. Clear the **Active Users Only** check box to display the names of both inactive and active users.



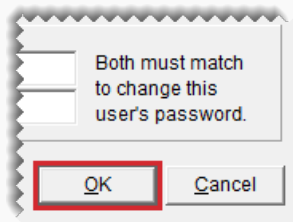
3. Select the name of the user account you want to make active and click **Edit**. The Employee/User Edit screen appears.



4. Select the **Active Only** check box. A confirmation message appears.



5. To verify that the user is now active, click **OK**.
6. To save your changes, click **OK**.



7. Close the User List.

SECURITY GROUPS

Security groups define which program areas employees are allowed to access and which reports they're allowed to print. Security groups are set up based on the different roles of employees. Each security group is assigned the following:

- **Permissions**, which define the program areas users in that group are allowed to access. For a list of permissions, see ["Permissions List" on page 943](#).
- **Reports**, which define the documents users in that group are allowed to print. For more information, see [Reports](#).

DEFAULT SECURITY GROUPS

New TireMaster systems ship with the following security groups.

- **Administrator** is for the person responsible for maintaining and supporting TireMaster. The user account for the system administrator is automatically assigned to this security group. Typically, all permissions are assigned to the administrator.
- **Owner** is for the person who owns the store. Typically, all permissions and reports are assigned to the owner security group.
- **Accountants** is for your accountants or bookkeepers. Typically, the users in this security group are assigned permissions for all accounting functions, along with reports for generating accounts payable, accounts receivable, and financial information.
- **Sales** is for users who work at point of sale. Typically, invoicing and some customer permissions are assigned to the sales security group.

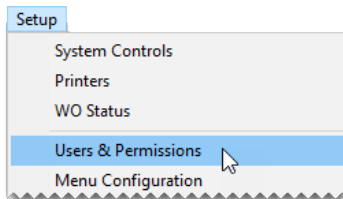
Once the permissions and reports for a security group are set, you can assign users to that group.

ADD OR RENAME SECURITY GROUPS

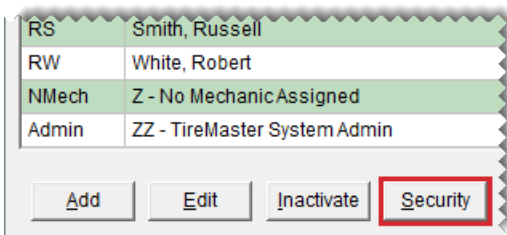
If the settings for an existing security group don't meet your needs, you can rename it or create a new one.

To add or rename a security group

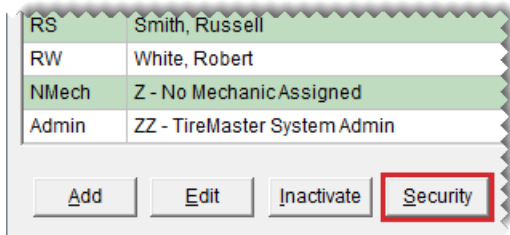
1. Select **Setup > Users & Permissions**. The User List opens.



2. Click **Security**. The Security Assignments screen opens.

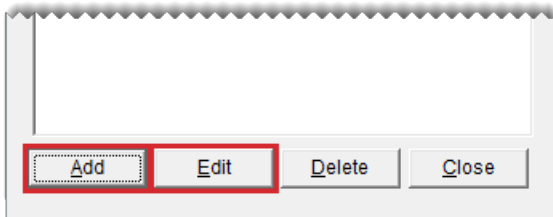


3. Click **Group Maintenance**. The Security Group Maintenance screen opens.



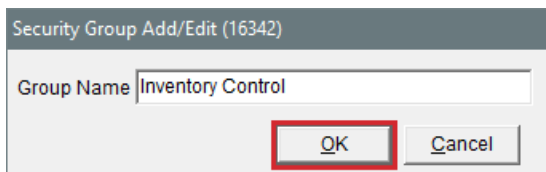
4. Do one of the following:

- For a new group, click **Add**.
- To rename an existing group, select the group's name and click **Edit**.



The Security Group Add/Edit screen opens.

5. Type a name for the group and click **OK**. The name of the new group is added to the list of security groups.



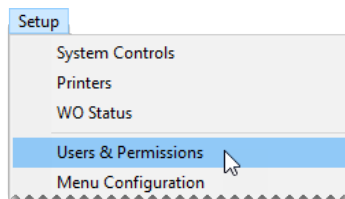
6. Close the Security Group Maintenance screen and the User List.

ASSIGNING PERMISSIONS TO A SECURITY GROUP

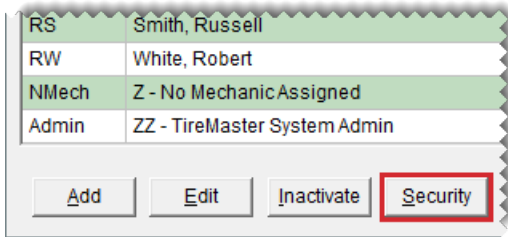
You can control which program areas users can access by assigning permissions to the security groups.

To assign permissions to a security group

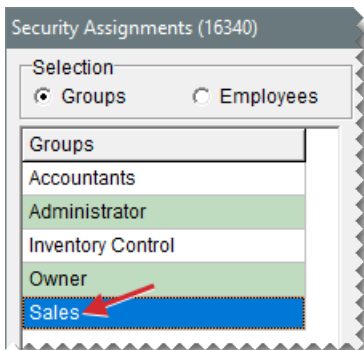
1. Select **Setup > Users & Permissions**. The User List opens.



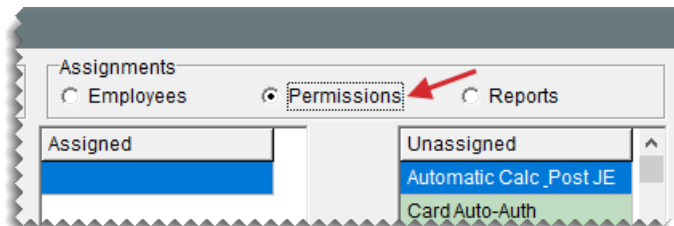
2. Click **Security**. The Security Assignments screen opens.





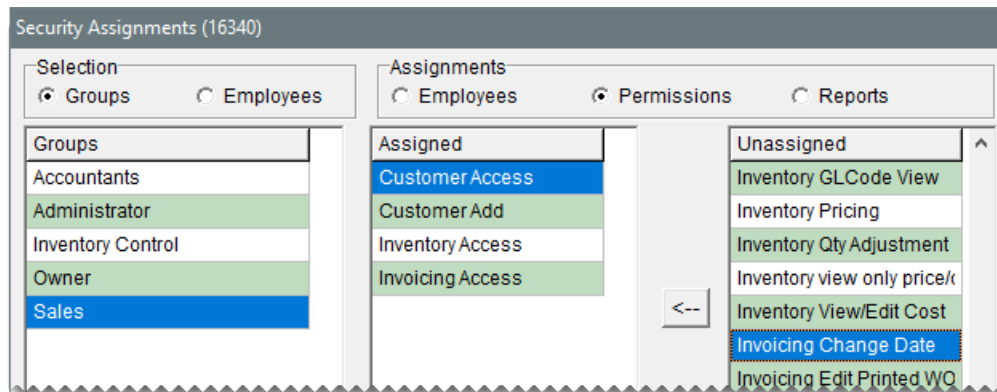
3. On the **Groups** list, select the security group you want to assign permissions to.



4. Under **Assignments**, select **Permissions**. The assigned permissions for the group, if any, appear on the **Assigned** list.



5. To assign permissions to the group, do one of the following on the **Unassigned** list:
- For an individual permission, double-click the permission's name.
 - For an individual permission, select the permission's name and click .
 - For multiple permissions, press **Ctrl** while you select each permission that you want to assign. Then click .



6. Close the Security Assignments screen and the User List.

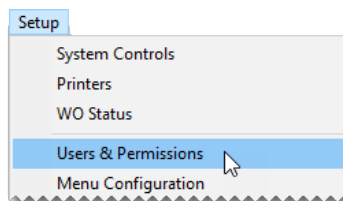
ASSIGN REPORTS TO A SECURITY GROUP

You can control which documents users are allowed to print by assigning reports to security groups.

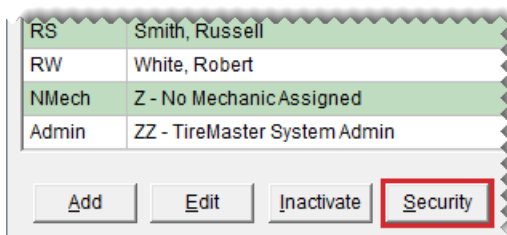
Note: Assigning reports to security groups affects only those documents that can be generated from the Report List.

To assign reports to a security group

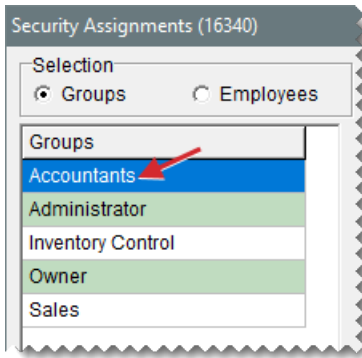
1. Select **Setup > Users & Permissions**. The User List opens.



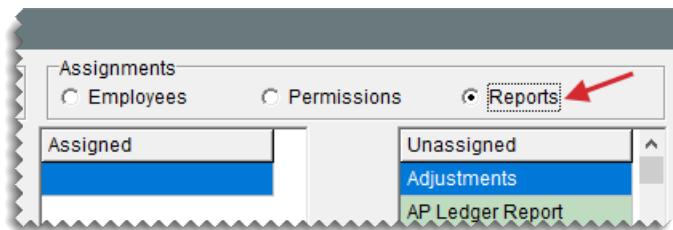
2. Click **Security**. The Security Assignments screen opens.





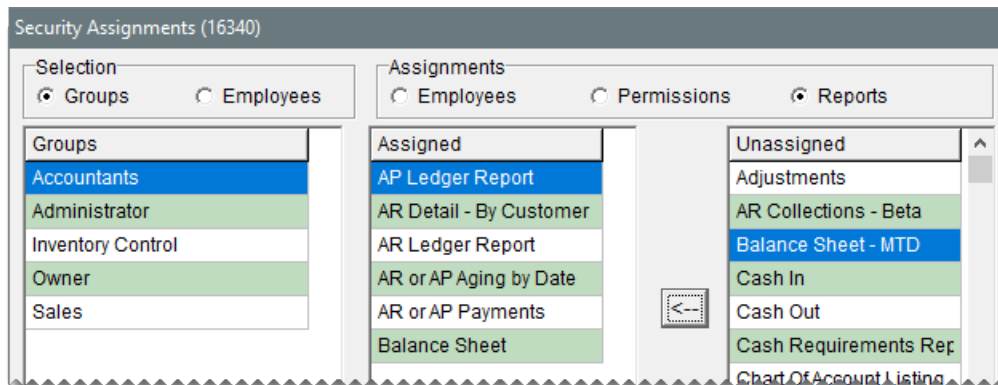
3. On the **Groups** list, select the security group you want to assign reports to.



4. Under **Assignments**, select **Reports**. The assigned reports for the group, if any, appear on the **Assigned** list.



5. To assign reports to the group, do one of the following in the **Unassigned** list:
 - For an individual report, double-click the report's name.
 - For an individual report, select the report's name, and click .
 - For multiple reports, press **Ctrl** while you select each report that you want to assign. Then click .



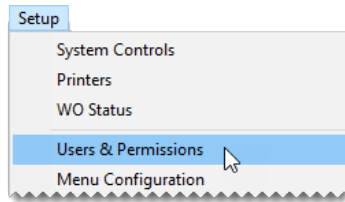
6. Close the Security Assignments screen and the User List.

ASSIGN USERS TO A SECURITY GROUP

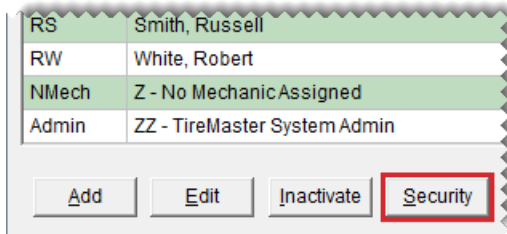
Before you can give users access to program areas and reports, you need to assign them to one or more security groups.

To assign users to a security group

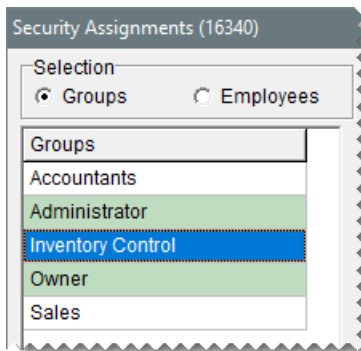
1. Select **Setup > Users & Permissions**. The User List opens.



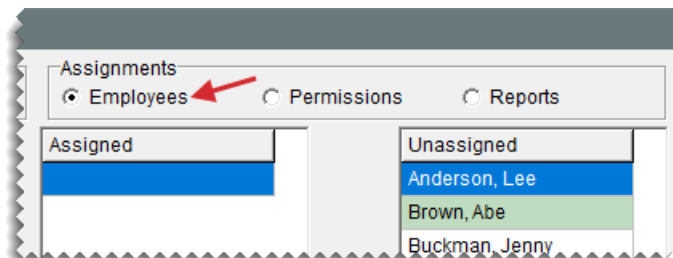
2. Click **Security**. The Security Assignments screen opens.





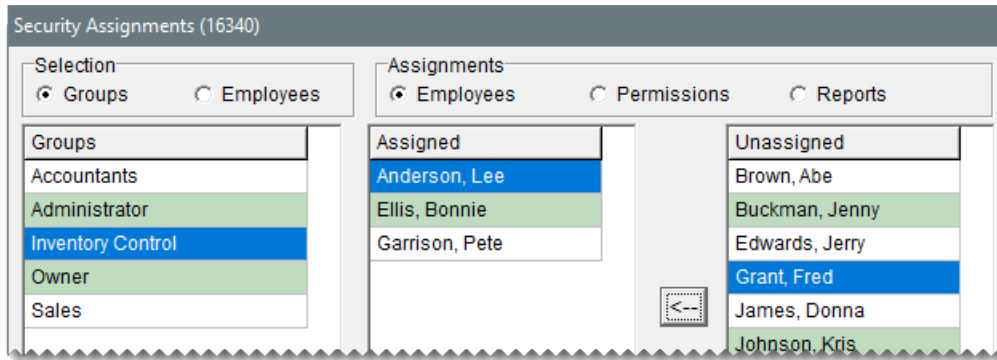
3. On the **Groups** list, select the security group you want to assign users to.



4. Under **Assignments**, make sure **Employees** is selected. The names of the assigned users for the group, if any, appear on the **Assigned** list.



5. To assign users to the security group, do one of the following in the **Unassigned** pane:
- For an individual user, double-click the user's name.
 - For an individual user, select the user's name, and click .
 - For multiple users, press **Ctrl** while you select each user that you want to assign. Then click .



6. Close the Security Assignments screen and the User List.

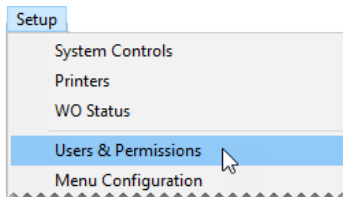
REVIEW SECURITY ASSIGNMENTS

Occasionally, you might need to review the assignments for a security group or an employee, or you might want to check the assignments for a report or a permission. TireMaster makes it easy to view and generate a printout of this information.

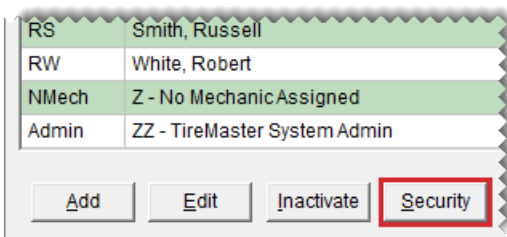
Note: Permissions and reports are assigned only to active employees.

To review an employee's permissions & reports

1. Select **Setup > Users & Permissions**. The User List opens.



2. Click **Security**. The Security Assignments screen appears.

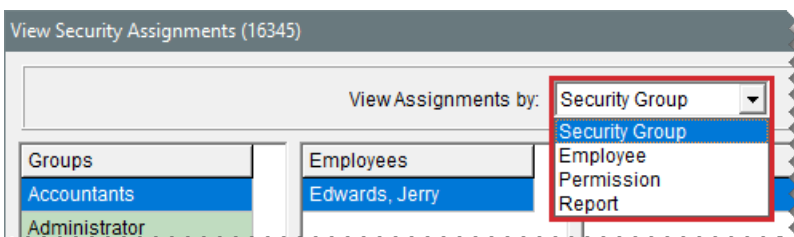


3. Click **View Security Assignments**. The View Security Assignments screen appears.



4. Select one of the following from the **View Assignments by** drop-down:

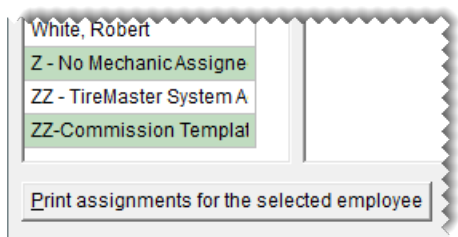
- To see which permissions, users, and reports are assigned to a security group, select **Security Group**.
- To see which groups, permissions, and reports, are assigned to a user, select **Employee**.
- To see the users and groups a permission is assigned to, select **Permission**.
- To see the users and groups a report is assigned to, select **Report**.



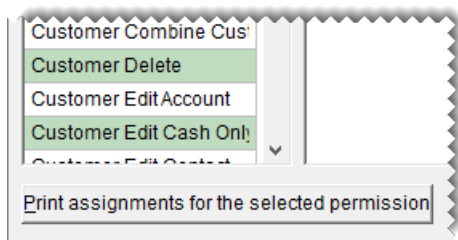
5. Depending on your selection in step 4, select a group, employee, permission, or report.
6. To print the information displayed on the screen, click one of the following:
 - **Print assignments for the selected group**



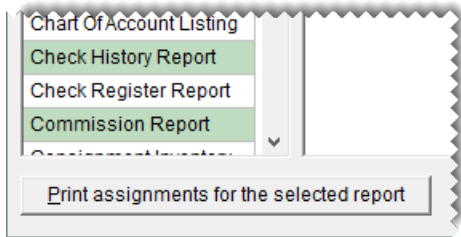
- **Print assignments for the selected employee**



- **Print assignments for the selected permission**



- **Print assignments for the selected report**



The Report Window opens and displays the Security Assignments Report.

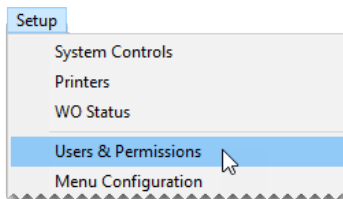
7. Print the report and then close the Report Window.
8. Close the open screens.

REMOVE SECURITY GROUP ASSIGNMENTS

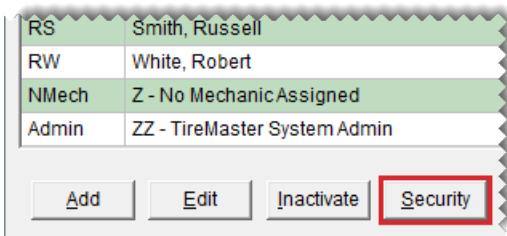
If you decide that a permission, report, or user should no longer be assigned to a particular security group, you can remove it from the group.

To remove security group assignments

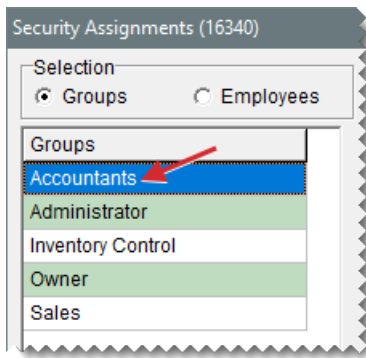
1. Select **Setup > Users & Permissions**. The User List opens.



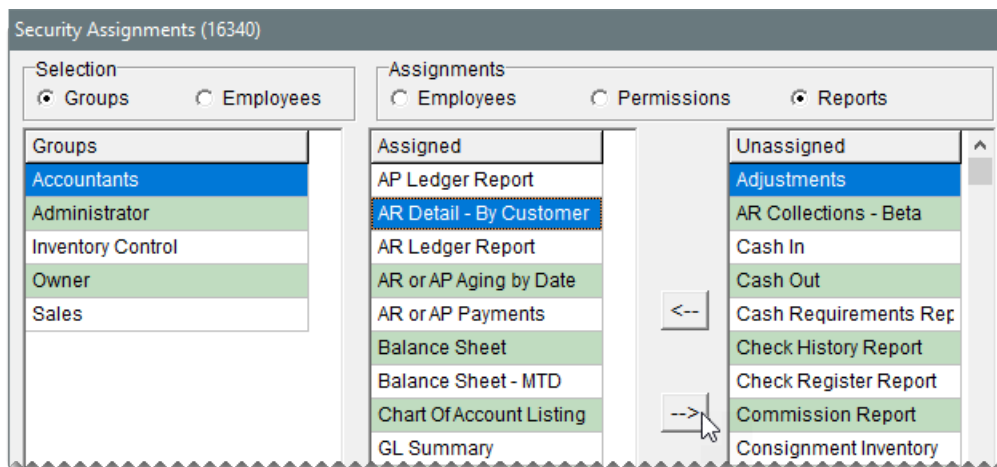
2. Click **Security**. The Security Assignments screen appears.



3. Select the name of the group whose assignments you want to change.



4. Do one or more of the following as needed:
 - To remove a user from the group, select **Employees** in the **Assignments** area. Then select the user's name, and click .
 - To remove a permission from the group, select **Permissions** in the **Assignments** area. Then select the permission name, and click .
 - To remove a report from the group, select **Reports** in the **Assignments** area. Then select the report name, and click .



Note: To remove multiple users, permissions, or reports, press the **Ctrl** key while making each selection.

5. Close the Security Assignments screen.
6. Close the User List.

OVERRIDE TIREMASTER SECURITY

If you are logged in as a regular user and come across a restricted area, TireMaster displays a warning (Figure 4-2).

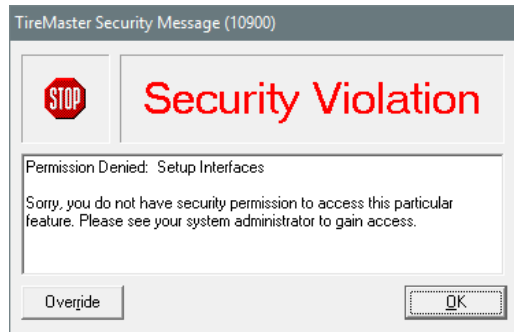


Figure 4-2: *Restricted Feature Warning*

The warning states that you aren't assigned the permission needed to use the feature in question. When the warning appears, you need to have a manager or another user with the required permission override the restriction. This topic describes the buttons and options available on the Security Assignments screen.

Note: Any user who has the permission in question can also override the restriction. This override lasts until the affected screen is closed.

To override a permission restriction

When the TireMaster Security Message screen appears, click **Override**. Then type the user name and password for the user who has the appropriate permission on the override verification screen, and click **OK**.

CHAPTER 5

CUSTOMERS

With TireMaster, you can track sales and payment activity for walk-in customers and those who have in-store charge accounts. This chapter includes the following sections:

Add and Manage Customers	64
Customer Maintenance Screen	75
Customer Searches	86
Customer Payment Terms	87
Customer Types	92
Customer Type Edit Screen	96
Customer Color Codes	98
External History Viewer	102

ADD AND MANAGE CUSTOMERS

Adding new customers and managing existing customer records are two of the most commonly performed tasks in TireMaster. For information about adding and managing vendor accounts, see ["Add and Manage Vendors" on page 164](#).

ADD A CASH CUSTOMER

In TireMaster, *cash customer* is a classification for those clients who are required to pay upon completion of a sale. Clients classified as cash customers can pay with cash, check, or payment cards. Cash customers are typically those clients who walk into your store to inquire about products and services.

To add a cash customer

1. Start a work order or a quote. TireMaster prompts you for the customer's name. For more information, see ["Create a Regular Work Order" on page 396](#), or ["Basic Tire Quotes" on page 455](#).
2. To close the Name Lookup/Entry screen, click **Cancel**.

3. On the Customer Maintenance screen, click **Add**. TireMaster prompts you for the new customer's name.

4. Type the new customer's last name or the customer's business name and click **OK**. One of the following occurs:
 - The Customer Maintenance screen opens, with the customer's last name filled in.
 - If a customer with the same last name already exists, TireMaster asks if you want to continue. To add the customer, click **Yes**. To see if the customer already exists in the database, click **No**. The customer record will open for editing, or you'll be prompted to select the name from the customer list.

- After the new customer's last name, type a comma, a space, and the customer's first name. (For example. CARLSON, STUART.)

Name Lookup/Entry (2300)

Enter Name: JONES, TOM

Note: For businesses, disregard the comma before the abbreviation *Inc.* Otherwise, Inc. will be treated as a last name (Inc., My Company).

- Type the new customer's street or mailing address.
- Type the customer's zip code. If the zip code has already been used, the Zip Codes screen appears.
- Click **OK**. The city and state are added to the customer's contact information.

Customer Maintenance (12200)

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

Cust#: []

Name: JONES, TOM Contact Type: Business Phone Number / E-Mail: []

Address: 800 W. ROSE HILL ST. Business Phone: []

Address2: [] Business Phone: []

City: [] State: [] Zip: []

Zip Codes (10300)

City	State	Zip
BOISE	ID	83709

Taxable
 Cash Only
 Statement
 Finance Charge
 Open Item AR

Ok Cancel

- Add the phone numbers and e-mail address you want to have on record for the customer. For more information, see ["Add Phone Numbers and Email Addresses" on page 151](#).

Information Prev Next

Cust#: [] 1 251

Contact Type	Number / E-Mail	Name
Cell Phone (Per.)	208-555-7770	[]
Business Phone	208-555-3030	[]
E-Mail	tjones@fakemail.com	[]
Business Phone	[]	[]

- To accept the remaining default settings for the customer, click **OK**. For more information, see ["General Tab" on page 76](#).



Note: Most walk-in customers will have the same tax level, customer type, price level, and payment settings. To save time, the customer default settings in System Controls should match the profile of your typical customer.

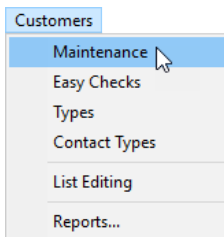
ADD AN AR CUSTOMER

When management agrees to extend in-store charges privileges to a business or individual, create a customer record for the client that includes the credit limit and payment terms.

Note: If you need to create a record for a national account or government support customer, see ["Add a National Account Customer"](#) on page 677 or ["Add a Government Support Customer"](#) on page 685.

To add an AR customer

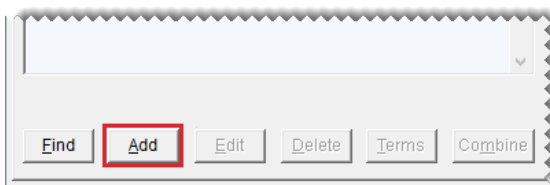
1. Select **Customers > Maintenance**. TireMaster prompts you for the customer's name.



2. To close the Name Lookup/Entry screen, click **Cancel**.



3. On the Customer Maintenance screen, click **Add**. TireMaster prompts you for the new customer's name.



4. Type the new customer's name, using the following guidelines, and click **OK**:

- For individuals, type the last name, a comma, a space, and the first name. (For example, CARLSON, STUART.)

Name Lookup/Entry (2300)

Enter Name: JONES, TOM

- For businesses, disregard the comma before the abbreviation *Inc.* Otherwise, Inc. will be treated as a last name (Inc., My Company).

Name Lookup/Entry (2300)

Enter Name: DARING DAISIES FLORAL INC.

License #: Phone # (Last 4):

Customer #: Unit #:

VIN #:

- Add the customer's address and contact information:
 - Type the new customer's street or mailing address.
 - Type the customer's zip code. If the zip code has already been used in TireMaster, the Zip Codes screen appears.
 - Click **OK**. The city and state are added to the customer's contact information.

Customer Maintenance (12200)

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

Cust#: []

Name: DARING DAISIES FLORAL INC. Contact Type: Business Phone Number / E-Mail

Address: 900 E. ORCHID AVE. Business Phone

Address2: Business Phone

City: State: Zip

City State Zip

City	State	Zip
BOISE	ID	83709

Taxable
 Cash Only
 Statement
 Finance Charge
 Open Item AR

Ok Cancel

- Add the phone numbers and e-mail address you want to have on record for the customer. For more information, see . ["Add Phone Numbers and Email Addresses"](#) on page 151.

Contact Type	Number / E-Mail	Name
Business Phone	208-555-4545	Main Number
Business Phone	208-555-6778	Office Number
E-Mail	daringdaisies@faker	
Cell Phone (Bus)	208-555-7899	Sue Potts (Driver)

- To classify the customer as an AR account, do the following:
 - Clear the **Cash Only** check box.
 - Select or clear the **Statement** and **Finance Charge** check boxes as needed.
 - Type the credit limit. For unlimited credit, type **0 . 00**.

- Update the remaining customer settings (such as tax level, price level, customer type) as needed. For more information about customer account settings, see ["General Tab" on page 76](#).
- Click **OK** to save your changes.

- Set the customer's payment terms. For more information, see ["Set a Customer's Payment Terms" on page 90](#).

UPDATE CUSTOMER RECORDS

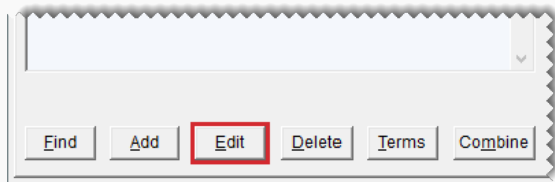
Occasionally you need to update customer information, such as address, phone number, or tax level. You can modify the information for a single customer or you can update a range of customer records.

UPDATE ONE CUSTOMER RECORD

Most of the time, you'll need to make changes to one customer record at a time. You can make these changes on the Customer Maintenance screen.

To update a customer record

1. Look up the customer whose settings you need to update. The Customer Maintenance screen appears. For more information, see ["Customer Searches" on page 86](#).
2. Make sure the **General** tab is selected, and do one of the following:
 - If you have permission to update the entire customer record, click **Edit**.



- If you're allowed to update the contact information and notes only, click **Edit Contact**.

 A screenshot of a software interface showing a form for customer contact information. The form includes a 'Cust#' field with values 1 and 252. Below this is a table with columns for Contact Type, Number / E-Mail, and Name. The 'Edit Contact' button is highlighted with a red rectangular box.

Contact Type	Number / E-Mail	Name
Business Phone	208-555-4545	Main Number
Business Phone	208-555-6778	Office Number
E-Mail	daringdaisies@faker	
Cell Phone (Bus	208-555-7899	Sue Potts (Driver)
Business Phone		

3. Make the needed changes. For information about the settings on this screen, see ["Customer Maintenance Screen" on page 75](#).
4. To save your changes, click **OK**.

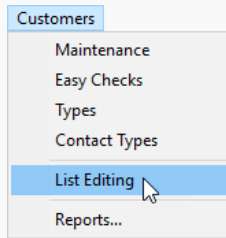


UPDATE MULTIPLE CUSTOMER RECORDS

You can update the information for a range of customer records with Customer List Editing. If you need to update a range of vendor records instead, see Update Multiple Vendor Records.

To update multiple customer records

1. Select **Customers > List Editing**. The Customer Range Lookup screen opens.



2. To search for a range of records to edit, use one or more of the following:
 - Starting and ending name
 - Customer ID (starting and ending)
 - Area code (starting and ending), city, state, or zip code
 - Blank zip codes
 - Site (for the corporate site of TireMaster Corporate systems only)
 - Salesperson, customer type, price level, commission type, or tax level
 - Active, inactive, or both
 - Cash, credit, or both
 - Customers who are assessed finance charges, those who aren't, or both
 - Customers who receive statements, those who don't, or both

Tip: To return to the screen's original settings, click **Reset**.

3. Click **OK**. The Customer List Editing screen opens.

Customer Range Lookup (16265)

Name: J to JZ
 Cust ID: to
 Area Code: to
 City: BOISE
 State:
 Zip: Blank Zip Codes

Site(s): 1
 Salesperson:
 Cust Type: 1
 Price Level:
 Commission:
 Parts Tax:
 Labor Tax:

Active/Inactive
 Active
 Inactive
 Both

Cash/Credit
 Cash
 Credit
 Both

Finance Charge
 Fin Chrg
 No Fin Chrg
 Both

Statement
 Stmtnt
 No Stmtnt
 Both

Reset OK Close

Note: For a hard copy of the information listed on the screen, click **Print** to generate the List Editing Report.

4. Select a column and update the records as needed. You can type your changes or make a selection from a list. To select a setting from a list, click or press .

Customer List Editing (16266)

CUUCD	SITENO	NAME	PLEVEL	STATE
145	1	JACOB, TOM	-20T	D
144	1	JAMES, DONNA	-20T	D
130	1	JONES, JEFF		D
126	1	JONES, KRIS		D
251	1	JONES, TOM		D

Tip: You can rearrange the columns on this screen. For more information, see ["Rearrange Table Columns"](#) on page 10.

5. When you're finished updating the records, click **Close**.

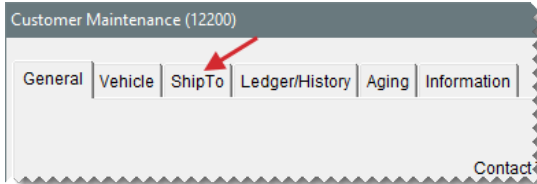


ADD A SHIPPING ADDRESS

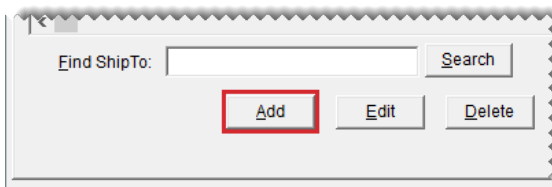
TireMaster lets you store additional shipping or billing addresses for each customer. When you create new work orders, you can select one of the addresses.

To add a separate shipping address

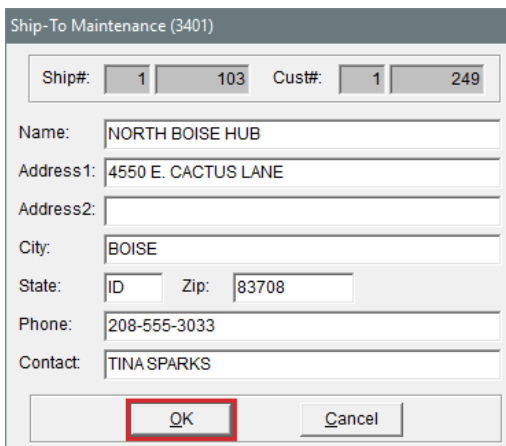
1. Search for the customer whose shipping address you're going to add. For more information, see ["Customer Searches"](#) on page 86.
2. On the Customer Maintenance screen, click the **ShipTo** tab.



3. Click **Add**. The Ship-To Maintenance screen appears.



4. Type a unique name for the address and the address information.
5. To save the new address, click **OK**.



MANAGE ADDITIONAL CUSTOMER INFORMATION

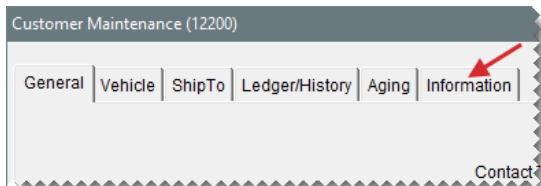
If you need to store additional information in a customer's record, you can add it to the **Information** tab. Types of information that can be added to the tab include additional contact names and billing instructions.

Note: Content on the **Information** tab can be updated only by users assigned the permission **Customer Edit Information Tab**.

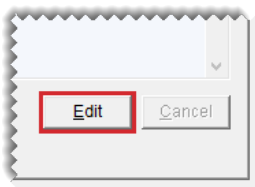
Tip: The content on the **Information** tab can also be viewed at point of sale.

To add content to the Information tab

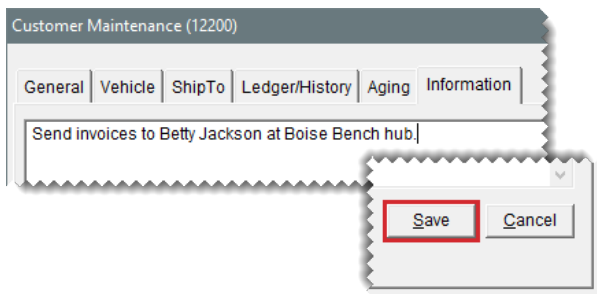
1. Search for the customer for whose information you want to add. For more information, see ["Customer Searches" on page 86](#).
2. Click the **Information** tab.



3. Click **Edit**.



4. Type the new information, and click **Save**.



COMBINE CUSTOMERS

In some cases, such as marriage or duplicates, you might need to combine two customer records. When you combine customers, TireMaster makes one record inactive and adds that customer information to an existing customer record which is maintained.

To combine customers

1. Search for the customer whose record you want to *keep*. For more information, see ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected and click **Combine**. TireMaster prompts you for a name.

Customer Maintenance (12200)

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

Name: ALVERSON, FRANK Contact Type: Home Phone

Address: 2818 RIDGE ROAD E-Mail:

Find Add Edit Delete Terms **Combine**

3. Type all or part of the name of the customer whose record you want to combine with the record you selected in step 2 and click **OK**. The Customer List opens.

Customer Maintenance (12200)

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

Name: ALVERSON, FRANK Contact Type: Home Phone Cust#: Number / E-Mail: 208-555-5454

Address: 2818 RIDGE ROAD Address2: City: BOISE State: ID Zip: 8370

Phone & E-Mail Text

Name Lookup/Entry (2300)

Enter Name: ALVERSON

OK Cancel

4. Select the customer's name, and click **OK**.

Customer List (500)

Site#	Cust#	Name	Address1
1	256	ALVERSON JANITORIAL SUPPLY	8112 W. MAIN
1	254	ALVERSON, CHRISTOPHER	2900 N. UNIVERSITY DRIVE
1	143	ALVERSON, FRANK	2818 RIDGE ROAD
1	253	ALVERSON, MARY	2818 RIDGE ROAD
1	255	ALVERSON, PEGGY	

List Edit **OK** Cancel

5. A message similar to the following appears:
"About to delete and combine ALVERSON, MARY with ALVERSON, FRANK. Continue?"
6. Click **Yes**. TireMaster inactivates the record and adds the customer information to the record you selected in step 2.
7. Update the customer record that you kept as needed.

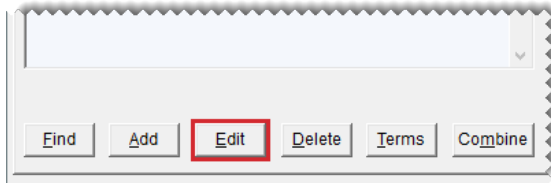
Example: If you combined the customer records for Frank Alverson (husband) and Mary Alverson (wife), you could change the name from **Alverson, Frank** to **Alverson, Frank and Mary**.

MAKE A CUSTOMER INACTIVE

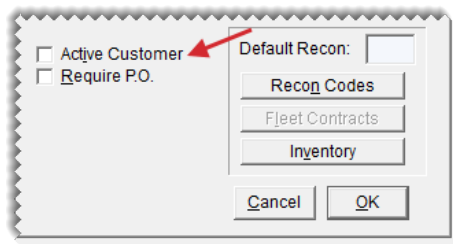
If a customer is no longer doing business at your store, you can inactivate corresponding the customer record. Inactive customer records can be excluded from customer searches.

To make a customer inactive

1. Search for the customer whose record you want to make inactive. For more information, see ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected and click **Edit**.



3. Clear the **Active Customer** check box.



4. Click **OK** to save your changes, and close the Customer Maintenance screen.

DELETE A CUSTOMER

Customer records that have never been used can be deleted from the TireMaster database.

Note: If you want to delete a customer record but cannot due to transactional history, inactivate the customer record instead. For more information, see ["Make a Customer Inactive" above](#).

To delete a customer record

1. Search for the customer whose record you want to delete. For more information, see ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected and click **Delete**. A confirmation messages appears.
3. Click **Yes**. The customer is removed from the database.

CUSTOMER MAINTENANCE SCREEN

You can store and track information about customers and their vehicles on the Customer Maintenance screen. This screen appears when you add a customer and at point of sale.

GENERAL TAB

The **General** tab (Figure 5-1) includes contact and account information for the selected customer.

Figure 5-1: Customer Maintenance Screen General Tab

Item	Description
<p>Prev</p> <p>Next</p>	<p>Lets you move to the record for the previous or next customer on the Customer List. The shortcut key for Prev is PageUp, and the shortcut key for Next is PageDown. To move to the next or previous customer, you need to be out of edit mode.</p> <p>Note: Customer records for inactive customers are retrieved only by clicking Prev or Next when they're included in the initial customer search. To include inactive customers in a search, clear the Active Only check box on the Name Lookup/Entry screen. For more information, see "Customer Searches" on page 86.</p>
<p>Cust #</p>	<p>Lets you enter the customer number, if any, from your previous system. The customer number generated by TireMaster is also listed here. The second number identifies the site where the customer was added. The third digit is a unique, system-generated number assigned to the customer.</p>

Item	Description
Name	<p>Lets you enter the name of the customer as you want it to appear in your searches. When typing a customer's name, do the following:</p> <ul style="list-style-type: none"> ▪ For people, type the last name followed by a comma and the first name (Smith, John). The last name is displayed first on the Customer List and reports. However, the first name appears before the last name on documents such as invoices and statements. ▪ For businesses, disregard the comma before the abbreviation Inc. Otherwise, <i>Inc.</i> will appear first on invoices and statements (Inc., My Company).
Address	Lets you enter the customer's physical address.
Address 2	<p>Lets you enter the customer's P.O. box address, if any.</p> <p>Note: If the customer only gives you a P.O. box number, put it in the Address 1 field and leave this field blank.</p>
City	<p>Lets you define the customer's city.</p> <p>Tip: Enter the customer's zip code first to insert the city and state automatically.</p>
State	Lets you define the customer's state.
Zip	<p>Lets you enter the customer's zip code.</p> <p>Tip: Type the zip code first. If it is already in the database, the city and state will be inserted automatically.</p>
Color	Lets you assign a color code to the customer. If a color code is assigned to a customer, that customer's name is highlighted with the assigned color on the Customer Maintenance screen, the Customer List, the Open Work Order List, and the Invoice Entry screen.
Contact Type Fields	<p>Does the following:</p> <ul style="list-style-type: none"> ▪ Identifies the contact method assigned to the selected customer's phone numbers, email addresses, or both. ▪ Lets you define the contact method for phone numbers, email addresses, or both (in add and edit modes).
Number/E-Mail Fields	<p>Does the following:</p> <ul style="list-style-type: none"> ▪ Identifies the phone numbers, email addresses, or both assigned to customers.

Item	Description
	<ul style="list-style-type: none"> ▪ Lets you define the phone numbers, email addresses, or both assigned to customers (in add and edit mode).
Name Fields	<p>Does the following:</p> <ul style="list-style-type: none"> ▪ Identifies the person to whom an email address or phone number is assigned. This entry can also be a description, such as <i>Main Phone</i>. ▪ Lets you define the name or description that you want to assign to phone numbers, email addresses, or both (in add and edit mode).
Phone & E-Mail	Lets you access the customer's contact list, which includes both phone numbers and email addresses.
Text	Lets you access the screen for sending text messages to the customer.
Edit Contact	<p>Lets you update the customer's address, phone numbers, email addresses, and notes.</p> <p>Note: Users who are allowed to update contact information only can click this button when they need to make changes to customer records.</p>
Taxable	<p>Defines whether the customer pays sales tax.</p> <p>Note: Tax exempt or reseller customers should be set up with tax levels that calculate no tax. This approach ensures that all customers appear on tax reports, regardless of whether they pay sales tax.</p>
Cash Only	Defines whether the customer must pay at the time of sale. If this check box is cleared, the customer has an in-store charge account.
Statement	Defines whether TireMaster will print statements for any balances that the customer carries.
Finance Charges	Defines whether the customer will be assessed a finance charge for any balance that is past due.
Open Item AR	<p>Lets you apply payments toward specific invoices. All charge customers are set up with open item AR accounts.</p> <p>Note: This check box is always selected and cannot be cleared.</p>
Tax Level - Parts	Lets you assign a tax level for calculating the amount of sales tax assessed on parts sold to the customer.
Tax Level -	Lets you assign a tax level for calculating the amount of sales tax

Item	Description
Labor	assessed on labor sold to the customer.
Price Level	Lets you assign a price level code that will allow the customer to receive special prices for any or all items.
AR/AP	Defines whether the record is for a customer (accounts receivable) or a vendor (accounts payable). For customers, this setting is always AR .
Type	Lets you assign a customer type to the customer.
Commission	Lets you assign a customer commission type to use for calculating commissions. If no code is entered in this field, TireMaster uses the default customer commission type set in System Controls.
Tax ID	Lets you define a customer's tax identification number, if that client is exempt from paying sales tax.
Credit Limit	<p>Lets you set the credit limit for charge customers. To give a customer unlimited credit, type 0 . 00.</p> <p>Note: This field is active when the Cash Only check box is clear. If you change an in-store charge customer to a cash-only customer, this field will become disabled but will continue to display the credit limit amount.</p>
Last Pay	Displays the last date when a payment from the customer posted to the general ledger. Displays the date of the last payment from the customer.
Salesperson	Lets you assign a salesperson to the customer's account. That employee is then used as the default salesperson for any work orders created for the customer.
Customer Since	Lets you define the date when the customer started doing business with you.
Notes	<p>Lets you enter information about the customer or account. This information does not print on statements.</p> <p>Note: This information can be viewed at point of sale by clicking the Customer Notes tab on the Invoice Entry screen.</p>
Active Customer	Defines whether the customer is active. Clearing the check box removes the customer from reports and lookup lists but preserves the customer's history.
Require PO	Lets you define whether a PO number is required to complete an invoice for the customer.

Item	Description
Default Recon	Displays the default reconciliation code for the customer (if any).
Recon Codes	Lets you enter one or more reconciliation codes for customers who have national account or government support agreements with your vendors.
Fleet Contracts	Not used.
Inventory	Lets you look up inventory items to see the customer's best price for those items. The best price is the everyday low price or the sale price, whichever is lower.
Find	Lets you look up a customer or a list of matches using full or partial entries.
Add	Lets you add a new customer.
Edit	Lets you change the customer's contact and account information.
Delete	Lets you delete a customer record that has never been associated with an invoice, work order, or quote.
Terms	Displays the screen for assigning payment terms to the customer.
Combine	Lets you select another customer account to inactivate and combine with the current customer's account. This option combines the history, vehicles, and ledgers of the selected customer with those of the current customer.
Cancel	Lets you exit the screen in add or edit mode without saving any changes.
OK	Lets you save changes in add or edit mode and exit the screen.
Close	Lets you exit the screen.

VEHICLE TAB

The **Vehicle** tab ([Figure 5-2](#)) lists a customer's vehicles. From this tab, you can also initiate vehicle transfers and access service history.

Customer Maintenance (12200)

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

Retail Commercial

Cagney Courier

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
17	FORD	TRANSIT-250	5	CAGNEY5	86135	1	1XXZZ01JJMM101321	194
17	FORD	TRANSIT-250	6	CAGNEY6	99254	1	1XXZZ22YYMM202311	195
18	FORD	TRANSIT-250	3	CAGNEY3	50499	1	1XXZZ99PPKK305511	192
18	FORD	TRANSIT-250	4	CAGNEY4	75892	1	1ZZLL88BBRR525256	193
19	FORD	TRANSIT-250	1	CAGNEY1	3027	1	1TTFF99HHDD987123	190
19	FORD	TRANSIT-250	2	CAGNEY2	6457	1	1TTFF55VVEE7298200	191

Find Vehicle: Search Active Only

Checklist Other Checklist

EXPENSE

ADD EDIT DELETE TRANSFER COMBINE HISTORY

CARFAX HISTORY

CUSTOMER SIGNUP

Figure 5-2: Customer Maintenance Screen Vehicle Tab

Item	Description
Retail	Displays a list of the customer's retail vehicles (such as cars, pickup trucks, and minivans).
Commercial	Displays a list of the customer's commercial vehicles (such as dump trucks, buses, and fork lifts).
Year	Displays the model year for the vehicle.
Make	Displays the make for the vehicle.
Model	Displays the model for the vehicle.
Unit #	Displays the unit number the customer has assigned to the vehicle.
License	Displays the license plate number for the vehicle.
Mileage	Displays the last ending mileage entered for the vehicle.
Site	Displays the site number for the location where the vehicle was added.
VIN	Displays the vehicle's identification number.
Find Vehicle	Lets you look for a vehicle on the list by make, model, or license plate number.

Item	Description
Search	Lets you activate the search for a vehicle.
Active Only	Displays only the active vehicles on the customer's vehicle list.
Checklist	Lets you access the recommended service checklist for the selected vehicle.
CARFAX History	Lets you access service and repair history that CARFAX has collected for the selected vehicle.
Other Checklist	For future use.
Add	Lets you add a new vehicle for the customer.
Edit	Lets you change information for the selected vehicle.
Delete	Lets you delete a vehicle from the list that is not already associated with an invoice, work order, or quote.
Transfer	Lets you move the history for a vehicle from the selected customer to another customer. After a transfer, the sales history for the transferred vehicle still appears in the original customer's historical ledger.
Combine	Lets you combine the history for two vehicles when there are multiple listings for the same vehicle.
History	Displays a list of all the items sold to the customer and the corresponding invoices for the selected vehicle.
Expense	Lets you generate a vehicle expense report for the selected vehicle.

SHIPTO TAB

The **ShipTo** tab list separate shipping or billing addresses for the selected customer. When you create new work orders, you can select one of the addresses.

Tip: To quickly find the address you need from a list of multiple addresses, type all or part of the address name in the **Find ShipTo** field. Then click **Search**.

CUSTOMER LEDGER/HISTORY TAB

The **Ledger/History** tab ([Figure 5-3](#)) displays a customer's subledger account activity and provides access the open item ledger. For more information, see [Open Item Ledger](#).

Tip: You can limit the number of documents retrieved when looking up a customer's history by setting a system control. For more information, see ["AR/AP Lookup Date " on page 963](#).

Customer Maintenance (12200)

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

Cagney Courier | 1 | 242

Search Sort By: Ref# Date Invoice #

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
02/27/19	1		186		117.94	117.94		
02/27/19	1		185		29.94	29.94		
02/27/19	1		184		1071.84	1071.84		
02/25/19	1		183		515.30	515.30		
02/25/19	1		182		117.94	117.94		
02/25/19	1		181		789.96	789.96		
02/25/19	1	RO	117		500.00	0.00		12356

View: AR Ledger History

Figure 5-3: Customer Maintenance Screen Ledger/History Tab

Item	Description
Search	Lets you narrow down the documents displayed by invoice number, reference number, PO number, check number, or amount.
Sort By:	Lets you display documents by the transaction date, transaction reference number, or invoice number.
(first blank field)	Displays the customer's name.
(second and third blank fields)	Displays the system-assigned customer number. The first digit identifies the site where the customer was added.
Date	Displays transaction dates.
Site	Displays the sites where transactions occurred.
Mod	Defines the type of transactions.
Invoice	Displays the document numbers for the transactions.
Ref	Displays any reference information entered when the transactions occurred.
Total Amt	Displays the total amount for transactions (in historical view only).

Item	Description
Charge Amt	<p>Functions in one of the following ways:</p> <ul style="list-style-type: none"> ▪ In historical view, shows only the amount charged. For example, a \$100 charge made toward a \$120 purchase would show as 100. ROAs and discounts do not show an amount. ▪ In AR view, shows the original amount. For charges and late fees, this amount is positive. For ROAs and discounts, this amount is negative.
Paid Amt	Shows the amount applied to an item (in AR ledger view only). For charges and late fees, the amount is displayed as a positive number. For ROAs and discounts, the amount is displayed as a negative number.
PO Check#	<p>Displays the document number for a PO charge.</p> <p>Displays the check numbers for AR easy checks and the checks that the customer used to pay you (in historical view only). Displays the check numbers for the checks that the customer used to pay you (in historical view only).</p>
AR Ledger	<p>Displays all account activity (charges, payments received on account, discounts, or other) for the current period, as well as all unpaid or unapplied amounts from previous periods.</p> <p>Note: ROAs are displayed as negative amounts, because they decrease the customer's balance.</p>
History	<p>Displays all invoices, ROAs, finance charges, and discounts generated since the customer's account was started.</p> <p>Note: Because the historical ledger is not used to calculate the customer's balance, ROAs are displayed as positive amounts.</p>
Ext. Hist	Lets you access the External History Viewer (if it's installed). For more information, see " External History Viewer " on page 102.
Emails	Lets you email one or more selected documents to the customer.
Credit Memo	Lets you create a credit memo for the customer.
Open Item	Displays the open item ledger, where you can view or apply payments to outstanding invoices.
Print	Lets you reprint the selected historical invoice or other document.

Item	Description
Tax	Lets you change the amount of sales tax charged for a completed invoice.
Research	Lets you view journal entries related to a selected item in the customer's subledger in TireMaster Plus and TireMaster Corporate systems.

CUSTOMER AGING TAB

The **Aging** tab (Figure 5-4) displays a customer's balances and information about unapplied credits or unpaid finance charges.

Customer Maintenance (12200)

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

Cagney Courier 1 242

Balance:	2142.92
UnApplied Credits:	-500.00
UnApplied Itm Cnt:	1.00
Un-Paid Fin. Chrgs:	0.00

Current:	YTD:	Future:
-500.00	2642.92	2642.92

1-30:	31-60:	61-90:	Over
0.00	0.00	0.00	0.00

Last Statement Current Date

Figure 5-4: Customer Maintenance Screen Aging Tab

Item	Description
Balance	Displays the total amount owed to you.
Unapplied Credits	Displays the total of any amounts received on account (ROAs) that have not been applied to a specific invoice. Unapplied amounts affect the customer's balance but remain in the open item ledger until you apply them.
Unapplied Itm Cnt	Displays the number of payment and credit items in the customer's ledger that have not been applied.
Unpaid Fin Chrgs	Displays any finance charges that have not been paid.

Item	Description
Current	Displays the balance resulting from in-store charge and finance charge activity that occurred since the last statement cutoff. Note: Any ROAs that have never been applied to the customer's account are included in the current balance.
YTD	Displays the total amount of sales to the customer for the current year. On January 1, the amount in this field is reset to \$0.00. Note: Year-to-date totals are not calculated for the credit card customer accounts (such as ZZ-Visa/MasterCard), because those customer accounts are used for tracking payments received from credit card companies.
1-30	Displays the balance due as of the last statement.
31-60	Displays the balance due as of the second-to-last statement.
61-90	Displays the balance due as of the third-to-last statement.
Over	Displays any balances due for more than 90 days.
Future	Displays any balance that will appear as current on the next statement.
Last Statement	Lets you view account information for the selected customer as of the last statement cutoff date.
Current Date	Lets you view account information for the selected customer as of today's date.

INFORMATION TAB

The **Information** tab for storing further details about a customer's account. For example, you could post additional contacts or billing instructions on it.

Note: Users who are responsible for managing the content on the **Information** tab need to be assigned a permission. For more information, see "[Customer Edit Information Tab](#)" on [page 944](#).

CUSTOMER SEARCHES

Searching for customers is one of most commonly performed tasks in TireMaster. Customer searches typically occur when starting various transactions and when you need to review information such as a customer's account balance or history.

To search for a customer

1. Start a task that requires you to search for a customer or select **Customers > Maintenance**. TireMaster prompts you for the customer's name.

2. Type one of the following, or leave the **Enter Name** field blank to retrieve all customers.

- Name

Tip: You can use the percent sign (%) to replace an unknown portion of the customer's name.

- License plate number
- System-generated customer number (disregard the site)
- Phone number (last four digits of home, business, fax, or cell numbers)
- Unit number
- Vehicle identification number

Note: Partial entries are allowed for names, license plate numbers, unit numbers, and VINs.

3. To include inactive customers in the search, clear the **Active Only** check box.

The screenshot shows a dialog box titled "Name Lookup/Entry (2300)". It contains several input fields: "Enter Name:" with the text "JONES, JEFF"; "License #:"; "Phone # (Last 4):"; "Customer #:"; "Unit #:"; and "VIN #:". At the bottom left, there are two checkboxes: "Active Only" (unchecked) and "Search All Site" (checked). At the bottom right, there are "OK" and "Cancel" buttons.

4. Click **OK**. One of the following occurs:

- If the search finds an exact match, the Customer Maintenance screen opens to the customer's record.
- If more than one customer matches the lookup, the Customer List appears. In this scenario, select the appropriate customer's name, and click **OK**.

Tip: If you selected the wrong customer, click the **Prev** or **Next** button on the Customer Maintenance screen move to the correct customer record.

CUSTOMER PAYMENT TERMS

If you offer in-store charge accounts, you need to assign payment terms to your customers. Payment terms include due dates, discounts for early payments, and the number of installments.

SET DEFAULT CUSTOMER TERMS

Default payment terms are those terms which you extend to the majority of your customers who have in-store charge accounts. To define your default payment terms, you need to set a variety of system controls.

To set default customer payment terms

1. Select **Setup > System Controls**. The System Controls screen opens.
2. Click the **Customer** tab.
3. Set the requirements for the default due date:
 - a. Select **Default AR Due (D=#Days or T=Date)** and press **Enter**.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.00	1
Default AR Due #Days/Date	5	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

- b. If the payment is due by a specific number of days after the purchase, select **Days**. If the payment is due by a specific day of the month instead, select **Th**. Then click **OK**.
 - c. Select **Default AR Due #Days/Date** and press **Enter**.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.00	1
Default AR Due #Days/Date	5	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

- d. Type the number that represents the number of days after the purchase or the day of the month. Then click **OK**.
4. Set the default number of payments for an invoice:
 - a. Select **Default AR Terms (#Payments)** and press **Enter**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor

Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.00	1
Default AR Due #Days/Date	15	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

b. Type the number of installments and click **OK**.

5. Set the default early pay discount percentage:

a. Select **Default AR Discount Percentage (%)** and press **Enter**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor

Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.00	1
Default AR Due #Days/Date	15	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

b. Type the percentage amount and click **OK**.

6. Set the requirements for receiving the early pay discount:

a. Select **Default AR Discount (D=#Days or T=Date)** and press **Enter**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor

Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.25	1
Default AR Due #Days/Date	15	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

b. If you need to receive the payment by a specific number of days after the purchase, select **Days**. If you need to receive the payment by a specific day of the month instead, select **Th**. Then click **OK**.

c. Select **Default AR Discount #Days/Date** and press **Enter**.

Description	Value	SiteNo
Debit Cards - Allow Cash Back	NO	1
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.25	1
Default AR Due #Days/Date	15	1
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	0	1

d. Type the number that represents the number of days after the purchase or the day of the month. Then click **OK**.

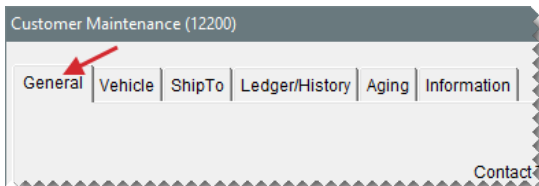
7. Close the System Controls screen.

SET A CUSTOMER'S PAYMENT TERMS

When you add a customer, the default payment terms are assigned automatically. If you want to offer different terms to a customer instead, you can set custom payment terms for that client.

To set custom payment terms

1. Look up the customer for whom you want to set custom terms. For more information, see ["Customer Searches"](#) on page 86.
2. On the Customer Maintenance screen, make sure the **General** tab is selected.



3. Click **Terms**. The Terms screen opens.



4. To enable early pay discounts, select the **Give Early Pay Discounts** check box.
5. To set a unique early pay discount, due date, or both, clear the **Use Above Defaults** check box. TireMaster disables the default terms.

6. If you selected the **Give Early Pay Discount** check box in step 4, do the following:
- Type the discount percentage in the **Discount %** field.

Example: To subtract 2% from invoices for which you receive early payment, type 2 in the **Discount** field.

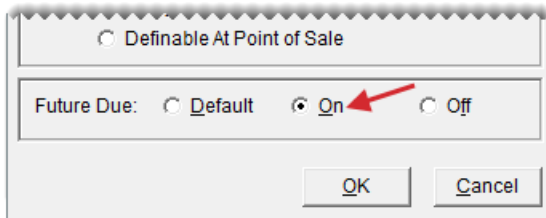
- If the payment must be received a specific number of days after the purchase to give the discount, type the number of days in the **Discount Days** field and select **Days Later**. If the payment must be received by a specific day of the month instead, type the day of the month and select **Day of Month**.
7. If the payment is due a specific number of days after the purchase, type the number of days in the **Due Date** field and select **Days Later**. If the payment is due by a specific day of the month instead, type the day of the month and select **Day of Month**.

Note: If payments are due on the last day of the month, type 31. TireMaster adjusts due dates for months with fewer than 31 days.

8. Under **Invoice Terms**, select the maximum number of payments the customer can make on an invoice.

9. Under **Future Due**, define whether to include future due invoices and balance adjustments on the customer's statements.
- To use the future due setting defined on the Statement Setup screen, select **Default**. For more information, see ["Define Statement Print Options" on page 637](#).
 - To always include future due items on the customer's statements, select **On**.

- To always exclude future due items from the customer's statement, select **Off**.



10. To save your changes, click **OK**.

CUSTOMER TYPES

Customer types classify customers and ensure that special handling occurs at point of sale. You can also use customer types to organize information on several reports.

When you start a work order, TireMaster looks at the customer's type code 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
- Which general ledger accounts the completed sale will post to

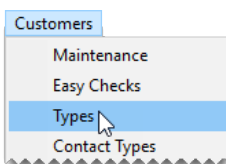
TireMaster comes with several customer types that you can customize and you can add your own. If you're looking for information about vendor types, see [Vendor Types](#).

ADD A CUSTOMER TYPE

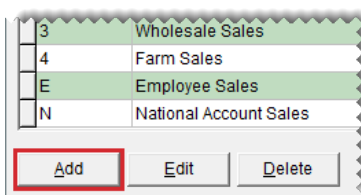
Although TireMaster comes with several customer types, you can create additional types to further classify your clients.

To add a customer type

1. Select **Customers > Types**. The Customer/Vendor Type List opens.



2. Click **Add**. The Customer/Vendor Type Edit screen opens.



3. Define a unique code for the customer type in the **Type** field.

Note: For ease of use, use only letters or numbers.

4. In the **AP or AR** field, type **AR**.
5. Type a description for the customer type.

Customer / Vendor Type Edit (1300)

Type: S AP / AR: AR

Description: Government Support Sales

Accounts: AR Acct

6. Under **Accounts**, assign following preset accounts. To assign an account, click the account field, press , and select an account from the list that appears.
 - For **AR Acct**, select 1110-0
 - For **AP Acct**, select 2000-0
 - For **AR Dis Acct**, select 4600-0
 - For **AP Dis Acct**, select 5600-0
 - For **Exp Acct**, select 9999-9999

Accounts	Account Number	Value
AR Acct:	1110	0
AP Acct:	2000	0
AR Dis Acct:	4600	0
AP Dis Acct:	5600	0
Exp. Acct:	9999	9999

7. Select any options that you want to enable for the customer type. For more information, see ["Customer Type Edit Screen" on page 96](#).

Options

Charge Ship-To Addons

Vehicle Tax Select Wholesale

FET Exempt Direct Deposit

Price Levels for National/GS

Department: 1

OK Cancel

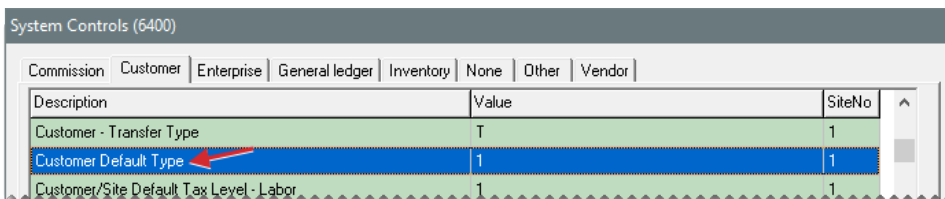
8. To save the customer type, click **OK**.

SET THE DEFAULT CUSTOMER TYPE

The default customer type is the setting that identifies your typical customer. For example, if most of your customers buy tires and services for their personal vehicles, you would define the retail customer type as the default. The default customer type is automatically assigned each time you add a new customer. The default customer type is defined with a system control.

To set the default customer type

1. Select **Setup > System Controls**. The System Controls screen opens.
2. Click the **Customer** tab.
3. Select **Customer Default Type** and press **Enter**. The Customer/Vendor Type List opens.



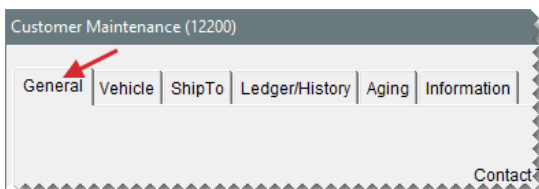
4. Select the type you want to use as the default, and click **OK**.
5. Close the System Controls screen.

ASSIGN A CUSTOMER TYPE

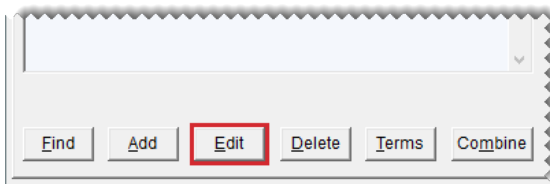
When you create a customer record, the default customer type is automatically assigned to the new customer. You can leave this setting alone or change it. You can also change the type assigned to existing customers.

To assign a customer type

1. Add a customer or look up the customer whose type you want to change. For more information, see ["Add a Cash Customer"](#) on page 64, ["Add an AR Customer"](#) on page 66, or ["Customer Searches"](#) on page 86
2. When the Customer Maintenance screen opens, make sure the **General** tab is selected.



3. Click **Edit**.



4. Click the **Type** field and press \square . Then select a type from the list that appears.

Finance Charge
 Open Item AR
 Type: **N**
 Tax ID:
 Notes:

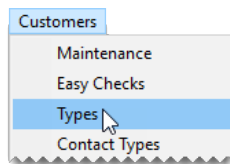
- To save the change, click **OK**.

UPDATE A CUSTOMER TYPE

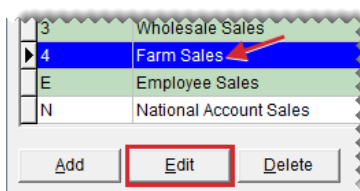
If you need to update customer types, you can easily adjust the options for handling point of sale and received on account activity. In TireMaster Plus and TireMaster Corporate, you can also choose to post sales activity to different GL accounts.

To update a customer type

- Select **Customers > Types**. The Customer/Vendor Type List opens.



- Select the type you want to updated and click **Edit**. The Customer/Vendor Type Edit screen opens.



- Change the options as needed.

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

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

DELETE A CUSTOMER TYPE

If a customer type is not assigned to any customers, it can be deleted.

To delete a customer type

1. Select **Customers > Types**. The Customer/Vendor Type List opens.
2. Select the type you want to remove and click **Delete**. A confirmation message appears.
3. Click **Yes**.

CUSTOMER TYPE EDIT SCREEN

The settings for customer types are defined on the Customer/Vendor Type Edit screen (Figure 5-5). Vendor types are also set up and maintained with this screen. For more information, see [Vendor Types](#).

Customer / Vendor Type Edit (1300)

Type: N AP / AR AR

Description: National Account Sales

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

OK Cancel

Figure 5-5: Customer Type Edit Screen

Item	Description
Type	Lets you define a number or letter for identifying the customer or vendor type. (In add mode only.) Note: Vendor types are used only in TireMaster Plus and TireMaster Corporate.
AP or AR	Defines whether the type is for accounts payable (vendors) or accounts receivable (customers). Note: Vendor types are used only in TireMaster Plus and TireMaster Corporate.

Item	Description
Description	Lets you enter a description for the type.
Accounts:	<p>Lets the major and minor general ledger accounts to post to for transactions involving the type.</p> <p>Note: In TireMaster, use the preset accounts listed in "Add a Customer Type" on page 92.</p>
AR Acct	Lets you define the general ledger account for posting accounts receivable amounts.
AP Acct	Lets you define the general ledger account for posting accounts payable amounts.
AR Dis Acct	Lets you define the general ledger account for posting accounts receivable discounts.
AP Dis Acct	Lets you define the general ledger account for posting accounts payable discounts.
Exp Acct	Lets you define the general ledger account for posting any expenses.
Charge	Not used.
Ship-To	Not used.
Addons	Defines whether add-on items are included on work orders and quotes for customers assigned the type.
Vehicle	Defines whether the vehicle list is displayed when starting work orders for customers assigned the type.
Tax Select	Defines whether users are prompted to choose a tax level when starting work orders for customers assigned the type.
Wholesale	Not used.
FET Exempt	Defines whether customers assigned the type are exempt from paying federal excise tax. When a customer type is FET exempt, TireMaster automatically removes the federal excise tax from work orders for customers assigned that type.
Direct Deposit	Defines whether ROAs from customers assigned the type should be processed as direct deposits. When this setting is enabled, the Direct Deposit check box is automatically selected on the ROA completion screen.

Item	Description
Price Levels for National/GS	Defines whether price levels can be used for national account and government support customers.
Department	Lets you define the department (if any) for transactions involving the type.

CUSTOMER COLOR CODES

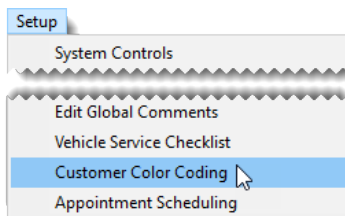
You can use color codes to easily identify customers who meet certain characteristics, such as those for whom you've written off bad debt. Color codes are displayed in customer records, on the Customer List, on the Open Work Order List, and on the Invoice Entry screen.

CREATE A COLOR CODE

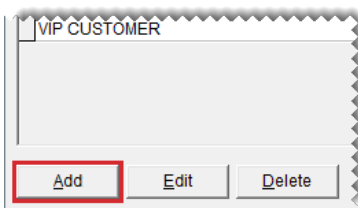
Before you can assign color codes to customers, you need to create them.

To create a color code

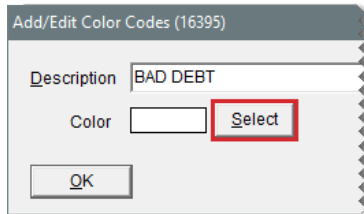
1. Select **Setup > Customer Color Coding**. The Customer Color Codes screen opens.



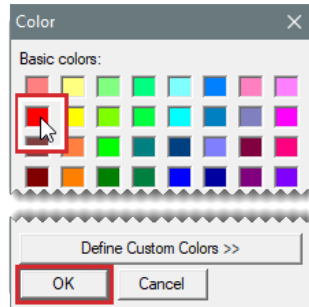
2. Click **Add**. The Add/Edit Color Codes screen opens.



3. Type a description for the color code.
4. Assign a color to the code.
 - a. Click **Select**. The Color screen opens



- b. Select the color you want to use and click **OK**.



- c. To save the new color code, click **OK** (again). The new color code is added to the list of color codes.



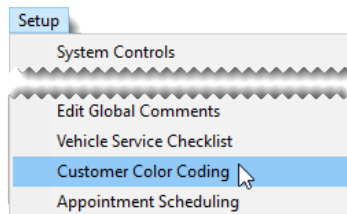
5. Close the Customer Color Codes screen.

UPDATE A COLOR CODE

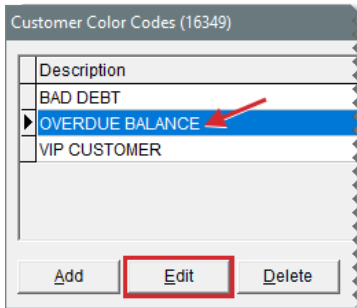
In some instances, you might want to change the description or color for an existing code.

To edit a color code

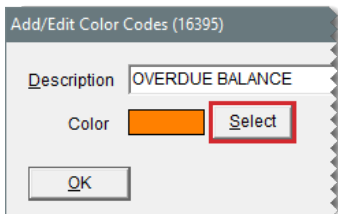
1. Select **Setup > Customer Color Coding**. The Customer Color Codes screen opens.



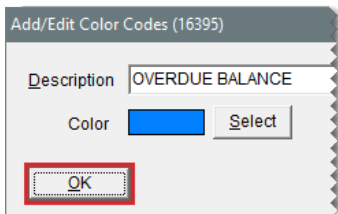
2. Select the code that you want to update, and click **Edit**. The Add/Edit Color Codes screen opens.



3. Type a new description if needed.
4. To change the color, click **Select**. Then choose a new color and click **OK**.



5. Click **OK** (again).



6. Close the Customer Color Codes screen.

DELETE A COLOR CODE

If you no longer use a color code, you can delete it.

To delete a color code

1. Select **Setup > Customer Color Coding**.
2. Select the color you want to remove and click **Delete**. A confirmation message appears.
Note: If a color code has been assigned to customers, it will be removed from those customer records when it is deleted.
3. Click Yes. The color code is deleted.

ASSIGN COLOR CODES TO CUSTOMERS

When you assign a color code to a customer, the customer's name is highlighted with the assigned color on the Customer Maintenance screen, the Customer List, the ["Open Work Order List"](#) on [page 414](#), and the Invoice Entry screen.

To assign a customer color code

1. Add a customer or look up the customer whose type you want to change. For more information, see ["Add a Cash Customer" on page 64](#), ["Add an AR Customer" on page 66](#), or ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected and click **Color**. The Customer Color Codes screen opens.

Customer Maintenance (12200)

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

Name: DRAKE, CRAIG
 Address: 785 DENTON
 Address2:
 City: MERIDIAN
 State: ID Zip: 83642 **Color**

3. Select the code you want to assign to the customer, and click **OK**. The selected color is added to the name field and is displayed in a swatch next to the **Color** button.

Customer Color Codes (16349)

Description	Color
BAD DEBT	Red
OVERDUE BALANCE	Blue
VIP CUSTOMER	Green

OK Cancel

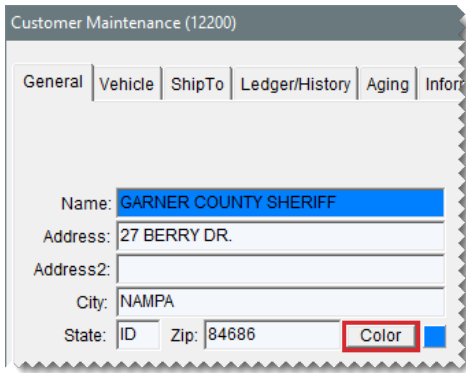
4. Close the Customer Maintenance screen.

REMOVE COLOR CODES FROM CUSTOMER RECORDS

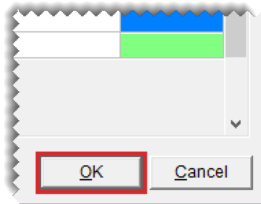
If a color code should no longer be associated with a customer, remove the code from the customer's record.

To remove a customer color code

1. Look up customer whose color code you want to remove. For more information, see ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected and click **Color**. The Customer Color Codes screen opens.



3. Click **Cancel**. A confirmation message appears.



4. Click **Yes**. The color is removed from the **Name** field and the swatch.
5. Close the Customer Maintenance screen.

EXTERNAL HISTORY VIEWER

With the External History Viewer, you can look up and print copies of invoices from sales that occurred in TireMasterDOS or TireMaster Lite. You can access the viewer from a customer's ledger history and vehicle history.

Note: The External History Viewer displays invoices only if you've had ASA Client Services load TireMaster DOS or TireMaster Lite data into your current TireMaster system.

VIEW DOS AND LITE CUSTOMER HISTORY

You can access the External History Viewer from the **Ledger/History** tab on the Customer Maintenance screen. This function lets you view invoices for all sales to the selected customer that occurred in TireMaster DOS or TireMaster Lite.

To view DOS and Lite customer history

1. Look up the customer whose history you want to view. For more information, see "[Customer Searches](#)" on page 86.
2. When the Customer Maintenance screen opens, click the **Ledger/History** tab.
3. Click **Ext. Hist**. The General External History Viewer opens.
4. Select an invoice in the top pane. TireMaster lists the items sold on that invoice in the bottom pane.
5. To print invoice history, do one of the following:

- For a copy of the selected invoice only, click **Print**.
- For a copy of all previous-system invoices, select the **Print external history for this cus** check box, and click **Print**.

The Report Window opens.

6. Click **Print** and then close the Report Window.

VIEW DOS AND LITE VEHICLE HISTORY

You can use the External History Viewer to look up invoices associated with a particular vehicle. This function lets you see which parts and services were sold for the selected vehicle in transactions performed in TireMaster DOS or TireMaster Lite.

To view DOS and Lite vehicle history

1. Look up the customer whose vehicle history you want to view. For more information, see ["Customer Searches" on page 86](#).
2. When the Customer Maintenance screen opens, click the **Vehicle** tab.
3. Select the vehicle whose history you want to view and click **History**. The Vehicle History screen opens.
4. Click **Ext. Hist**. The General External History Viewer screen opens.
5. Select an invoice in the top pane. TireMaster lists the items sold on that invoice in the bottom pane.
6. To print a list of all invoices associated with the selected vehicle, click **Print**. The Report Window opens.
7. Click **Print** and then close the Report Window.

CHAPTER 6

VEHICLES

TireMaster includes a variety of tools for managing your customers' vehicles. Along with adding new vehicles and updating existing vehicles, you can also retrieve vehicle service history. This chapter includes the following sections:

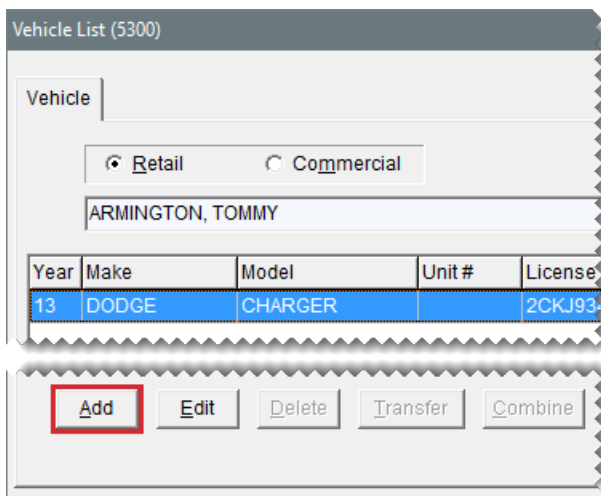
Add a Customer's Vehicle	106
Manage Existing Vehicles	108
Retrieve a Vehicle's History	113
CARFAX Applications	114
Commercial Vehicles	117

ADD A CUSTOMER'S VEHICLE

You can add a customer's vehicle as a standalone task or at point of sale when starting a quote or a work order.

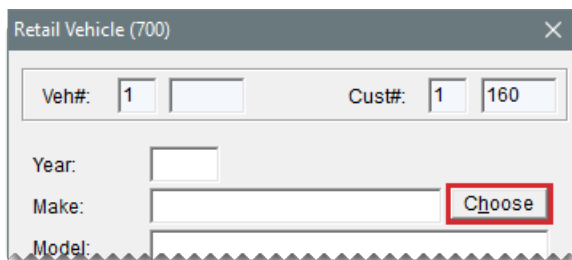
To add a customer's vehicle

1. Look up the customer or start a work order or a quote. For more information, see "[Customer Searches](#)" on page 86, "[Create a Regular Work Order](#)" on page 396 or "[Basic Tire Quotes](#)" on page 455.
2. Do one of the following:
 - If the Customer Maintenance screen is open, click the **Vehicle** tab. Then click **Add**.
 - If the Vehicle List is open, click **Add**.



The Retail Vehicle screen opens.

3. Click **Choose**. The Standard Vehicle Selection screen opens.



Note: Depending on a system control setting, the year for the vehicle will be added as a two digit (such as 16) or four digit (such as 2016) number. For more information, see "[Vehicle Year Format](#)" on page 959.

Tip: If you know the vehicle's VIN or license plate number and state, you can skip this step. VIN and plate numbers can be used to retrieve year, make, and model information from CARFAX. For more information, see "[CARFAX Applications](#)" on page 114.

4. Select the vehicle's year, make, model and option/engine. Then click **OK**.

Year	Make	Model	Option/Engine
2020	PORSCHE	BRZ	All Options
2019	RAM	CROSSTREK	2.5i
2018	RENAULT	FORESTER	2.5i LIMITED
2017	ROLLS-ROYCE	IMPREZA	2.5i PREMIUM
2016	SEA-DOO	LEGACY	2.5i TOURING
2015	SEAT	OUTBACK	3.6R LIMITED
2014	SKI-DOO	WRX	3.6R TOURING
2013	SMART	WRX STI	
2012	SUBARU	XV	
2011	SUZUKI		
2010	TESLA		
2009	TEXTRON		
2008	TOYOTA		

Note: If the vehicle isn't on the list, click **Cancel** and type the vehicle information on the Retail Vehicle screen.

5. Type the vehicle's license number, VIN, and unit number (when applicable).

Veh#: 1 Cust#: 1 160

Year: 18

Make: SUBARU Choose

Model: OUTBACK

Sub: 2.5i

License#: 1D467JJ State: ID

VIN: 1DDDD82633X004352 CARFAX Search

Unit#:

Mileage: 0 Active

 OK Cancel

6. To save the new vehicle, click **OK**.

MANAGE EXISTING VEHICLES

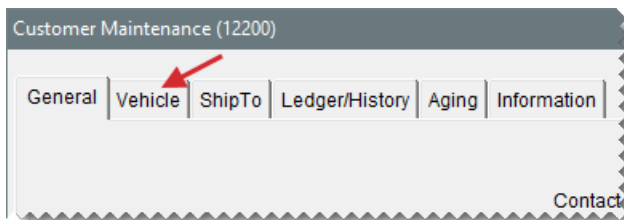
Occasionally, you might need to correct an error, such as a typo in the license plate number, or remove a duplicate vehicle entry. If one customer sells a vehicle to another customer, you can also update your records to reflect the change in ownership.

UPDATE VEHICLE INFORMATION

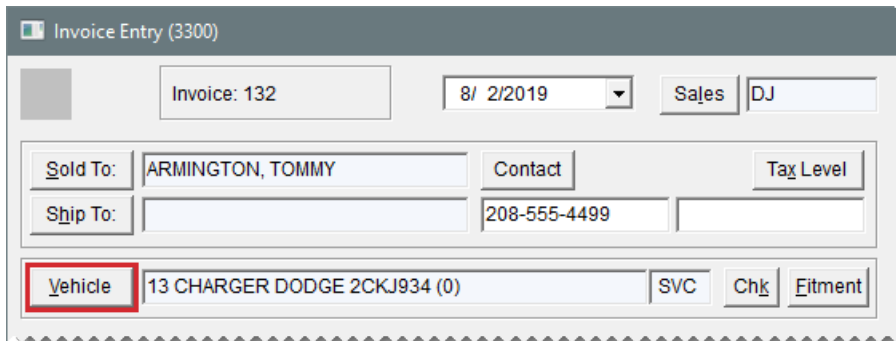
If the information about a customer's vehicle contains errors, you can correct the inaccuracies by editing the customer's record.

To update vehicle information

- Do one of the following:
 - Look up the customer whose vehicle information you want to edit. When the Customer Maintenance screen opens, click the **Vehicle** tab. For more information, see "[Customer Searches](#)" on page 86.



- Retrieve a customer's work order. Then click **Vehicle** on the Invoice Entry screen. For more information, see "[Retrieve a Customer's Work Order](#)" on page 405.



- Select the vehicle and click **Edit**. The Retail Vehicle screen opens.

Vehicle List (5300)

Vehicle

Retail Commercial

ARMINGTON, TOMMY

Year	Make	Model	Unit #	License
13	DODGE	CHARGER		2CKJ93
18	SUBARU	OUTBACK		1D467J

Add Edit Delete Transfer Combine

3. Do one of the following:
 - Type the needed changes.
 - Click **Choose** to select a different vehicle.
 - Type the VIN or license plate number and state, and click **CARFAX Search** (on TireMaster systems integrated with CARFAX).
4. To save your changes, click **OK**.

COMBINE A CUSTOMER'S VEHICLES

If the same vehicle is listed in a customer's record two or more times, you can remove the entries by combining the vehicles. When vehicles are combined, history from the deleted vehicle is added to the history for the vehicle that you keep.

To combine vehicles

1. Look up the customer whose vehicles you want to combine. The Customer Maintenance screen appears. For more information, see "[Customer Searches](#)" on page 86.
2. Click the **Vehicle** tab.

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information

Contact

3. Select the vehicle you want to keep and click **Combine**. The Customer Vehicle Selection screen opens.

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information

Retail Commercial

GILBERT, JOYCE

Year	Make	Model	Unit #	License	Mileage	Site	VIN
10	HYUNDAI	ACCENT		1A6W056	0	1	
10	HYUNDAI	ACCENT GLS		1A6W056	0	1	KMHCN4AC
98	JEEP	CHEROKEE SPT/CL		1AHS467	0	1	1J4FJ68S7
15	MERCEDES-BENZ	GLK250 BLUETEC		PICKLE	0	1	WDCGG0E

Find Vehicle: Search Active Only

CARFAX History

4. Select the vehicle that you want to remove from the customer's record, and click **OK**. A confirmation message appears.

Customer Vehicle Selection (14810)

Retail Commercial Main Vehicle: 10 HYUNDAI ACCENT GLS - - 1A6W056

GILBERT, JOYCE

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
10	HYUNDAI	ACCENT		1A6W056	0	1		177
98	JEEP	CHEROKEE		1AHS467	0	1	1J4FJ68S7W	176
15	MERCEDES	GLK250 BLU		PICKLE	0	1		

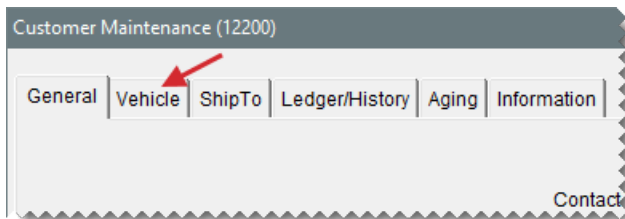
5. Click **Yes**. The extra vehicle is inactivated.

TRANSFERRING A VEHICLE TO ANOTHER CUSTOMER

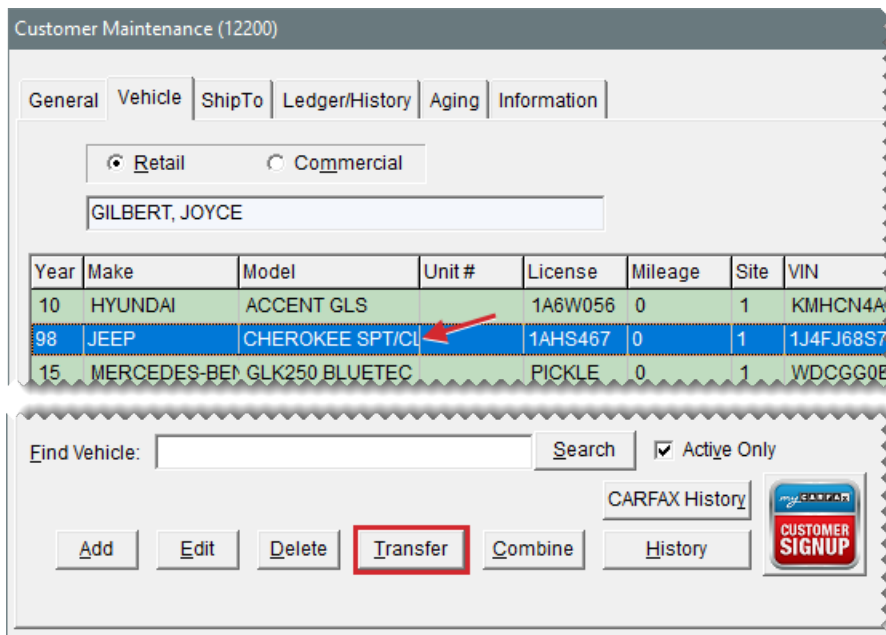
In some cases, such as a vehicle sale, you might need to transfer a vehicle from one customer to another.

To transfer a vehicle to another customer

1. Look up the customer who sold the vehicle. For more information, see "[Customer Searches](#)" on page 86.
2. When the Customer Maintenance screen opens, click the **Vehicle** tab.



3. Select the vehicle you need to transfer and click **Transfer**. TireMaster prompts you for the customer's name.



4. Look up the name of the customer who purchased the vehicle. TireMaster prompts you to confirm the transfer.
5. Click **Yes**. The vehicle is removed from the customer record for the seller and is added to the customer record for the buyer.

DELETING VEHICLES

You can delete a vehicle from a customer's record, regardless of whether any history is associated with that vehicle. First, look up the customer whose vehicle you want to delete. Then click the **Vehicle** tab on the Customer Maintenance screen, select the vehicle you want to remove, and click **Delete**.

Note: If a vehicle has history and you no longer want to display it on the Vehicle List, you can inactivate it instead. For more information, see "[Make Vehicles Inactive](#)" below.

MAKE VEHICLES INACTIVE

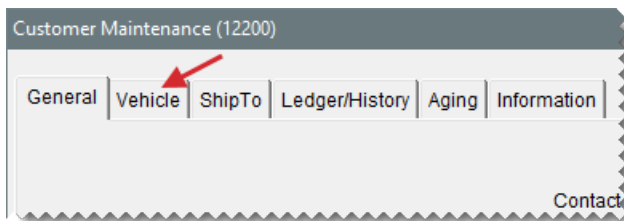
In some cases, you might need to remove a customer's vehicle from the list of active vehicles but maintain the vehicle's history. On such occasions, you can inactivate a vehicle, which lets you save

the historical information while hiding the inactive vehicle on the Vehicle List.

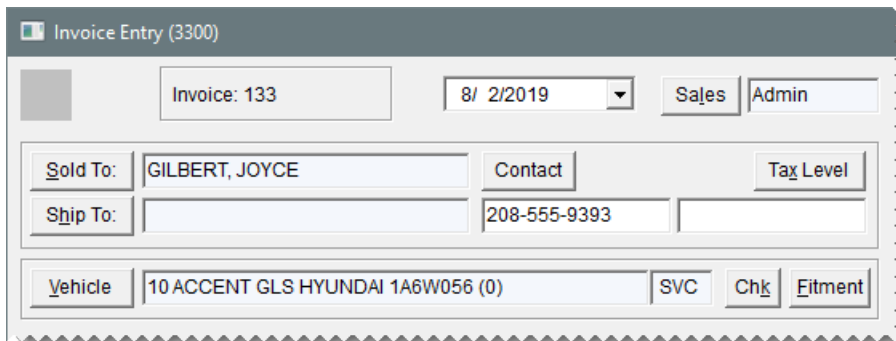
To inactivate a customer's vehicle

1. Do one of the following:

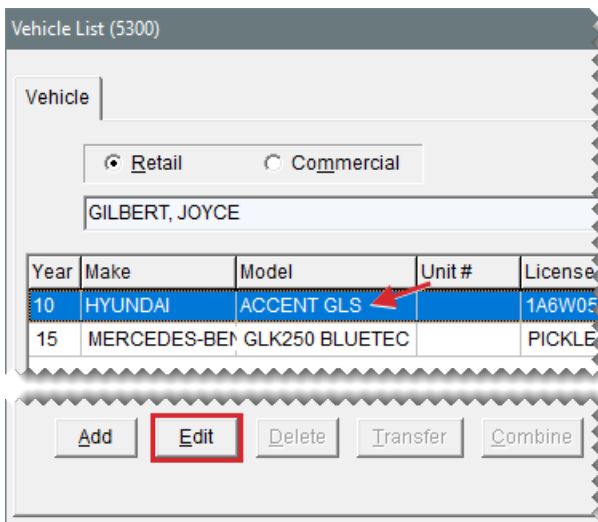
- Look up the customer whose vehicle you want to inactivate. Then click the **Vehicle** tab on the Customer Maintenance screen. For more information, see "[Customer Searches](#)" on page 86.



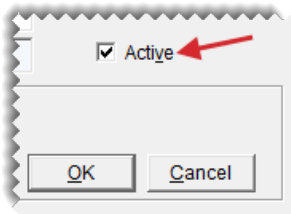
- At point of sale, click the **Vehicle** button on the Invoice Entry screen.



2. Select the vehicle you want to make inactive and click **Edit**. The Retail Vehicle history screen appears.



3. Clear the **Active** check box.



4. To save your changes, click **OK**.

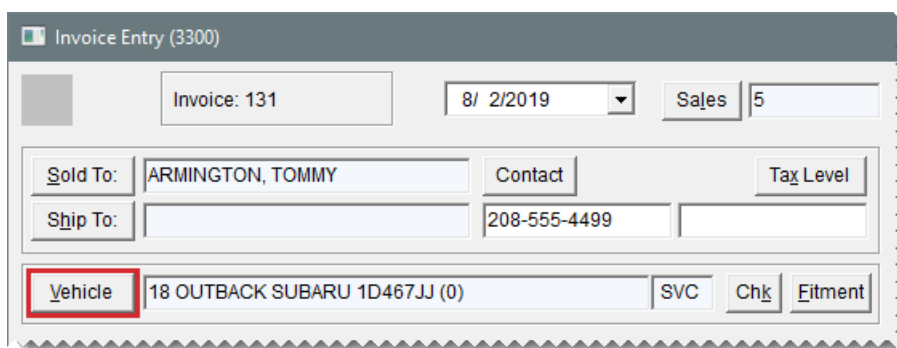
When you need to display the inactive vehicle on the **Vehicle** tab or the Vehicle List, clear the **Active Only** check box.

RETRIEVE A VEHICLE'S HISTORY

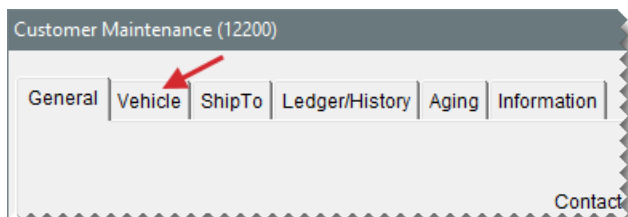
You can view a vehicle's service history at point of sale or by looking up the customer record for the vehicle's owner.

To retrieve a vehicle's history

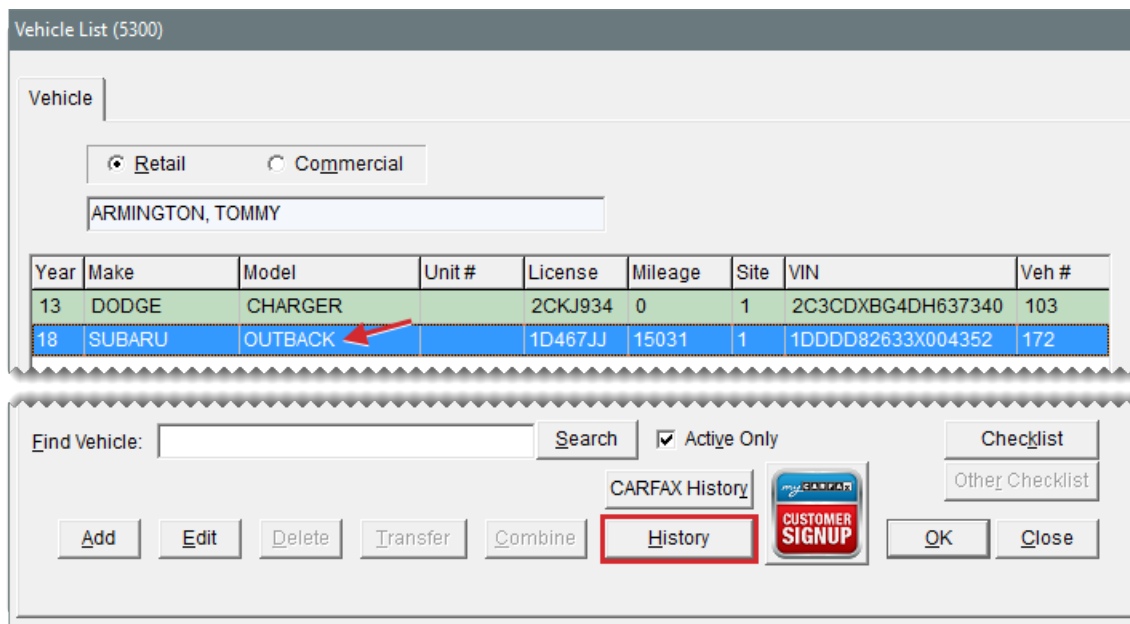
1. Do one of the following:
 - At point of sale, click the **Vehicle** button on the Invoice Entry screen.



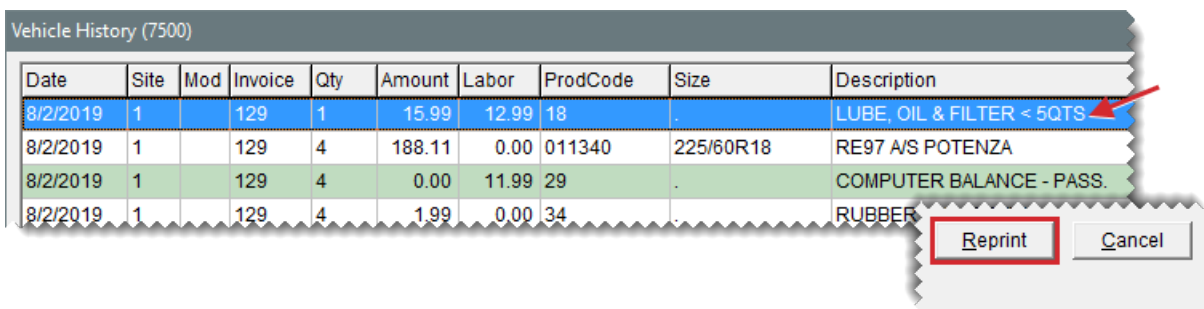
- Look up the customer record for the vehicle's owner. When the Customer Maintenance screen opens, click the **Vehicle** tab. For more information, see "[Customer Searches](#)" on [page 86](#).



2. Select the vehicle whose history you want to view and click **History**. The Vehicle History screen appears. It lists the parts and services that were previously sold for the vehicle, along with the ending mileage at the time the items were sold.



- To print a duplicate invoice for a previous visit, select a line for that visit and click **Reprint**.



- To close the Vehicle History screen, click **Cancel**.

CARFAX APPLICATIONS

TireMaster is integrated with various CARFAX® Service Network applications. If you’re a CARFAX subscriber, you can use TireMaster’s CARFAX Interface to easily retrieve a vehicle’s year, make, and model information and its service history. The CARFAX Interface also gives you the ability to submit repair information from your shop to CARFAX, along with the means to register customers for the myCARFAX service reminder mobile app.

RETRIEVE VEHICLE INFORMATION WITH CARFAX

With TireMaster’s integration to the CARFAX® QuickVIN™ application, you can look up a vehicle’s year, make, and model based on its VIN or license plate number. You can retrieve vehicle information in this manner when adding new vehicles or updating existing vehicle records in TireMaster.

To look up vehicle information

1. Begin the process of adding a new vehicle or updating an existing vehicle record. For more information, see or .
2. On the Retail Vehicle screen, type one of the following:
 - The license plate number and state
 - The VIN
3. Click **CARFAX Search**. One of the following happens:
 - If you filled in the license plate number and state, the VIN, year, make, model, and submodel information appears.
 - If you filled in the VIN, the year, make, model, and submodel information appears.
4. To save the vehicle information, click **OK**.

SUBMIT SERVICE INFORMATION TO CARFAX

The CARFAX Interface is used to submit repair data to CARFAX. That data is used on reports for consumers and the CARFAX Service History Check for service shop technicians. Vehicle data from TireMaster is electronically submitted to CARFAX daily at 2:00 AM.

RETRIEVE CARFAX SERVICE HISTORY

With TireMaster's integration to the CARFAX[®] Service History Check[™], you can retrieve service and repair history that CARFAX has collected for a customer's vehicle. With this information, you can learn about services performed on the vehicle at other shops that also submit repair data to CARFAX.

To look up a vehicle's CARFAX history

1. Do one of the following:
 - Look up the customer whose CARFAX vehicle history you want to retrieve. When the Customer Maintenance screen opens, click the **Vehicle** tab. For more information, see ["Customer Searches" on page 86](#).
 - Open the work order for the customer whose CARFAX vehicle history you want to retrieve. Then click **Vehicle** on the Invoice Entry screen.
2. Select the vehicle.
3. Click **CARFAX History**. The service history opens in another screen.
4. For a hard copy of the CARFAX history, click **Print**.
5. When you're done reviewing the CARFAX service history, close all of the open screens.

REGISTER CUSTOMERS FOR MYCARFAX

You can offer to register both new and existing customers for myCARFAX[®]. This tool is a mobile app that helps you increase customer loyalty and return visits to your shop. Customers who sign up for

myCARFAX will receive service reminders and a list of shops they've previously visited, including yours. A perk of signing up customers for myCARFAX is that your store is listed as their favorite shop on those service reminders. You must receive verbal authorization from customers to register them for a myCARFAX account.

To register customers for myCARFAX

1. Add a new customer or look up an existing customer. For more information, see ["Add a Cash Customer" on page 64](#), ["Add an AR Customer" on page 66](#), or ["Customer Searches" on page 86](#).
2. On the Customer Maintenance screen, click the **Vehicle** tab.
3. Do one of the following:
 - For new vehicles, click **Add** and retrieve the vehicle information with CARFAX. For more information, see ["Retrieve Vehicle Information with CARFAX" on page 114](#).
 - For existing vehicles, select the vehicle you want to register.
4. Click myCARFAX **Customer Signup**. The myCARFAX Signup screen appears.
5. Type the customer's email address. If the customer's contact information includes an email address, it's already entered for you.
6. To indicate that the customer has given you verbal authorization to sign up for myCARFAX, make sure the check box is selected.
7. Click the myCARFAX **Customer Signup** icon. A field with a confirmation message appears.
8. Close the myCARFAX Signup screen. If you just added a vehicle, close the Retail Vehicle screen too.

SET UP THE CARFAX INTERFACE

Before you can use the CARFAX Interface, you need to complete a variety of settings that will connect your TireMaster system to CARFAX. If you plan to offer myCARFAX registration to customers, review the end user license agreement for myCARFAX at <https://service.carfax.com/csn/csnTerms>.

To set up the CARFAX Interface

1. Select **Interfaces > Interface Setups**. The Interface Setup screen appears.
2. Click **CARFAX Interface**. The CARFAX Settings screen appears.
3. Enter the following information:
 - The address for the store web site in the **URL** field.
 - The name of the business contact for your store. By default, this field displays the name of the store contact that was entered on the site setup screen. You can change the name, if needed.
 - The name of the technical contact for your store.
 - The email address to which correspondence from CARFAX should be sent.
4. Update the location name and contact information if needed.

5. Click **Authorize**.

Note: The information you entered can be authorized only once. If you need to change the information, contact the CARFAX Service Network Support Team at **888-655-5362** and select **option2**.

6. If you want to offer myCARFAX registration to customers, accept the myCARFAX end user license agreement. Otherwise, skip this step.

a. Click **myCARFAX Authorization**. The myCARFAX Signup EULA screen appears.

Note: For the full end user license agreement, visit <https://service.carfax.com/csn/csnTerms>.

b. Click **Accept**.

c. Close the myCARFAX sign up screen.

7. Click **OK**.

8. Close the Interface Setup screen.

COMMERCIAL VEHICLES

Commercial vehicles are those vehicles which are designed to perform a specific task. Examples of commercial vehicles include buses, forklifts, and dump trucks.

While information about retail vehicles is listed by model, vehicle subclass, and engine size, commercial vehicle information is based on function. Commercial vehicle settings include the following:

- **Type:** Identifies the kind of vehicle (cement mixer or a refrigerated van)
- **Application:** Identifies how or where the vehicle is used (Light commercial, over the road, or pick up and delivery)
- **Miles/Hours:** Identifies the last recorded mileage or last recorded hours of use

ADD A COMMERCIAL VEHICLE

The manner in which commercial vehicles are added to a customer's record is similar to that for adding retail vehicles.

To add a commercial vehicle

1. Look up the customer start a work order or a quote. For more information, see "[Customer Searches](#)" on page 86, "[Create a Regular Work Order](#)" on page 396, or "[Basic Tire Quotes](#)" on page 455.
2. Do one of the following:
 - If the Customer Maintenance screen is open, click the **Vehicle** tab. Then select **Commercial**.
 - If the Vehicle List is already open, select **Commercial**.

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information

Retail Commercial

DEXTER'S DELIVERY SERVICE

3. Click **Add**. The Commercial Vehicle screen opens.

Find Vehicle: Search

Add Edit Delete Transfer Combine

4. Type the vehicle's information.

Commercial Vehicle (700)

Veh#: 1 Cust#: 1 226

Year: 12

Make: INTERNATIONAL 4400 Choose

Type: BOX TRUCK

Application:

License#: C990011 State ID

VIN: CARFAX Search

Unit#: 15

Miles/Hours: 0 Active

myCARFAX CUSTOMER SIGNUP

OK Cancel

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

CHAPTER 7

TEXT AND EMAIL

With TireMaster's text and email applications, you can send messages and various documents to customers and vendors. This chapter includes the following sections:

TMText	120
Prepare to Email Documents	139
Email Documents	142

TMTEXT

With the TMText application, you can send text messages to customers and vendors. If you use TireMaster's Scheduler, you can also use TMText to send appointment reminders to customers.

PREPARE TO USE TMTEXT

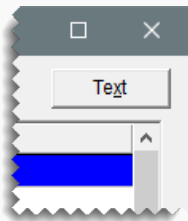
Before you can use TMText, you need to complete settings that make texting available at point of sale and define whether to send automated appointment reminders to customers. You can also create predefined messages (such as thank you notes and reminders) that can be reused.

DEFINE THE SOURCE NUMBER

With the source number for TMText, you define the phone number from which text messages are sent. This setting allows you to display a ten digit phone number (such as 111-222-3333) on devices receiving text messages instead of SMS (short message service) short codes (such as 111-00).

To define the source number

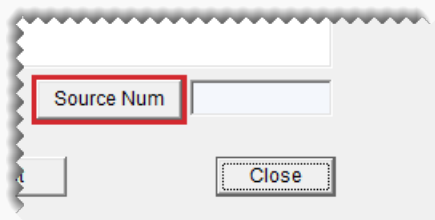
1. Access the TireMaster - Texting screen.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Text**. The TireMaster - Texting screen opens.



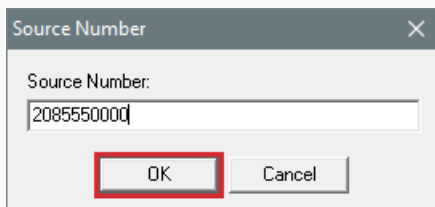
2. Click **Text Setup**. The Text Message Setup screen opens.



3. Click **Source Num.**



4. Type the ten digit phone number for sending text messages in the **Source Number** field, and click **OK**.



Note: To ensure text messages send, exclude hyphens from the entry for the source number. (**Example:** 2085550000.)

5. Close the Text Message Setup screen.

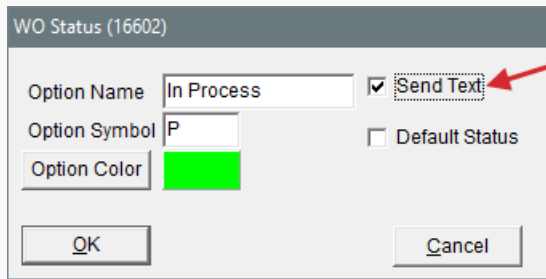
Note: Since you're already working in the Text Message Setup screen, you can create predefined messages (such as thank you notes, service reminders, and an appointment notification) now or you can wait until later. For more information, see ["Add Predefined Messages" on page 123](#).

ENABLE TEXTING FOR WORK ORDER STATUS CHANGES

You can send text messages to customers when there are status changes for their work orders (such as when the status goes from *In Progress* to *Done*). You can indicate whether texting is available for each work order status. For more information, see ["Send Text Messages for Work Order Status Changes" on page 134](#).

To enable texting for work order status changes

1. Select **Setup > WO Status**. The Work Order Status Options screen opens.
2. Select a status for which you want to enable texting, and click **Edit**. The WO Status screen opens.
3. Select the **Send Text** check box.



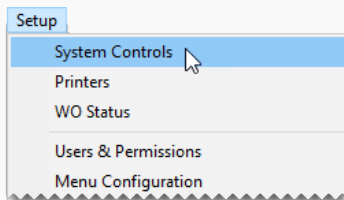
4. To save your changes, click **OK**.
5. Repeat steps 2 through 4 to enable texting for another status, or close the Work Order Status Options screen.

ENABLE TEXTING FOR COMPLETED INVOICES

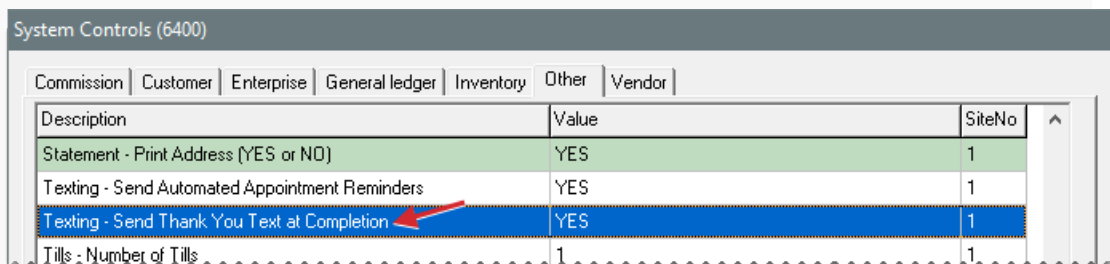
You have the option to send text messages to customers when you complete their sale invoices. By setting a system control, you can define whether the texting screen opens as part of the invoice completion process.

To enable text messaging for completed invoices

1. Select **Setup > System Controls**.



2. Click the **Other** tab.
3. Select Texting - Send Thank You Text at Completion and press **Enter**.



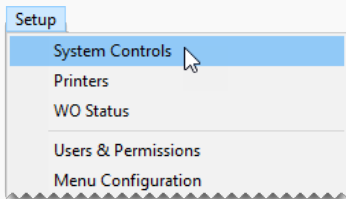
4. For the option to send text messages, select **Yes** and click **OK**. Otherwise, select **No** and click **OK**.
5. Close the System Controls screen.

ENABLE AUTOMATED APPOINTMENT REMINDERS

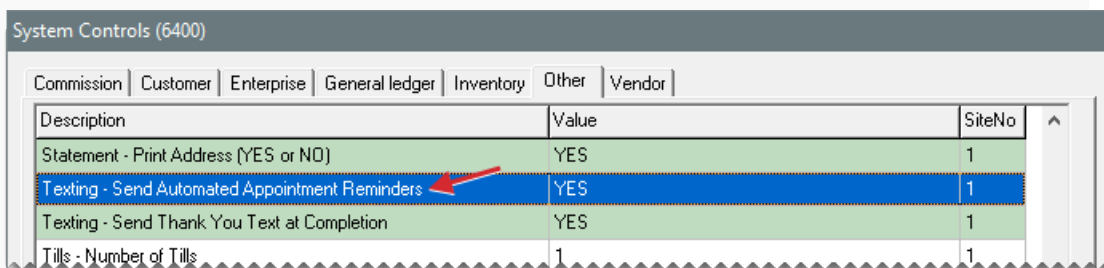
When automated appointment reminders are enabled, TireMaster sends notifications to customers every afternoon. Automated appointment reminders are enabled by setting a system control. For more information, see ["Send Automated Appointment Reminders" on page 136](#).

To enable automated appointment reminders

1. Select **Setup > System Controls**.



2. Click the **Other** tab.
3. Select Texting - Send Automated Appointment Reminders and press **Enter**.



4. Select **Yes**, and click **OK**.
5. Close the System Controls screen.

PREDEFINED MESSAGES

Predefined messages simplify texting, because they require you to do little or no typing when sending a text. Examples of predefined messages include thank you notes, oil change reminders, and the appointment notification.

Note: You can have only one appointment notification, because that message type is sent via an automated process.

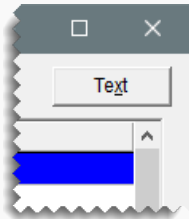
ADD PREDEFINED MESSAGES

You can set up predefined messages that can be used in various scenarios. Predefined

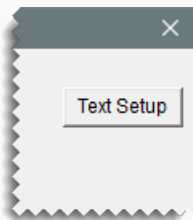
messages are classified as Text or Reminder. *Text* is for messages that are sent immediately, and *Reminders* is for messages that are sent on a specific date. You can set up a maximum of five reminder messages.

To add a predefined message

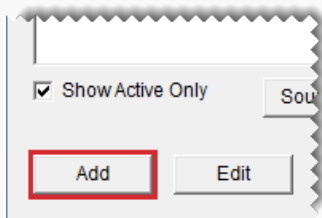
1. Access the TireMaster - Texting screen.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Text**. The TireMaster - Texting screen opens.



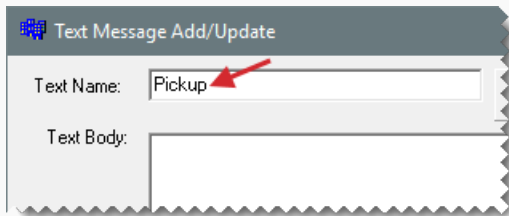
2. Click **Text Setup**. The Text Message Setup screen opens.



3. Click **Add**.



4. Type the name of the message. (If there is an existing name, type over it.)



5. Type the message in the **Text Body** field. To personalize the message, click the applicable button under **System Words** to insert placeholders for name and vehicle information.

Example: Hi [Name]. Your [VMake] [VModel] vehicle is ready to be picked up.

Note: Web site URLs can be used in the body of text messages. However, ASA recommends that you avoid using quotation marks.

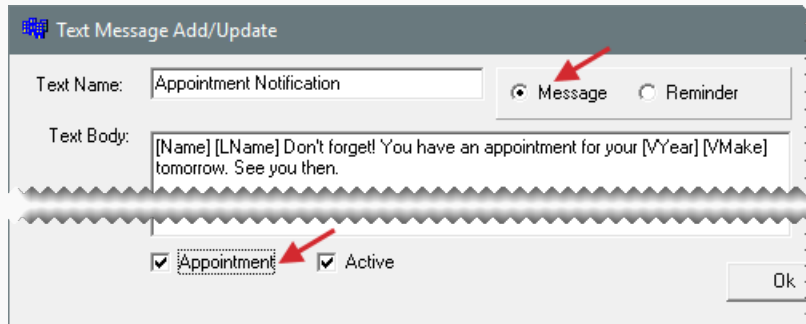
6. Identify the text message type.

- For unscheduled text messages, select **Messages**.

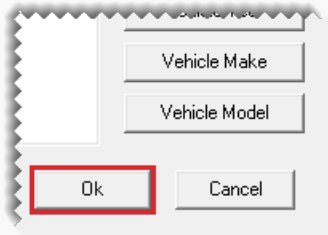
- For scheduled text messages, select **Reminder**. Then type the number of days in which the message will be sent.

Example: If you want to send oil change reminders to customers in three months, you'd type **90** in the **Days** field.

- For the appointment notification (you can have only one), select **Message** and the **Appointment** check box. If you don't use the Scheduler, disregard adding this text message type.



- Click **OK**. The name of the new message is added to the list on the left side of the screen.



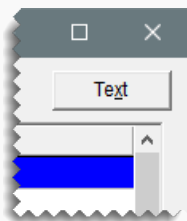
- Repeat steps 4 through 7 to create additional messages if needed. Otherwise, close the open screens.

UPDATE PREDEFINED MESSAGES

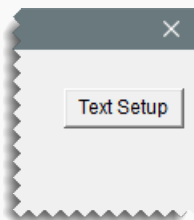
Predefined messages are typically updated when you want to vary the text or correct mistakes.

To update predefined messages

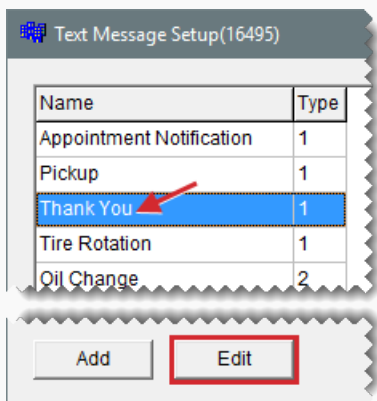
- Access the TireMaster - Texting screen.
 - If the Open Work Order List isn't already open, click **Invoicing**.
 - Click **Text**. The TireMaster - Texting screen opens.



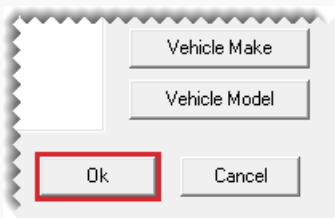
- Click **Text Setup**. The Text Message Setup screen opens.



3. Select the name of the message you want to update, and click **Edit**.



4. Do the following as needed:
 - Change the name (by typing over the existing name).
 - Add, change, and delete body text and customer name and vehicle placeholders as needed. To remove text and placeholders, select them and press **Delete** on the keyboard.
 - Change the number of days (for sending reminders).
5. Click **OK**.



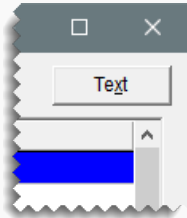
6. Repeat steps 3 to 5 to update additional messages if needed. Otherwise, close the open screens.

MAKE PREDEFINED MESSAGES INACTIVE

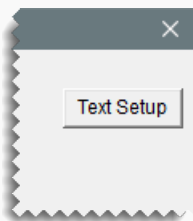
If you no longer use a predefined message, you can make it inactive. When a message is inactive, it is no longer listed on the screen for texting customers and vendors.

To make a message inactive

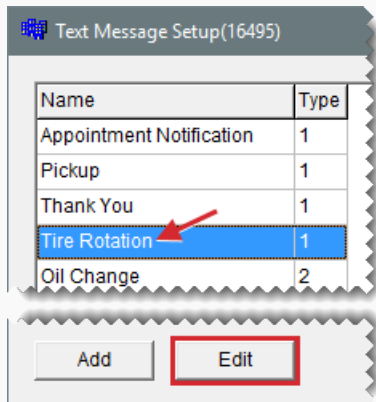
1. Access the TireMaster - Texting screen.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Text**. The TireMaster - Texting screen opens.



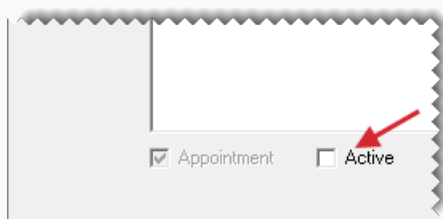
2. Click **Text Setup**. The Text Message Setup screen opens.



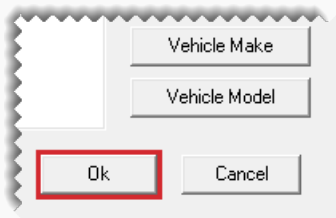
3. Select the name of the message you want to make inactive, and click **Edit**.



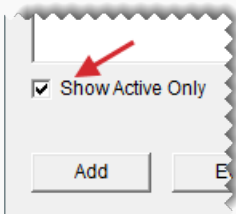
4. Clear the **Active** check box.



5. Click **OK**.



6. To remove the inactive message from list on the Text Message Setup screen, select the **Show Active Only** check box.



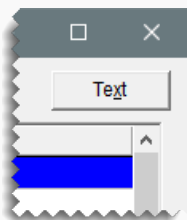
7. Close the Text Message Setup screen

MAKE PREDEFINED MESSAGES ACTIVE

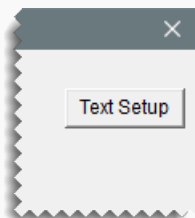
You can resume using a predefined message by making it active once again.

To make a predefined message active

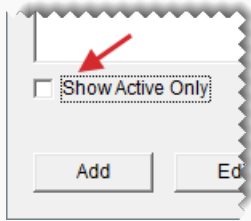
1. Access the TireMaster - Texting screen.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Text**. The TireMaster - Texting screen opens.



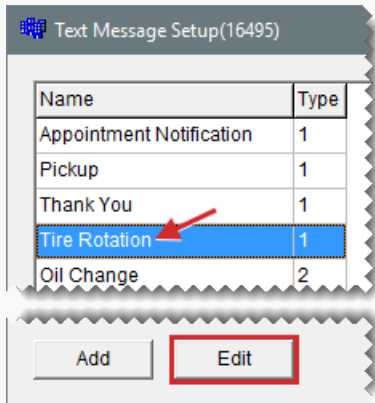
2. Click **Text Setup**. The Text Message Setup screen opens.



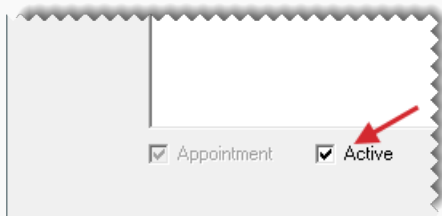
3. Clear the **Show Active Only** check box.



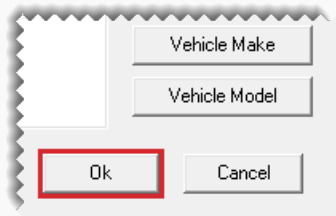
4. Select the name of the message you want to make active, and click **Edit**.



5. Select the **Active** check box.



6. Click **OK**.



7. Close the open screens.

SEND TEXT MESSAGES

TireMaster's texting functionality is available for individual customer and vendor records, at point of sale, and in the Appointment Scheduler.

TEXT CUSTOMERS

You can send text messages directly from a client's customer record or the Open Work Order List.

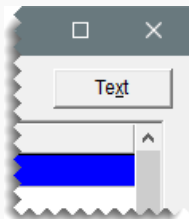
To send a text message to a customer

1. Do one of the following:

- Look up the customer to whom you want to send a text message. When the Customer Maintenance screen (**General** tab) opens, click **Text**.

The screenshot shows a software window titled 'Customer Maintenance' with a 'General' tab. At the top right are 'Prev' and 'Next' buttons. Below them is a 'Cust#' field with '1' and '157' in adjacent boxes. A table lists contact types: 'Cell Phone' (208-555-9292, CAROL CELL), 'Business Phone', and another 'Business Phone'. At the bottom, there are three buttons: 'Phone & E-Mail', 'Text' (highlighted with a red box), and 'Edit Contact'.

- If the Open Work Order List isn't already open, click **Invoicing**. Then select the customer's name and click **Text**.



The TireMaster - Texting screen opens.

2. Do one of the following if needed:

- If you want to change the entry in the **Number** field, type the phone number you want to use instead.

Note: Cell phone numbers that allow texting are automatically entered in the **Number** field. If the customer has multiple cell phone numbers, the entry is the cell phone number that's closest to the top of the Contact List.

- If the **Number** field is empty, type the customer's cell phone number.
- If you change your mind about sending a text, click **Close** and disregard the remaining steps.

3. Select one or more predefined messages, reminders, or both. To type your own message, select **Custom Message** instead.

Note: If the customer has multiple vehicles and you're sending a predefined message, also select a vehicle.
4. Select the time when the message(s) will be sent.
5. Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

The screenshot shows a software window titled "TireMaster - Texting (16493)". It features several input fields and lists. On the left, there are text boxes for "First Name" (containing "CAROL"), "Last Name" (containing "CELL"), and "Number" (containing "2085559292"). To the right of these is a "Vehicle" list with three entries: "17-DODGE - DURANGO", "13-RAM - 2500" (highlighted in blue), and "01-HONDA - CIVIC LX". Below the vehicle list is a "Message" list with options: "No Text" (highlighted in blue), "Appointment Notification", "Pickup", "Thank You", and "Tire Rotation". At the bottom left, a checkbox labeled "Custom Message" is checked. In the center, a "Send Text When" section has radio buttons for "Now", "15 minutes", "30 minutes", "1 hour", and "3 hours", with "Now" selected. To the right of this is a "Reminders" section with three unchecked checkboxes: "Alignment", "Oil Change", and "Tire Rotation". On the far right, there are four buttons: "Text Setup", "History", "Send Text" (which is highlighted with a red border), and "Close".

6. Close the open screens.

TEXT VENDORS

When you need to text a vendor, you can send the message directly from that supplier's vendor record.

To send a text message to a vendor

1. Look up the vendor to whom you want to send a text.
2. On the Vendor Maintenance screen (**General** tab), click **Text**. The TireMaster - Texting screen opens.

Contact Type	Number / E-Mail	Name
Business Phone	208-444-2345	
Fax Number	208-444-3456	
Cell Phone	208-555-0000	Ray Acct. Mgr.
Business Phone		
Business Phone		

Phone & E-Mail **Text**

3. Do one of the following if needed:
 - If you want to change the entry in the **Number** field, type the phone number you want to use instead.

Note: Cell phone numbers that allow texting are automatically entered in the **Number** field. If the vendor has multiple cell phone numbers, the entry is the cell phone number that's closest to the top of the Contact List.
 - If the **Number** field is empty, type the vendor's cell phone number.
 - If you change your mind about sending a text, click **Close** and disregard the remaining steps.
4. Select one or more predefined messages, reminders, or both. To type your own message, select **Custom Message** instead.
5. Select the time when the message(s) will be sent.
6. Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

The screenshot shows the 'TireMaster - Texting (16493)' window. It features several input fields and a list of options. The 'First Name' field contains 'Ray', 'Last Name' contains 'Acct. Mgr.', and 'Number' contains '2085550000'. The 'Vehicle' dropdown is set to 'No Vehicle'. The 'Message' dropdown is set to 'No Text'. The 'Send Text When' section has radio buttons for 'Now', '15 minutes', '30 minutes', '1 hour', and '3 hours', with 'Now' selected. The 'Reminders' section has checkboxes for 'Alignment', 'Oil Change', and 'Tire Rotation', all of which are unchecked. A 'Send Text' button is highlighted with a red box. Other buttons include 'Text Setup', 'History', and 'Close'. A 'Custom Message' checkbox is checked at the bottom left.

SEND TEXT MESSAGES FOR WORK ORDER STATUS CHANGES

If texting is enabled for a work order status, you can text customers when that status is selected at point of sale. For example, if texting is enabled for the status *Done*, TireMaster prompts you to send a text message when the status of a work order changes from *In Progress* to *Done*. In this scenario, you'd text customers to let them know that their vehicles are ready for pickup.

To send text messages for work order status changes

1. If the work order isn't already open, complete the following steps.
 - a. Click **Invoicing**.
 - b. Select the work order whose status you want to change and click **Select**. The Invoice Entry screen opens.
2. Select a status on the lower-left corner of the screen. The TireMaster - Texting screen opens.

Note: If the TireMaster - Texting screen does not appear, texting is not enabled for the status you selected.

3. Do one of the following if needed:
 - If you want to change the entry in the **Number** field, type the phone number you want to use instead.

Note: Cell phone numbers that allow texting are automatically entered in the **Number** field. If the customer has multiple cell phone numbers, the entry is the cell phone number that's closest to the top of the Contact List.

- If the **Number** field is empty, type the customer's cell phone number.
 - If you change your mind about sending a text, click **Close** and disregard the remaining steps.
4. Select one or more predefined messages, reminders, or both. To type your own message, select **Custom Message** instead.

Note: If the customer has multiple vehicles and you're sending a predefined message, also select a vehicle.
 5. Define when to send the message.
 6. Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

The screenshot shows a software window titled "TireMaster - Texting (16493)". It contains the following fields and options:

- First Name:** MARY
- Last Name:** CELL
- Number:** 2055557701
- Vehicle:** 18-DODGE - GRAND CARAVAN
- Message:** Pickup (selected from a list including No Text, Appointment Notification, Thank You, and Tire Rotation)
- Send Text When:** Now (selected from a list including 15 minutes, 30 minutes, 1 hour, and 3 hours)
- Reminders:** Alignment, Oil Change, and Tire Rotation (all unchecked)
- Buttons:** Text Setup, History, Send Text (highlighted with a red box), and Close.
- Custom Message:** An unchecked checkbox.

7. Close the open screens.

SEND TEXT MESSAGES FOR COMPLETED INVOICES

You have the option to send customers messages during the invoice completion process. When text messaging is enabled for completed invoices, you'll be prompted to send a text message after entering the customer's payment. You can then send a thank you message, service reminder, or both.

To send text messages for completed invoices

1. Begin the invoice completion process as usual.
2. On the Invoice Completion screen, enter the payment information and click **OK**. The TireMaster - Texting screen opens.

3. Do one of the following if needed:
 - If you want to change the entry in the **Number** field, type the phone number you want to use instead.

Note: Cell phone numbers that allow texting are automatically entered in the **Number** field. If the customer has multiple cell phone numbers, the entry is the cell phone number that's closest to the top of the Contact List.
 - If the **Number** field is empty, type the customer's cell phone number.
 - If you change your mind about sending a text, click **Close** and disregard the remaining steps.
4. Select one or more predefined messages, reminders, or both. To type your own message, select **Custom Message** instead.

Note: If the customer has multiple vehicles and you're sending a predefined message, also select a vehicle.
5. Select the time when the message(s) will be sent.
6. Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

The screenshot shows a software window titled "TireMaster - Texting (16493)". It contains several input fields and lists. On the left, there are text boxes for "First Name" (containing "CAROL"), "Last Name" (containing "BURNS"), and "Number" (containing "2085559292"). To the right of these is a "Vehicle" list with three items: "17-DODGE - DURANGO", "13-RAM - 2500" (which is highlighted in blue), and "01-HONDA - CIVIC LX". Below the vehicle list is a "Text Setup" button. In the lower-left area, there is a "Message" list with four items: "Text Name", "No Text", "Pickup" (highlighted in blue), and "Thank You". Below the message list is a "Custom Message" checkbox. In the center, there is a "Send Text When" section with radio buttons for "Now", "15 minutes", "30 minutes" (selected), "1 hour", and "3 hours". To the right of this is a "Reminders" section with checkboxes for "Alignment", "Oil Change" (checked), and "Tire Rotation". On the far right, there are three buttons: "History", "Send Text" (highlighted with a red box), and "Close".

7. Complete and print the invoice as usual.

SEND AUTOMATED APPOINTMENT REMINDERS

TireMaster can be set up to automatically send appointment reminders to customers at 4:05 p.m. daily. Messages are sent one day before appointments are scheduled.

Example: Reminders for Wednesday appointments are sent on Tuesday afternoons.

Note: To ensure that reminders for Monday appointments are sent, the server needs to be running on Sunday afternoon.

On the Appointment List, the entries in the **Text** column indicate the following:

- Text messages are ready to be sent for appointments.
- Text messages have been sent for appointments.
- Texting for appointments has been turned off.

Note: To disable texting for an appointment select the **Do not send Text** check box on the Appointment Maintenance screen when you're scheduling the appointment.

- Texting for appointments is not available. (The customer doesn't have a cell phone.)

Before automated appointment reminders can be sent to customers, texting of this information needs to be enabled. For more information, see ["Enable Texting for Work Order Status Changes"](#) on page 121.

TEXT MESSAGE STATUS

When TMText is installed, the Open Work Order List has an additional column labeled **Text**. It displays codes that identify the most recent type of activity that occurred in the texting history for customers who have open work orders.

Note: If you cannot see the **Text** column, scroll to the far right of the screen. If you want to move the **Text** column, click the column heading and drag it to a different position. Then click **Save Layout**.

The following status codes are used for text messages:

- *Sent* indicates that you sent a text message to the customer
- *Rcvd* indicates that you received a reply from the customer.
- *Read* indicates that you've read a reply from the customer.

The text message status updates every two minutes. For more information, see ["Text Message History"](#) below.

Tip: To manually update the status, select **Name** and type all or part of a customer's name in the **Find** field. Then clear the entry in the **Find** field to display to the full list of open work orders.

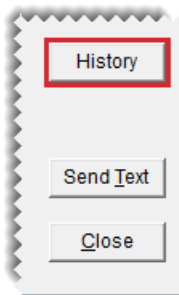
TEXT MESSAGE HISTORY

Text message history is available on the Text Message Tracking screen.

Note: Message history is available for two weeks. Then it is automatically deleted.

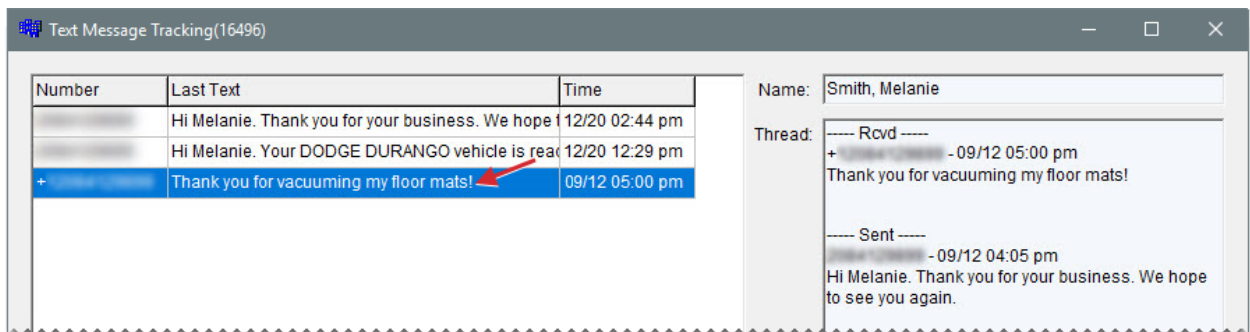
To view text message history

1. Open the TireMaster - Texting screen using one of the following methods:
 - Select the customer's name on the Open Work Order List, and click **Text**.
 - Look up the customer or vendor. When the Customer Maintenance or Vendor Maintenance screen opens (**General** tab), click **Text**.
 - Change the status of a work order. The texting screen opens automatically when texting is enabled for the status you just selected.
 - Begin the invoice completion process. The texting screen opens automatically when texting is enabled for completed invoices.
2. Click **History**. The Text Message Tracking screen opens. A list of sent and received messages appears on the left side of the screen.



Note: A new entry is created on the list each time a text message is sent from TireMaster.

3. To see threads for a message, select the message. The threads are displayed on the right side of the screen.



4. Do the following as needed:
 - To list all text messages (instead of those for the selected customer), select the **All Messages** check box.
 - For a hard copy of the messages listed, click **Print Texts**.

Note: When the messages for multiple customers and vendors are listed, they're grouped by recipient on the Text Log Report.

- To indicate you've read a message, select it and click **Mark Read**. The status of the message will change to *Read* on the Open Work Order List.

Note: Because the text message status updates every two minutes, you might not see the status change right away.



5. Close the open screens.

PREPARE TO EMAIL DOCUMENTS

Before you can email documents from TireMaster, you need to do the following:

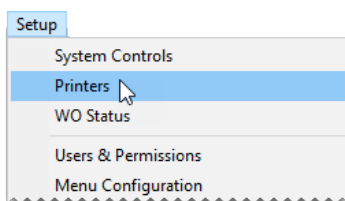
- Connect TireMaster with your email provider, which includes defining the host and port for your outgoing mail server and your account credentials.

Note: For this information, contact your internet service provider or the company that provides your email service. For free email services, information about outgoing mail server settings is available on the internet. However, your ability to email documents from TireMaster via a free email service may be limited. Other factors, such as network configurations, firewalls, and virus protection programs, can affect whether documents can be emailed from TireMaster. If you use Gmail™, you might need to change your Google® account settings to allow TireMaster to access your Gmail account.
- Define the email address for each employee who will be emailing documents from TireMaster.
- Create a predefined subject line and email address for the documents that you'll send from TireMaster.

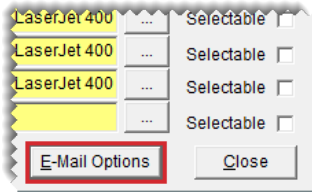
Before you can send emails from TireMaster, you also need to include valid email addresses in the customer and vendor records for your clients. For more information, see .

To set up email

1. Select **Setup > Printers**. The Printer Selection screen opens.



2. Click **E-Mail Options**.

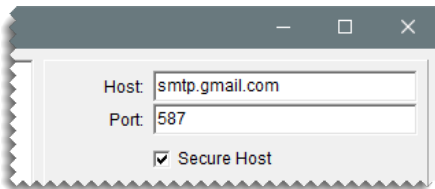


3. Click **Add**.



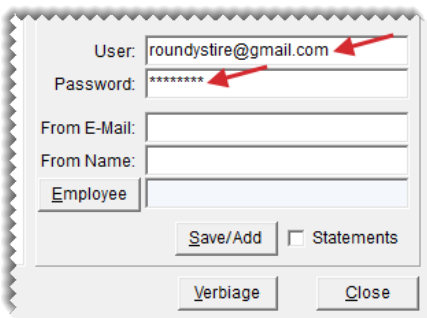
4. Define the outgoing server settings:

- Type the address of the SMTP mail server in the **Host** field.
- Type the port for the SMTP mail server.
- If you're using an email server that is not inside your domain, select the **Secure Host** check box.



5. Enter the login information that you use to access your email account.

- Type the user name for your email account.
- Type the password that you use to log in to your email account.



Example: If your email account is roundystire@gmail.com, and the password to log in is cooltires1, you would type **roundystire@gmail.com** in the **User** field and **cooltires1** in the **Password** field.

Note: The **Statements** check box visible in the image above is used in the configuration for statement email. For more information, see "[Configure Statement Email](#)" on page 640.

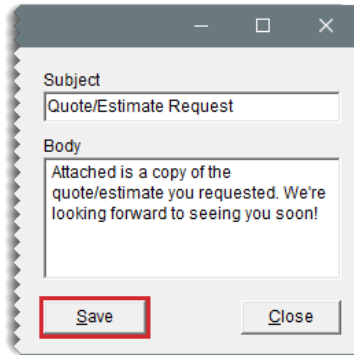
6. To save the outgoing server and email account settings, click **Save/Add**.
7. Add *each* employee who will be sending emails from TireMaster
 - a. Type the employee's email address in the **From E-Mail** field.
 - b. Type the employee's name in the **From Name** field.
 - c. To assign the email addresses to a specific user, click **Employee** and select a name from the User List (optional).

Note: When an email address is assigned to a specific user, TireMaster will know which account to send the message from when that employee is logged in to the program.
 - d. Click **Save**. The employee's name and email address are added to the list on the left side of the screen.

8. Define the subject line and body text for each of the documents emailed from TireMaster.
 - a. Click **Verbiage**. The Email Verbiage Setup screen appears.

- b. Select a document name.

- c. If you want to use a different subject line when the document is emailed, type your changes in the **Subject** field.
 - d. If you want to modify the email body text that's listed, type your changes in the **Body** field.
 - e. Click **Save**.



- f. To define the subject line and body text for additional documents, repeat steps 8b through 8e.

9. Close the open screens.

EMAIL DOCUMENTS

Various documents can be emailed to customers or vendors as soon as they're created, or you can retrieve duplicates to send. The ability to email a group of historical sale invoices is also available. Work orders, invoices, quotes/estimates, ROAs, purchase orders, receiving documents, and vendor invoice documents can be distributed by email. Documents that are emailed to customers are converted into the portable document format (PDF).

Note: When you prepare customer account statements, you have the option to deliver them by email. For more information, see "[Statements](#)" on page 630.

EMAIL DOCUMENTS UPON COMPLETION

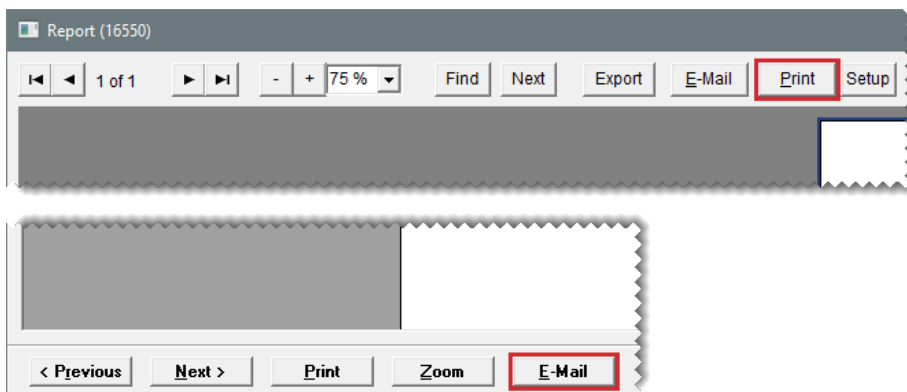
A variety of documents can be sent to customers or vendors by email when you complete the related transactions.

To email documents when transactions are completed

1. Begin to print the document as usual. This process varies, depending on the document. The report screen appears.

Note: For work orders, invoices, deposits, and ROAs make sure the entry in the **# Copies** field (upper-right corner) is set to 0.

2. Click **E-mail**. Depending on the document, the button is either along the top or the bottom of the screen. The Select Email screen appears.

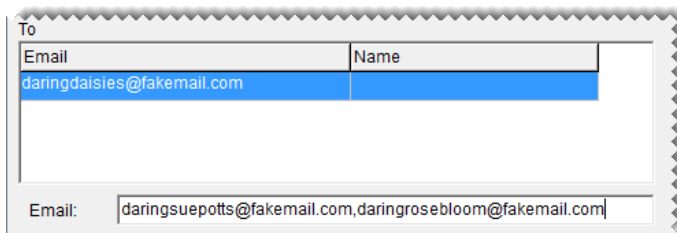


Note: The **E-Mail** button is active only when an email address has been set up for the customer or vendor to whom you want to send the document.

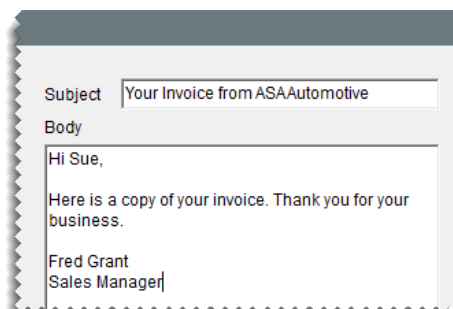
3. At the top of the screen, select the email address that the document will be sent from.



4. Select one or more email addresses to send the document to. For multiple addresses, press **Ctrl** while making your selections.
5. If you need to send the document to additional email addresses, type them at the bottom of the screen, separating them with commas.

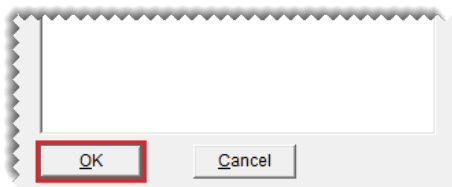


6. For documents that include the option to edit subject and body text, make changes as needed.



Note: Subject and body text editing is available for work orders, invoices, deposits, and ROAs.

7. Click **OK**, and wait until the system busy indicator disappears.



8. Print a hard copy of the document, if needed.
9. Close the report screen.

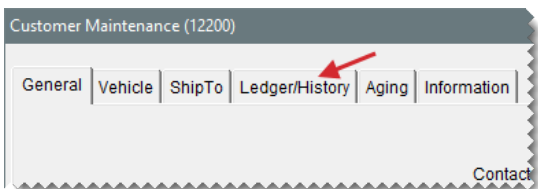
EMAIL MULTIPLE HISTORICAL INVOICES

When a customer needs copies of previously completed sale invoices, you can retrieve and send a group of these documents from the customer’s subledger. Documents that can be emailed as a group from a customer’s subledger include normal sale invoices (document type code is blank), national-account invoices (document type code NA), and government-support invoices (document type code GS).

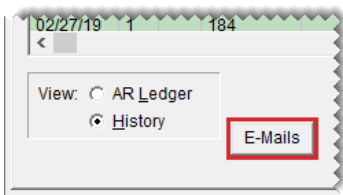
Note: If a vendor record includes sale invoices, those documents can be emailed as a group as well. In this scenario, you need to access the vendor’s AR subledger to retrieve and email the documents.

To email multiple historical documents

1. Look up the customer. For more information, see "[Customer Searches](#)" on page 86.
2. On the Customer Maintenance screen, click the **Ledger/History** tab.



3. Select **History** (lower left of screen). TireMaster lists the customer or vendor’s historical documents.
4. Click **E-Mails**. Various buttons on the screen become inactive.



5. Press the **Ctrl** key and select each invoice you want to include in the email.

Customer Maintenance (12200)

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

CAGNEY COURIER 1 242

Search Sort By:

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt
03/07/19	1		254		37.35	37.35
03/07/19	1		253		44.76	44.76
03/07/19	1		252		402.58	402.58
03/07/19	1		237		720.47	720.47
03/07/19	1	RO	121		2344.52	0.00

- Click **E-Mails** again. The Select E-Mail screen appears.
- At the top of the screen, select the email address that the documents will be sent from.

Select E-Mail (16491)

From

Email	Name
info@roundystire.com	Roundys Tire
fgrant@roundystire.com	Fred Grant
djames@roundystire.com	Donna James
krisj@roundystire.com	Kris Johnson

- Select one or more email addresses to send the documents to. For multiple addresses, press **Ctrl** while making your selections.
- If you need to send the documents to additional email addresses, type them at the bottom of the screen, separating them with commas.

To

Email	Name
bkerns@cagney.com	Bradly Kerns
klarson@cagney.com	Karla Larson

Email:

- Update the subject and body text as needed.

Subject:

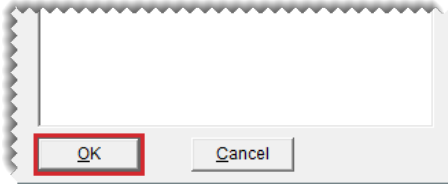
Body

Hello,

Attached are copies of the invoices you requested.

Fred Grant
Roundys Tire

- Click **OK**, and wait until the system busy indicator disappears.



12. Close the open screens.

GENERATE A LIST OF SENT EMAILS

The sent box for your email account doesn't include entries for invoices emailed from TireMaster. Therefore, you need to generate a report to verify which customers and vendors received emailed documents. For more information, see ["Sent Email/Text List" on page 854](#).

CHAPTER 8

CONTACT INFORMATION

In TireMaster, you can assign multiple phone numbers and email addresses to customer and vendor records and classify contact information with a setting called *contact types*. This chapter includes the following sections:

Contact Types	148
Phone Numbers and Email Addresses	151
Organize Contact Information	157
Primary Contact Method	161

CONTACT TYPES

Phone numbers and email addresses are classified with settings 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 email. Contact types are used for both customers and vendors.

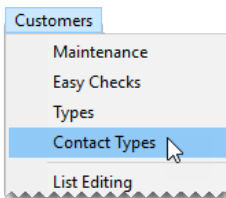
ADD CONTACT TYPES

TireMaster includes five default contact types: business phone, cell phone, email, fax number, and home phone. You can use these contact types as is, modify them, or remove them. If you need contact types that aren't available, you can add your own.

Note: When you set up contact types, you can define whether they're shown in the same spot on the maintenance screens for all customers and vendors, or you can vary the order in which they're displayed for individual customers and vendors. For more information, see "[Organize Contact Information](#)" on page 157.

To add a contact type

1. Select **Customers > Contact Types**. The Contact Type screen opens.



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

2. Click **Add**. The Add/Edit Contact Type screen opens.



3. For a new contact type, enter a name. For an existing type, change the name if needed.
4. To define the type of contact method you're adding, select **Fax**, **E-mail**, **Cell**, or **Phone** (for land lines).
5. Define the position in which the contact type is shown on the Customer Maintenance screen.
 - To list contact types in the same order for all customers, type the position **1**, **2**, **3**, **4**, or **5** in the **Cust Order** field. For more information, see "[Organize Contact Information Globally](#)" on page 158.

- To vary the order of contact types from customer to customer, type **0** in the **Cust Order** field. For more information, see ["Organize an Individual's Contact Information" on page 159](#).
6. Define the position in which the contact type is shown on the ["Vendor Maintenance Screen" on page 170](#).
- To list contact types in the same order for all vendors, type the position **1, 2, 3, 4, or 5** in the **Vend Order** field. For more information, see ["Organize Contact Information Globally" on page 158](#).
 - **Note:** If you have more than five contact types, leave the rest set to 0.
 - To vary the order of contact types from vendor to vendor, type **0** in the **Cust Order** field. For more information, see ["Organize an Individual's Contact Information" on page 159](#).
7. To save the new contact type, click **OK**.

8. Close the Contact Type screen.

MANAGE EXISTING CONTACT TYPES

You can manage existing contact types by updating them and removing those that are no longer needed.

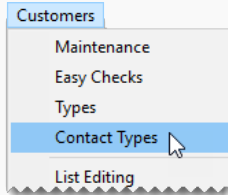
UPDATE A CONTACT TYPE

TireMaster includes five default contact types: business phone, cell phone, email, fax number, and home phone. You can use these contact types as is, modify them, or remove them. If you need contact types that aren't available, you can add your own.

Note: When you set up contact types, you can define whether they're shown in the same spot on the maintenance screens for all customers and vendors, or you can vary the order in which they're displayed for individual customers and vendors. For more information, see ["Organize Contact Information" on page 157](#).

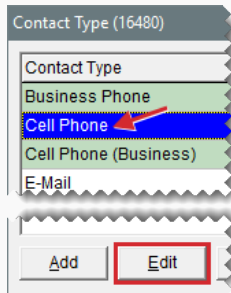
To update a contact type

1. Select **Customers > Contact Types**. The Contact Type screen opens.



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

2. Select the contact type you want to update and click **Edit**. The Add/Edit Contact Type screen opens.



3. Do the following as needed:
 - Change the name of the contact type.
 - Select a different contact method type.
4. Change the position in which the contact type is shown on the Customer Maintenance screen if needed.
 - To list contact types in the same order for all customers, type the position **1**, **2**, **3**, **4**, or **5** in the **Cust Order** field. For more information, see "[Organize Contact Information Globally](#)" on page 158.
 - To vary the order of contact types from customer to customer, type **0** in the **Cust Order** field. For more information, see "[Organize an Individual's Contact Information](#)" on page 159.
5. Change the position in which the contact type is shown on the Vendor Maintenance screen if needed.
 - To list contact types in the same order for all vendors, type the position **1**, **2**, **3**, **4**, or **5** in the **Vend Order** field. For more information, see "[Organize Contact Information Globally](#)" on page 158.

Note: If you have more than five contact types, leave the rest set to 0.

- To vary the order of contact types from vendor to vendor, type **0** in the **Cust Order** field. For more information, see "[Organize an Individual's Contact Information](#)" on page 159.

6. To save your changes, click **OK**.

7. Close the Contact Type screen.

DELETE A CONTACT TYPE

If there is a contact type you don't use, you can remove it from TireMaster.

Note: Removing a contact type makes it unavailable for both customers and vendors.

To remove a contact type

1. Select **Customers > Contact Types**. The Contact Type screen opens.

Note: Although the screens for working with contact types are accessed from the **Customers** menu, contact types are used for both customers and vendors.
2. Select the type you no longer want to use and click **Remove**. A confirmation message appears.
3. Click **Yes**.
4. Close the Contact Type screen.

PHONE NUMBERS AND EMAIL ADDRESSES

Phone numbers and email addresses can be classified by assigning contact types.

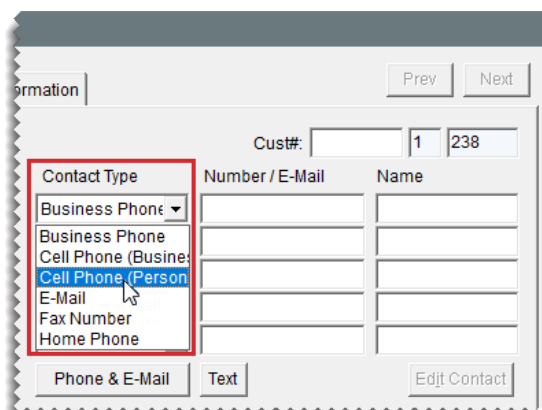
ADD PHONE NUMBERS AND EMAIL ADDRESSES

You can add multiple phone numbers and email addresses to customer and vendor records.

Note: When you add a phone number or email address, you can associate a name with it. For example, the customer record for Rex and Mary Jones could have one phone number associated with the name Rex and another associated with the name Mary. In this scenario, you could also include phone numbers for the couple's teenage children. At point of sale, both the phone number (or email address) and the associated name are displayed on the Invoice Entry screen.

To add phone numbers and email addresses

1. If you haven't already done so, add a new customer or vendor or look up an existing customer or vendor. For more information, see ["Add a Cash Customer" on page 64](#), ["Add an AR Customer" on page 66](#), ["Customer Searches" on page 86](#), ["Add a Vendor" on page 164](#), or ["Vendor Searches" on page 174](#).
2. To add up to *five* contact methods, complete the following steps. If you want to enable texting for cell phone numbers, add those phone numbers using the method described in step 3.
 - a. If the phone number and email fields are not active, click **Edit Contact** on the Customer Maintenance screen or click **Edit** on the Vendor Maintenance screen.
 - b. If you need to change the contact type, select it from the drop-down.



Note: If your TireMaster system is set up to display contact information in the same order for all customers and vendors, the phone numbers and email addresses will be arranged in that order once you click **OK**, regardless of how you enter them here. For more information, see ["Organize Contact Information" on page 157](#).

Tip: If the drop-down doesn't include the contact type you want to assign, you can add your own. For more information, see ["Add Contact Types" on page 148](#)

- c. Type the phone number or email address.

Note: When you initially add contact information, the phone number or email address at the top of the list is designated as the primary contact method, and the second one is designated as the alternate contact method. For customers, the primary contact method is assigned to work orders by default. If you want to use a different phone number or email address as the primary contact method, you can change it. For more information, see ["Update the Primary Contact Methods" on page 161](#).

Tip: Hyphens are automatically inserted in phone numbers. If a phone number includes an extension, type it as well. For example, **208-333-6000 ext. 102**.

- d. Type a description or the name of the person or business to whom the phone number or email address belongs.

Information Prev Next

Cust#: 1 238

Contact Type	Number / E-Mail	Name
Cell Phone (Per: <input type="text"/>)	208-555-7990	Melanie's Cell
Business Phone: <input type="text"/>		

3. For each additional phone number and email address you need, complete the following steps.
- a. Click **Phone & E-mail**. The Contact List appears.

Information Prev Next

Cust#: 1 238

Contact Type	Number / E-Mail	Name
Cell Phone (Per: <input type="text"/>)	208-555-7990	Melanie's Cell
Cell Phone (Per: <input type="text"/>)	208-555-7991	Dean's Cell
Business Phone: <input type="text"/>	208-555-0000	Melanie Work
Cell Phone (Bus: <input type="text"/>)	208-555-1111	Dean's Work
Home Phone <input type="text"/>	208-555-8001	

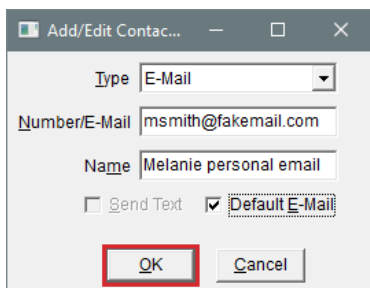
Phone & E-Mail

- b. Click **Add**. The Add/Edit Phone Number screen appears.

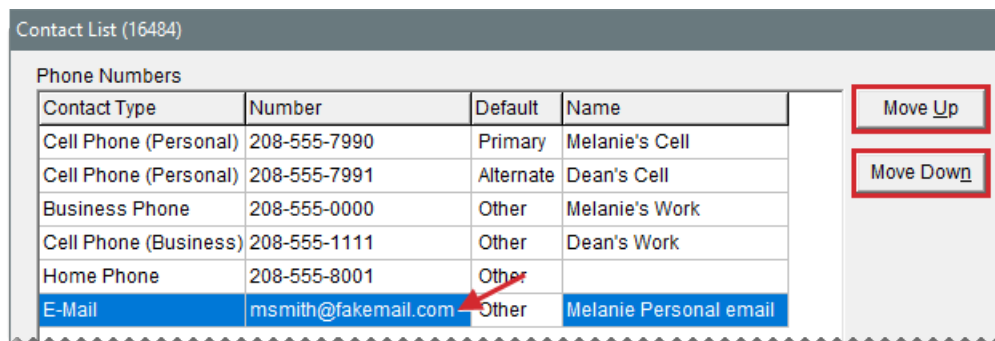
- c. Do the following as needed:
- Select a different method of defining the contact type from the drop-down.
 - Type the phone number or email address in the **Number/E-Mail** field.
 - Type a description or the name of the person or business to whom the phone number or email address belongs.
 - For cell phone numbers that are allowed to receive text messages, select the **Send Text** check box. This check box is available only when a contact type for cell phones is selected.
 - For the email address you want to set as the customer's default, select the **Default E-mail** check box. This check box is available only when a contact type for emails is selected.

Note: If you use third party marketing applications, the default email address is the one to which promotional messages for customers will be sent.

- d. To save the new number or email address, click **OK**.



- e. Change the position for the phone number or email address if needed. To change the position, select the number or email address and click **Move Up** or **Move Down** as needed.



- 4. Make any other needed changes to the customer or vendor record. Otherwise, close the Customer Maintenance or Vendor Maintenance screen.

MANAGE EXISTING CONTACT INFORMATION

When the contact information for customers or vendors changes or is no longer relevant, you can ensure that those details are up-to-date in TireMaster.

UPDATE PHONE NUMBERS AND EMAIL ADDRESSES

When a customer's or vendor's phone number or email address changes, you can update the contact information in TireMaster.

Note: Depending on how your customer types are set up, contact information is ordered the same for all customers and vendors or its organized on an individual basis. For more information, see "[Organize Contact Information](#)" on page 157.

Updating a phone number or email address

1. If you haven't already done so, look up the customer or vendor whose phone number needs to be updated. For more information, see ["Customer Searches" on page 86](#) or ["Vendor Searches" on page 174](#).
2. To update one of the five numbers or email addresses listed on the **General** tab of the Customer Maintenance or Vendor Maintenance screen, complete the following steps. To update the customer or vendor's additional numbers and email addresses, go to step 3 instead. To enable texting for cell phone numbers, use the update method described in step 3 as well.
 - a. For customers, click **Edit Contact**. For vendors, click **Edit** instead.

Note: Depending on your security settings, you can also click the **Edit** button on the Customer Maintenance screen.
 - b. Do the following, as needed.
 - Select a different contact type from the drop-down.
 - Note:** If your TireMaster system is set up to display contact information in the same order for all customers and vendors, the phone numbers and email addresses will be arranged in that order once you click **OK**, regardless of how you enter them here. For more information, see ["Organize Contact Information" on page 157](#).
 - Type a different phone number or email address.
 - Type a different name or description for the phone number or email address.

The screenshot shows a window titled 'Contact List' with 'Prev' and 'Next' buttons at the top right. Below the buttons is a 'Cust#:' label followed by two input fields containing '1' and '33712'. The main area contains a table with three columns: 'Contact Type', 'Number / E-Mail', and 'Name'.

Contact Type	Number / E-Mail	Name
Cell Phone (Per:)	208-555-7991	Dean's Cell
Cell Phone (Bus)	208-555-1111	Dean's Work
Home Phone	208-555-8001	
Cell Phone (Per:)	208-555-7790	Melanie's Cell
E-Mail	msmith@newjemail.c	Melanie Personal

3. To update a phone number or email addresses that is not listed on the **General** tab, complete the following steps.
 - a. Click **Phone & E-mail**. The Contact List opens.

Cust#:

Contact Type	Number / E-Mail	Name
Cell Phone (Per:)	208-555-7991	Dean's Cell
Cell Phone (Bus)	208-555-1111	Dean's Work
Home Phone	208-555-8001	
Cell Phone (Per:)	208-555-7790	Melanie's Cell
E-Mail	msmith@newemail.c	Melanie Personal

Phone & E-Mail Text Edit Contact

- b. Select the phone number or email address you want to update, and click **Edit**. The Add/Edit Phone Number screen opens.

Contact List (16484)

Phone Numbers

Contact Type	Number	Default	Name
Cell Phone (Personal)	208-555-7991	Primary	Dean's Cell
Cell Phone (Business)	208-555-1111	Alternate	Dean's Work
Home Phone	208-555-8001	Other	
Cell Phone (Personal)	208-555-7790	Other	Melanie's Cell
E-Mail	msmith@newemail.com	Other	Melanie Personal

Add Edit Delete

- c. Select a different contact type from the drop-down, type a different number or email address, or type a different name as needed.
- d. If you need to enable or disable texting for cell phone numbers, select or clear the **Send Text** check box. This check box is available only when the cell phone contact type is selected.
- e. If you need to change the default status for an email address, select or clear the **Default E-Mail** address. This check box is available only when the email contact type is selected.
- f. Click **OK** to save your changes.

The screenshot shows a dialog box titled "Add/Edit Contac...". It has a "Type" dropdown menu set to "Cell Phone (Personal)". Below it is a text field for "Number/E-Mail" containing "208-555-4444". Another text field for "Name" contains "Melanie's Cell". There are two checkboxes: "Send Text" (checked) and "Default E-Mail" (unchecked). At the bottom, there are "OK" and "Cancel" buttons. The "OK" button is highlighted with a red rectangular box.

4. Close the Contact List.

DELETE PHONE NUMBERS AND EMAIL ADDRESSES

When a customer or vendor no longer uses a phone number or an email address, you can delete it.

To delete a phone number or email address

1. If you haven't already done so, look up the customer or vendor whose phone number or email address needs to be deleted. For more information, see ["Customer Searches" on page 86](#) or ["Vendor Searches" on page 174](#).
2. On the Customer Maintenance or Vendor Maintenance screen, make sure the **General** tab is selected. Then click **Phone & E-mail**. The Contact List opens.
3. Select the phone number or email address you need to remove and click **Delete**. A confirmation message appears.
4. Click **Yes**. The phone number or email address is removed from the list.
5. If the deleted phone number or email address was the main or secondary contact method, define a new primary or alternate contact number. For more information, see ["Organize Contact Information" below](#).
6. Close the Contact List.

ORGANIZE CONTACT INFORMATION

Contact information can be organized on the Customer Maintenance and Vendor Maintenance screens in one of the following ways:

- The order can differ for each customer and vendor. For example, for some vendors you might list the business number first and for others the cell phone would be first.
- A global order for displaying phone numbers and email addresses can be used for all customers, and another global order can be used for all vendors. For example, for customers, you could always list the cell phone first, followed by home phone, email address, business phone, and fax number.

Note: When global ordering is used, each contact type is displayed on the Customer Maintenance or Vendor Maintenance screen once. For example, if two or more cell phone numbers are associated with a single customer record (such as one for a married couple who has teenage children) one of the cell numbers is on the Customer Maintenance screen and the rest are on the customer's Contact List.

The way in which you define the order depends on which method you use:

- To use the same order for everyone, define a position (1 through 5) in the settings for up to five contact types. For instructions, see "[Organize Contact Information Globally](#)" below.
- To set the order on an individual basis, make sure the position is 0 for all contact types. Then arrange the contact information on the customer's or vendor's Contact List. For instructions, see "[Organize an Individual's Contact Information](#)" on the facing page.

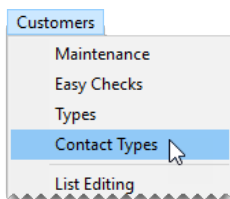
ORGANIZE CONTACT INFORMATION GLOBALLY

With global ordering, contact information for all of your customers is listed in the same order on the Customer Maintenance screen and contact information for all of your vendors is listed in the same order on the Vendor Maintenance screen. Global ordering is defined in the settings for contact types. Therefore, when the customer order or vendor order for a type is assigned to position 1, 2, 3, 4, or 5, it's put in the corresponding spot on the applicable maintenance screen. If a contact type is not assigned a position, it's set to 0 and is displayed on the maintenance screens wherever a spot is available.

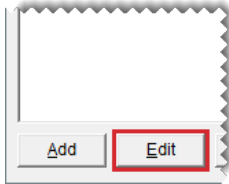
Note: When the position is set to 0 for all contact types, the order of phone numbers and email addresses can differ for each customer or vendor. For more information, see "[Organize an Individual's Contact Information](#)" on the facing page.

To globally organize contact information

1. Select **Customers > Contact Types**. The Contact Type screen appears.



2. For *each* contact type, do the following:
 - a. Select the type and click **Edit**. The Add/Edit Contact Type screen appears.



- b. For customers, type the number that corresponds with the position you want to assign in the **Cust Order** field. For example, type **1** to list the contact type first on the Customer Maintenance screen.
- c. For vendors, type the number that corresponds with the position you want to assign in the **Vend Order** field. The position can be the same as the one used for customers or it can be different.
- d. Click **OK**.

3. When you're done assigning positions, close the open screens.

ORGANIZE AN INDIVIDUAL'S CONTACT INFORMATION

Contact information can be organized on a customer-by-customer or vendor-by-vendor basis, instead of using the same order for everyone. With this method, you define how phone numbers and email addresses for individual customers or vendors are ordered on the maintenance screens by changing their placement on the Contact List. Therefore, if you move up a phone number down on a customer's Contact List, it also moves to the corresponding spot on the customer's maintenance screen.

When you organize phone numbers and email addresses on an individual basis, the following occurs:

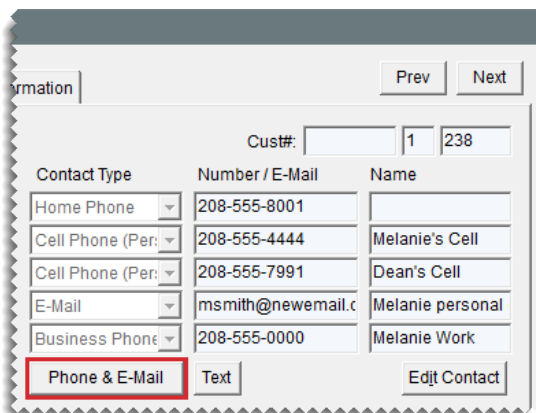
- The contact method designated as primary moves to the top of the list. For customers, the primary contact method is used by default on work orders.
- The alternate contact method is shown beneath the primary contact method. Therefore, it's the second phone number or email address listed.
- The remaining numbers and email addresses, if any, are below the primary and alternate contact information.

When customers and vendors have more than five phone numbers and email addresses, the additional contact information is available only on the Contact List.

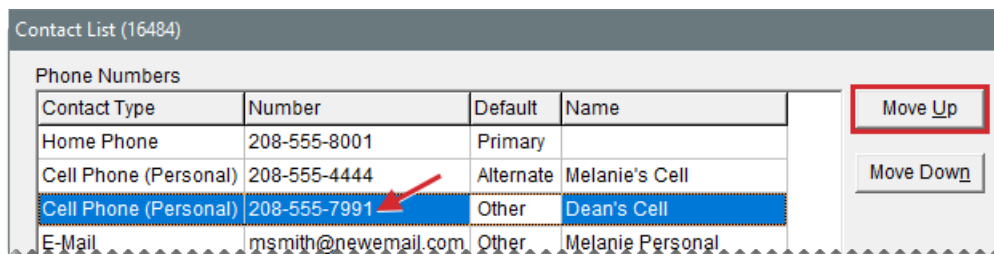
To organize contact information differently for each customer and vendor, the position needs to be set to 0 in the settings for *all* contact types. To verify that the position is 0 for all contact types go to **Customers > Contact Types** and review the entries in the **Position** column.

To organize an individual's contact information

1. Look up the customer or vendor whose contact information you want to organize. For more information, see "Customer Searches" on page 86 or "Vendor Searches" on page 174.
2. On the Customer Maintenance or Vendor Maintenance screen, make sure the **General** tab is selected. Then click **Phone & E-Mail**. The Contact List opens.



3. Define the primary contact method. If you don't need to change the primary contact method, disregard this step.
 - a. Select the row for the phone number or email address you want to designate as the primary contact method.
 - b. Click **Move Up** repeatedly, until the phone number or email address is at the top of the list and the word *Primary* is shown next to it.



4. Define the alternate contact method. If you don't need to change the alternate contact method, disregard this step.
 - a. Select the row for the phone number or email address you want to designate as the alternate contact method.
 - b. Click **Move Up** repeatedly, until the phone number or email address is on the second row of the list and the word *Alternate* is shown next to it.

Contact List (16484)

Phone Numbers

Contact Type	Number	Default	Name
Cell Phone (Personal)	208-555-7991	Primary	Dean's Cell
Home Phone	208-555-8001	Alternate	
Cell Phone (Personal)	208-555-4444	Other	Melanie's Cell
E-Mail	msmith@newemail.com	Other	Melanie Personal
Business Phone	208-555-0000	Other	Melanie's Work
Cell Phone (Business)	208-555-1111	Other	Dean's Work

Move Up

Move Down

5. Define the position for the customer's remaining phone numbers and email addresses.
 - a. Select the row for the contact method you want to move.
 - b. Click **Move Up** or **Move Down** repeatedly, until the phone number or email address is where you need it to be.

Contact List (16484)

Phone Numbers

Contact Type	Number	Default	Name
Cell Phone (Personal)	208-555-7991	Primary	Dean's Cell
Cell Phone (Business)	208-555-1111	Alternate	Dean's Work
Home Phone	208-555-8001	Other	
Cell Phone (Personal)	208-555-4444	Other	Melanie's Cell

Move Up

Move Down

6. Close the Contact List.

PRIMARY CONTACT METHOD

When you initially add contact information, the phone number or email address at the top of the list is designated as the primary contact method, and the second one is designated as the alternate contact method. For customers, the primary contact method is assigned to work orders by default. If you want to use a different phone number or email address as the primary contact method, you can change it.

UPDATE THE PRIMARY CONTACT METHODS

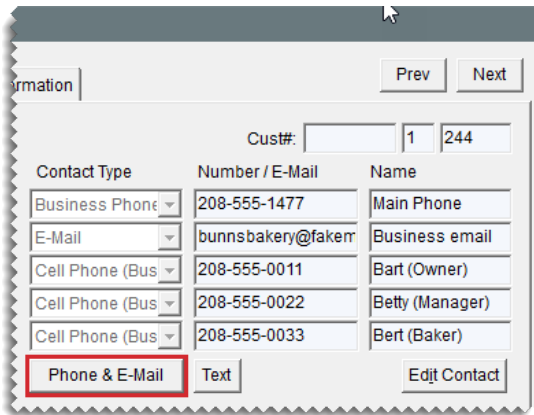
If contact information is ordered in the same manner for all customers and vendors, you don't have to use the phone number or email address in the first position (on the maintenance screens) as the primary contact method. In this scenario, you can choose the primary contact method from the Contact List.

Note: For customers, the primary contact method is assigned to work orders by default.

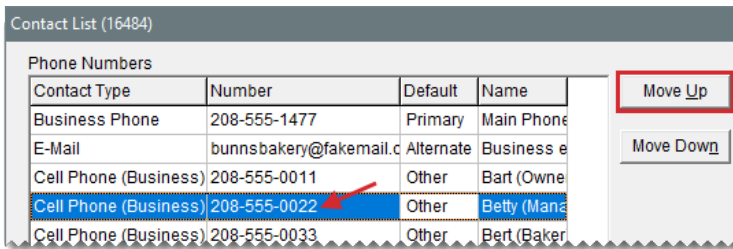
To update the primary contact method

1. Search for the customer or vendor to whom you want to assign a primary contact method. For more information, see ["Customer Searches" on page 86](#) or ["Vendor Searches" on page 174](#).

2. On the Customer Maintenance or Vendor Maintenance screen, click **Phone & E-Mail**. The Contact List appears.



3. Select the phone number or email address that you want to use as the primary contact method, and repeatedly click **Move Up** until it is at the top of the list.



4. If you also need to update the alternate contact method, select the phone number or email address you want to use and repeatedly click **Move Up** or **Move Down** until it is second on the list. Otherwise, disregard this step.
5. Close the open screens.

CHAPTER 9

VENDORS

TireMaster's vendor management tools help to you track purchases from your suppliers. This chapter includes the following sections:

Add and Manage Vendors	164
Vendor Maintenance Screen	170
Vendor Searches	174

ADD AND MANAGE VENDORS

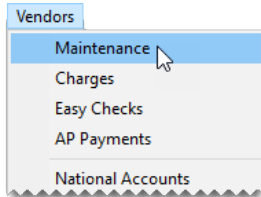
With vendor records, you can track the purchases of tires and service parts from your suppliers.

ADD A VENDOR

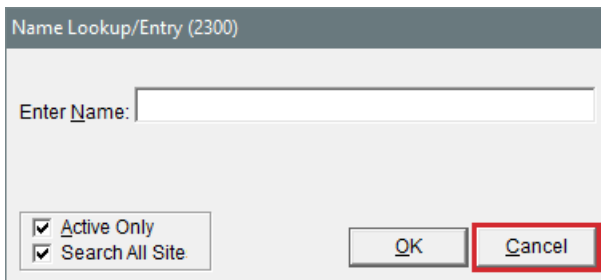
Before you can order items from a vendor, a vendor record must exist in TireMaster

To add a vendor

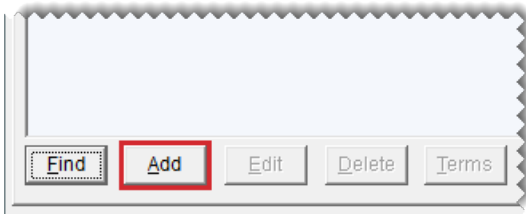
1. Select **Vendors > Maintenance**. TireMaster prompts you for the vendor's name.



2. Click **Cancel** to close the Name Lookup/Entry screen.



3. When the Vendor Maintenance screen opens, click **Add**. TireMaster prompts you for the vendor's name.



4. Type the vendor's name and click **OK**. The new vendor record is created.

5. Enter the vendor's contact information.
 - a. Type the vendor's street or mailing address.
 - b. Type the vendor's zip code. If the zip code has already been used in TireMaster, the Zip Codes screen appears.
 - c. Click **OK**. The city and state are added to the vendor's contact information.
 - d. Add the phone numbers that you want to have on record for the vendor. For more information, see ["Add Phone Numbers and Email Addresses"](#) on page 151.

Contact Type	Number / E-Mail	Name
Business Phone	208-555-1002	Main number
Cell Phone	208-555-2121	Beth - Acct. Mgr.
E-Mail	bethb@shrillaralarm.c	Beth - Acct. Mgr.
Business Phone		
Business Phone		

6. If you need to assign a different type to the vendor, click the **Acct Type** field, press , and select a type from the list. Otherwise, leave the vendor type set to **V**.

7. If the vendor has given you a credit limit, type it in the **Credit Limit** field.

Credit Limit: 2500.00
 Bank Name
 Routing # Bank Acct #

- If you have any notes about the vendor that you want to save, type them in the **Notes** field.

Exp Acct 6600 0
 1099 Vendor
 W-9 on file
 TIN#
 Account # 82101
 Bank Name WELLS FARGO
 Routing # 124103799
 Bank Acct # 989-2201-7921
 Notes:
 Find Add Edit Delete Terms Cancel OK

- To save the new vendor's record, click **OK**.

MANAGE EXISTING VENDOR INFORMATION

Occasionally, you might need to make changes to vendor records because their account information has changed or you're no longer business partners.

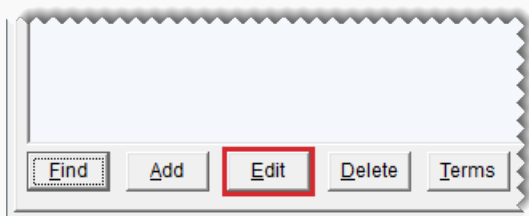
UPDATE A VENDOR RECORD

You can change details for a vendor record, such as the address or a phone number.

Note: If you need to update the information for several vendors, you can use list editing for customers and vendors. For more information, see ["Update Multiple Customer Records"](#) on page 69.

To change a vendor record

- Search for the vendor whose information you want to update. For more information, see ["Vendor Searches"](#) on page 174.
- When the Vendor Maintenance screen opens, make sure the **General** tab is selected. Then click **Edit**.



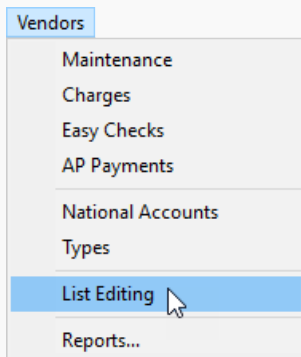
3. Make the needed changes. For information about settings on this screen, see "[Vendor Maintenance Screen](#)" on page 170.
4. To save your changes, click **OK**.

UPDATE MULTIPLE VENDOR RECORDS

When you need to update settings for more than one vendor, you can update the information for a range of vendor records.

To update multiple vendor records

1. Select **Vendors > List Editing**. The Vendor Range screen opens.



2. To search for a range of records to edit, use one or more of the following:
 - Starting and ending name
 - Area code (starting and ending), city, state, or zip code
 - Blank zip codes
 - Site (for the corporate site of TireMaster Corporate systems only)
 - Account type
 - Active, inactive, or both

Tip: To return to the screen's original settings, click **Reset**.

3. Click **OK**. The Vendor List Editing screen opens.

Note: For a hard copy of the information listed on the screen, click **Print** to generate the List Editing Report.

4. Select a column and update the records as needed. You can type your changes or make a selection from a list. To select a setting from a list, click or press .

CUUCD	SITENO	NAME	AD	CREDIT	Acct Type	ACTIVE
179	1	AMC TIRE WAREHOUSE	P.O	5000	V	<input checked="" type="checkbox"/>
174	1	AMERICAN TIRE DISTRIBUTORS	17	5000.00	V	<input checked="" type="checkbox"/>
204	1	AUTO ZONE	10	0	V	<input checked="" type="checkbox"/>

Tip: You can rearrange the columns on this screen. For more information, see ["Rearrange Table Columns"](#) on page 10.

5. When you're finished updating the records, click **Close**.

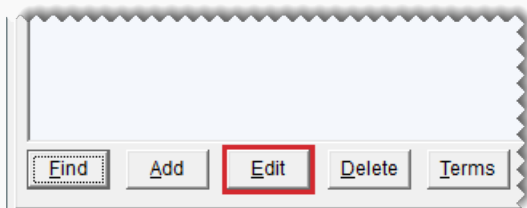


MAKE A VENDOR RECORD INACTIVE

If you have vendors with whom you no longer do business, you can remove them from the list of active vendors. Doing so makes your vendor list easier to manage and use.

To make a vendor record inactive

1. Search for the vendor you want to make inactive. For more information, see "[Vendor Searches](#)" on page 174.
2. When the Vendor Maintenance screen opens, make sure the **General** tab is selected. Then click **Edit**.



3. Clear the **Active** check box.

 A screenshot of the 'Vendor Maintenance (12200)' window. The 'General' tab is selected. The form contains the following fields: Name: AMC TIRE WAREHOUSE, Address: P.O. BOX 6957, Address2: (empty), City: DALLAS, State: TX, Zip: 76709-1398. At the bottom, there is an 'Active' checkbox which is unchecked. A red arrow points to this checkbox.

4. To save your changes, click **OK**.

DELETE A VENDOR RECORD

If you've never used a vendor record for purchasing products, you can delete it.

To delete a vendor

1. Search for the vendor whose record you want to delete. For more information, see "[Vendor Searches](#)" on page 174.
2. When the Vendor Maintenance screen opens, make sure the **General** tab is selected and click **Delete**. A confirmation messages appears.
3. Click **Yes**. The vendor is removed from the database.

VENDOR MAINTENANCE SCREEN

The Vendor Maintenance screen is used for adding vendors and storing vendor account information.

VENDOR GENERAL TAB

The **General** tab (Figure 9-1) contains basic information about the selected vendor, and this is where you can add, edit, and delete vendor records.

Vendor Maintenance (12200)

General | Ledger/History | Prev | Next

1 | 196

Name: PARRISH TIRE | Contact Type: Business Phone | Number / E-Mail: 800-999-2255 | Name:

Address: PO BOX 1398 | Fax Number: 208-999-8473

Address2: | E-Mail: AP@parrish.com | For billing question:

City: TREADVILLE | Business Phone: | Business Phone:

State: TX | Zip: 76709-1398 | Business Phone: | Business Phone:

Active | Phone & E-Mail | Text

Acct Type: V | MFG Code: | Ar/AP: AP | Credit Limit: 0.00

Exp Acct: | TIN#: | Bank Name:

1099 Vendor | Account #: | Routing #: | Bank Acct #:

W-9 on file

Notes:

Find | Add | Edit | Delete | Close

Figure 9-1: Vendor Maintenance Screen General Tab

Item	Description
Prev	Lets you move to the record for the previous vendor on the Vendor List. Note: This button is available for the General tab only. The shortcut key for this button is PageUp .
Next	Lets you move to the record for the next vendor on the Vendor List. Note: This button is available for the General tab only. The shortcut key for this button is PageDown .
Name	Displays the vendor's name.

Item	Description
Address	Displays the vendor's street address or P.O. box (if the vendor only has a P.O. box number).
Address2	Displays the vendor's P.O. box number.
City	Displays the vendor's city.
State	Displays the vendor's state.
Zip	Displays the vendor's zip code.
(blank)	Displays the system-assigned vendor number. The prefix identifies the site where the vendor was added. In TireMaster Point of Sale, the prefix is always 1.
Primary Phone	Displays the vendor's preferred phone number.
Alternate Phone	Displays an alternate number for contacting the vendor.
Phone Numbers	Lets you enter one or more phone numbers for the vendor. For more information, see .
Acct Type	Specifies the vendor type for the vendor. This value cannot be changed.
MFG Code	Not used.
AP/AR	Defines whether this is an AP (vendor) or AR (customer) account.
Credit Limit	Lets you enter the maximum amount you can charge from the vendor. Note: This value is only a visual reminder for you. It does not affect the amounts you charge to a vendor.
Exp Acct	Not used.
1099 Vendor	Not used.
W-9 On File	Not used.
TIN#	Not used.
Account #	Not used.
Bank Name	Not used.
Routing #	Not used.
Bank Acct #	Not used.

Item	Description
Notes	Lets you include additional information about the vendor account.
Find	Lets you look up a vendor.
Add	Lets you add a new vendor.
Edit	Lets you update a vendor's information.
Delete	Lets you remove a vendor from the database if that vendor has never been used on a purchase order or receiving document.
OK	Lets you save changes and exit the screen. This button only appears in add and edit mode.
Cancel	Lets you exit the screen without saving any changes. This button only appears in add and edit mode.

VENDOR LEDGER/HISTORY TAB

The **Ledger/History** tab (Figure 9-2) lists the vendor's purchases and returns.

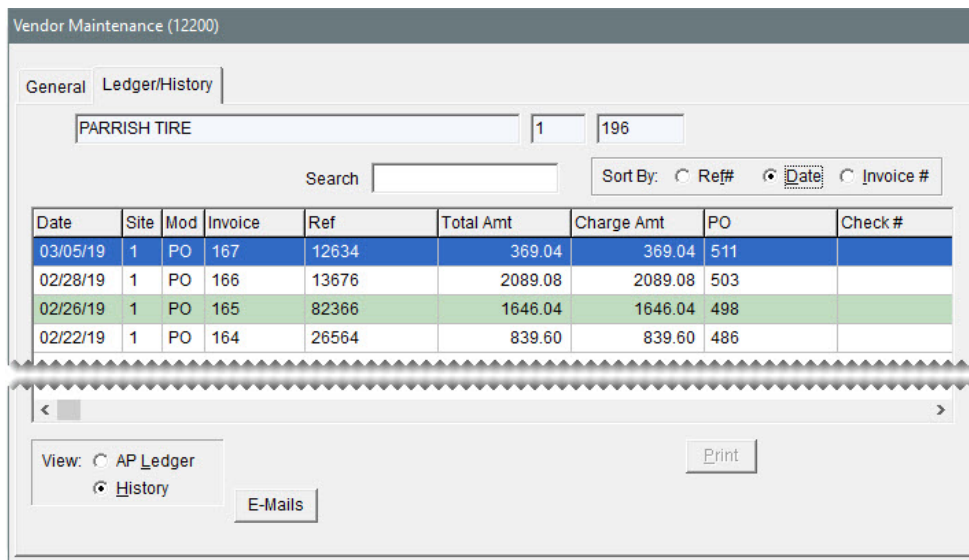


Figure 9-2: Vendor Maintenance Screen Ledger/History Tab

Tip: You can limit the number of documents retrieved when looking up a vendor's history by setting a system control. For more information, see "[AR/AP Lookup Date](#)" on page 963.

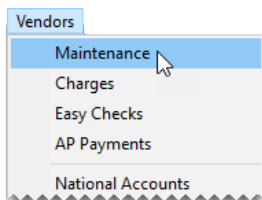
Item	Description
Search	Lets you narrow down the documents displayed by invoice number, reference number, PO number, check number, or amount.
Sort By:	Lets you display documents by the transaction date, transaction reference number, or invoice number.
(first blank field)	Displays the vendor name.
(second and third blank fields)	Displays the system-assigned vendor number.
Date	Displays the transaction date.
Site	Displays the site where the transaction took place.
Mod	Displays the type of document produced by the transaction.
Invoice	Displays the document number for the transaction.
Ref	Displays the reference number or code entered at the time of the transaction.
Total Amt	Displays the total amount of the transaction (only when History is selected).
Charge Amt	<p>Displays the portion of the transaction that you charged to the vendor.</p> <p>Note: In most cases, this amount is equal to the value in the Total Amt field. If you pay part of a vendor invoice with cash or check and charge the remainder, this field displays the amount charged instead.</p>
Paid Amt	Not used.
PO	Displays the vendor invoice document number for a purchase.
Check#	Not used.
AP Ledger	Not used.
History	Displays all transactions that have affected this vendor's account.
E-Mails	Lets you email one or more selected documents to the vendor.
Print	Lets you reprint the selected documents or a report listing the vendor's history.
Research	Lets you view journal entries related to the selected transaction line.

VENDOR SEARCHES

Searching for vendors is one of most-commonly performed tasks in TireMaster. Vendor searches typically occur when starting various transactions and when you need to look at the vendor's account balance or history.

To search for a vendor

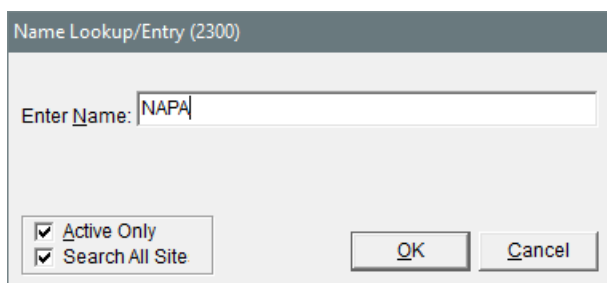
1. Start a task that requires you to search for a vendor or select **Vendors > Maintenance**.
TireMaster prompts you for the vendor's name.



2. Type all or part of the vendor's name. If you want to retrieve all vendors instead, leave the **Enter Name** field blank.

Tip: You can use the percent sign (%) to replace an unknown portion of the vendor's name.

3. To include inactive vendors in the search, clear the **Active Only** check box.



4. Click **OK**. One of the following occurs:
 - If the search finds an exact match, the Vendor Maintenance screen opens to the vendor's record.
 - If more than one vendor matches the lookup, the Vendor List appears. In this scenario, select the appropriate vendor's name, and click **OK**.

Tip: If you selected the wrong vendor, click the **Prev** or **Next** button on the Vendor Maintenance screen move to the correct vendor record.

CHAPTER 10

INVENTORY CONTROL

TireMaster includes a variety of tools for managing your inventory. This chapter includes the following sections:

Track Inventory Costs and Quantities	176
Add and Manage Items	177
Inventory Maintenance Screen	192
Inventory Searches	202
Custom Inventory Lookup Screen	212
The Inventory List	216
Inventory History	217
omPhysical Counts	220
Add-On Packages	225

TRACK INVENTORY COSTS AND QUANTITIES

Before you add an item to the inventory, you need to decide whether you want to track its cost and quantities. Depending on the choice you make, you'll classify the item as either inventoriable or noninventoriable.

Note: Inventoriable and noninventoriable items are not the same as stock and nonstock items. The term *stock* means an item is carried in inventory. *Nonstock* refers to items that are purchased for specific jobs. Inventoriable and noninventoriable define whether you track an item's quantities and cost.

INVENTORIABLE ITEMS

If you need to keep track of an item's cost and quantities, set it up as an inventoriable item. Inventoriable items include the items that you typically keep in stock and include in your physical inventory counts. If you want your sales reports to show the profit or loss for an item, set it up as inventoriable.

To classify an item as inventoriable, type the letter **Y** in the **Inventory (Y/N)** field on the Inventory Maintenance screen. To track changes in an inventoriable item's cost, you need to select one of three inventoriable costing methods. For more information, see "[Inventoriable Costing Methods](#)" on page 332.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Inventory (Y/N)' field is set to 'Y', which is highlighted by a red arrow. Other fields include Product Code: 744826802, Size: LT235/75R15/6, Rim Size: 15.00, Description: HT WRANGLER, Quick Look: 23575156, Group: TIRES, and Part#: 1 4045. There are also checkboxes for Active, Discontinued, Charge Shop, Parts, Labor, and Force Option Cost.

Figure 10-1: *Classifying an Item as Inventoriable*

NONINVENTORIABLE ITEMS

If you need to track an item's cost but not its quantities, set it up as a noninventoriable item. Noninventoriable items typically include labor, nonstock items such as service parts, and hard-to-track items such as valve stems.

To classify an item as noninventoriable, type the letter **N** in the **Inventory (Y/N)** field on the Inventory Maintenance screen. When you set up a noninventoriable item, you also need to decide the following:

- If you want to post the item's cost to general ledger at point of sale (Option Cost Method).

- If you want to post the item's cost to the general ledger when you buy it from a vendor (Expense Method).
- If you want to post the item's cost to the general ledger when it's sold (Relief Percent Method).

Note: General ledger posting occurs only in TireMaster Plus and TireMaster Corporate.

For more information, see "Noninventoriable Costing Methods" on page 333.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Inventory (Y/N)' field is set to 'N', which is highlighted with a red arrow. Other fields include Product Code: 23, Description: NON-STOCK WATER PUMP, and Group: SERVICES. The 'Active' checkbox is checked, and 'Force Option Cost' is also checked.

Figure 10-2: Classifying an Item as Noninventoriable

ADD AND MANAGE ITEMS

Because tracking inventory activity is an ongoing task, TireMaster includes tools for gathering information about the products and services you sell.

ADD AN INVENTORY ITEM

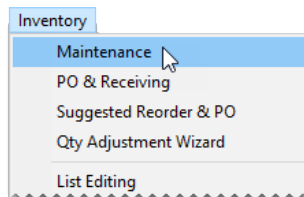
When you add an item to the inventory, you need to complete settings that will help you distinguish it from the other products and services you sell. Completing all of the available inventory settings is not necessary, however, each item must be assigned the following:

- A unique product code
- An inventory category
- A GL code

You also need to define whether an item is inventoriable or noninventoriable.

To add an item

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



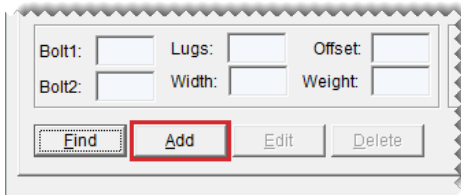
2. Do one of the following:

- Search for an item that's similar to the one you're adding. For more information, see ["Inventory Searches" on page 202](#).

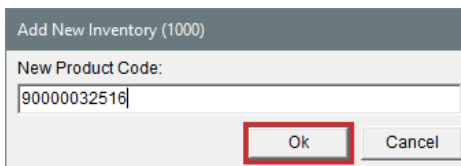
Tip: By looking up a similar item, you can reuse many of its settings for the new item.

- Click **Cancel**.

3. When the Inventory Maintenance screen opens, click **Add**. TireMaster prompts you for a product code.



4. Type a unique product code for the new item and click **OK**.



5. Enter the item's basic information:

- a. Type the size, description, and quick-look code. For tires, also type the rim size.

Note: For items that do not have a size, type a period (.) in the **Size** field. The period ensures that the item's information prints properly on work orders and invoices.

- b. Click the **Group** field, press . Then select a group from the list that appears, and click **OK**.

- c. Make sure the **Active** check box is selected.

6. Define whether to assess shop charges for the item.

- For shop charges based on the sum of the item's parts price and FET, select the **Charge ShopParts** check box.
- For shop charges based on the item's labor price, select the **Charge Shop Labor** check box.
- For shop charges based on both the item's parts price and labor price, select both of the **Charge Shop** check boxes.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: 90000032516

Size: 225/65R16 100T Rim Size: 16.00

Description: EVOLUTION TOUR ALL-SEASON

Quick Look: 2256516 Active Discontinued

Group: TIRES Charge Shop: Parts Labor

Note: To assess shop supplies, other settings also need to be completed. For more information, see ["Shop Supplies" on page 325](#).

7. Define how the item should be handled.
 - a. If the item is inventoriable, type the letter **Y** in the **Inventory (Y/N)** field. For noninventoriable items, type the letter **N** instead. For more information, see ["Inventoriable Items" on page 176](#) and ["Noninventoriable Items" on page 176](#).
 - b. Define the item's type in the **Type (G, C, F, D)** field:
 - For normal items, leave the field blank.
 - For gasoline, type the letter **G**. For more information, see ["Add Gasoline to the Inventory" on page 319](#).
 - For consignments, type the letter **C**. For more information, see ["Set Up Consignment Items" on page 318](#).
 - For fees, type the letter **F**. For more information, see ["Set Up Fees" on page 324](#).
 - For discounts, type the letter **D**. For more information, see ["Set Up Discounts" on page 324](#).
 - c. If you'll record the cost of the item at point of sale, select the **Force Option Cost** check box.

Note: This setting is only for noninventoriable items obtained through outside purchases. For more information, see ["Noninventoriable Costing Methods" on page 333](#)
 - d. If the item is noninventoriable and you want to track it, select the **Track** check box. For more information, see ["Item Tracking" on page 266](#).
8. Enter employee incentive information (optional).
 - a. To assign a spiff color to the item, click the **Color/Spiff** field and press . Then select a color from the list that appears and click **OK**.
 - b. If you pay sales commission for the item, click the **Commission** field and press . Then select the inventory commission type and click **OK**.

9. Enter up to three bar codes (optional). For more information, see ["Prepare to Use Bar Codes"](#) on page 308.
10. Enter the vendor part number and reconciliation code for the item's *main* vendor or manufacturer.
 - a. Type the part number in the **Vendor Part Number 1** field.
 - b. Click the **Recon Code 1** field and press . Then select the reconciliation code for the item's main vendor or manufacturer and click **OK**.

Note: The **Vendor Part Number 1** and **Recon Code 1** fields are used together. Therefore, if the vendor part number is for Goodyear, the reconciliation code needs to be the one for Goodyear.

11. Enter up to three additional vendor part numbers and reconciliation codes for *other* vendors who distribute the item.

Note: The additional vendor part numbers and reconciliation codes are used together as well. For example, if the Michelin vendor part number is entered in the **Vendor Part Number 2** field, the Michelin reconciliation code needs to be entered in **Recon Code 2** field.

Tip: To see which vendor part numbers and reconciliation codes are assigned to items, generate a Vendor Part Number List. This report is on the **Inventory** tab on the Report List.

12. Enter the following tire and wheel details as needed.
 - a. For tires, enter the load index/speed rating, UTQG rating, load range, sidewall style, and treadlife warranty. For information on using the **Core Item** field, see ["Prepare to Track Core Items"](#) on page 768.

- b. For wheels, enter the number of lugs, the bolt pattern, the rim width, and the rim offset.
- c. Type a minimum weight requirement (optional).

13. Assign the following codes and tax settings:

- a. Click the **Add On/Kit Code** field and press . Then select an add-on code and click **OK**.
- b. Click the **Mfg Code** field and press . Then select the code for the item's manufacturer and click **OK**.
- c. If the item's price excluding labor is taxable, make sure the **Parts** check box is selected. Otherwise, clear the check box.
- d. If the item's labor price is taxable, make sure the **Labor** check box is selected. Otherwise, clear the check box.
- e. Click the **Category** field and press . Then select a category code and click **OK**.
- f. Click the **GL** field and press . Then select a GL code and click **OK**. or one of the three preset GL codes and click **OK**.

14. To save the new item, click **OK**. TireMaster prompts you to edit the prices for the new item.

- 15.** To add prices for the item, click **Yes**. For instructions, see ["Fixed Prices" on page 344](#). Otherwise, click **No** and close the Inventory Maintenance screen.

UPDATE INVENTORY INFORMATION

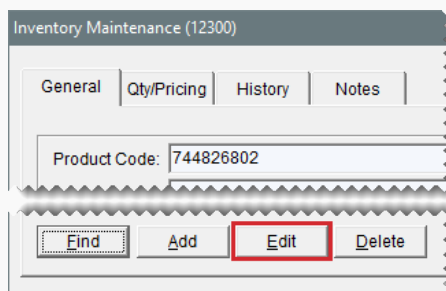
When you need to update information for items, you have two options. You can update items one at a time or in bulk by with Inventory List Editing.

UPDATE INFORMATION FOR A SINGLE ITEM

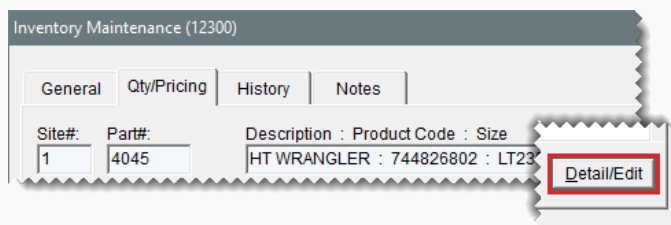
When you need to update the information for a single item, you can make the needed changes in the record for that item.

To update an item's settings

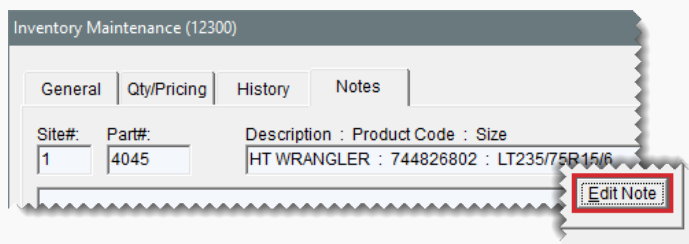
1. Look up the item you need to update. For more information, see ["Inventory Searches" on page 202](#).
2. Do one of the following on the Inventory Maintenance screen:
 - To change codes assigned to the item, make sure the **General** tab is selected. Then click **Edit**.



- To change price, cost, and stocking-level settings, click the **Qty/Pricing** tab. Then click **Detail/Edit** to open the Site Prices and Quantity screen.



- To change the item's notes or link to a web site, specifications sheet, or product photo click the **Notes** tab. Then click **Edit Note**.



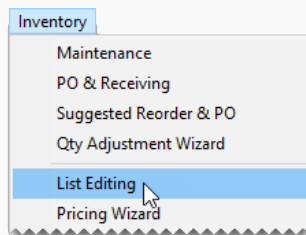
3. Update the settings that need to be changed.
4. To save the changes, click **OK**.

UPDATE INFORMATION FOR MULTIPLE ITEMS

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

To update information for multiple items

1. Select **Inventory > List Editing**. TireMaster The Custom Inventory Lookup screen appears.




2. Search for a group of items to update. For more information, see ["Inventory Searches" on page 202](#).
3. Resize screen and rearrange the columns (one on or both of the panes) if needed. For more information, see ["Resize Screens" on page 10](#) and ["Rearrange Table Columns" on page 10](#).

Note: If you belong to a security group that's assigned the permission **Save Screen Layout**, you can save your changes by clicking **Save Layout**.

4. In the top pane, select the row for the item you want to update. The corresponding row for that item is automatically selected in the bottom pane.

Note: For a hard copy of the information listed on the screen, click **Print**.

5. In the top pane, make changes by typing them, selecting or clearing check boxes, and selecting codes from a list. To access the various code lists, click the cells colors yellow. Then press or click . Your changes are saved instantly.

Part No	Size	Prod Code	Rim	Description	Addon	Vend Part No
4041	LT215/75R15/8	744154900	15	HT WRANGLER	PT	135442563
4044	LT215/85R16/10	744821900	16	HT WRANGLER	PT	135815463
4046	LT225/75R16/10	744830900	16	HT WRANGLER	...	135815469
4045	LT235/75R15/6	744826802	15	HT WRANGLER		135815466
4043	LT235/85R16/10	744725502	16	HT WRANGLER		135869830
4042	LT245/75R16/10	744395900	16	HT WRANGLER		135548570

Note: Because an item's product code cannot be blank, TireMaster will re-enter it if it has been deleted.

Tip: Press the arrow keys to move from cell to cell and press **Tab** to move between panes.

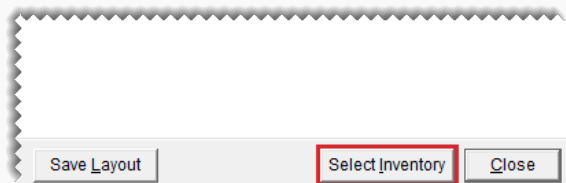
- In the bottom pane, click the row for the selected item and make changes as needed. In the **Price By** and **Operator** columns, press \sphericalangle repeatedly to see your choices.

Part No	Size	Prod Code	Rim	Description	Addon	Vend Part No
4041	LT215/75R15/8	744154900	15	HT WRANGLER	PT	135442563
4044	LT215/85R16/10	744821900	16	HT WRANGLER	PT	135815463
4046	LT225/75R16/10	744830900	16	HT WRANGLER	PT	135815469

Product Code: 744821900		Size: LT215/85R16/10		Description: HT WRANGLER					
Part No	Site	Parts	Labor	Last Cost	Price By	Base	Operator	Factor	Stg
4041	1	230.45	0.00	160.45	C	160.45	D	0.70	
4044	1	255.20	0.00	185.20	C	185.20	D	0.70	
4046	1	243.60	0.00	173.60	C	173.60	D	0.75	
4045	1	220.98	0.00	150.98	C	150.98	D	0.75	
4043	1	220.27	0.00	150.27	C	150.27	D	0.75	
4042	1	187.29	0.00	117.29	C	117.29	D	0.75	

Tip: To copy and paste settings, click the cell with the number or code you want to copy. Then click the cell again and press **Ctrl+C**. Next, click the cell where you want to paste the data. Click the cell again and press **Ctrl+V**.

- To change additional items, repeat steps 4 through 6.
- If you want to edit another group of items, click **Select Inventory**.



- Close Inventory List Editing screen.

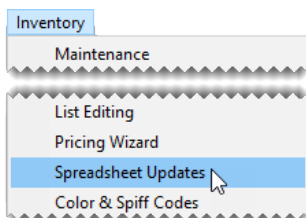
UPDATE ITEMS WITH SPREADSHEETS

You can update price, cost, and bar code settings for existing items by importing data from an XML spreadsheet into TireMaster. Updating items in this manner helps you save time, because information for multiple items can be updated at once.

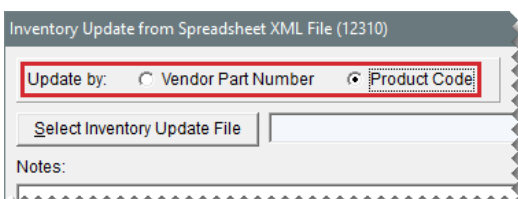
Note: To ensure items can be updated, the spreadsheet needs to meet certain requirements. For information on creating spreadsheets for inventory updates, see "[Spreadsheet Requirements](#)" on the next page.

To update items with an XML spreadsheet

1. Select **Inventory > Spreadsheet Updates**. TireMaster prompts you to update items with an XML spreadsheet.



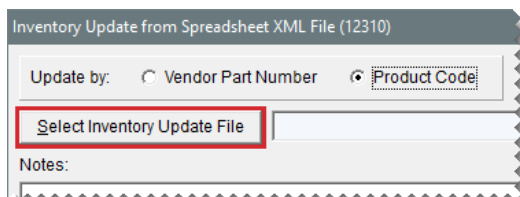
2. Depending on how your spreadsheet is set up, select **Vendor Part Number** or **Product Code**. TireMaster checks your inventory for any items that have been assigned duplicate part numbers or product codes.



Note: Items with duplicate part numbers or product codes will not be updated. Therefore, you might want to verify that unique part numbers and product codes are assigned to items before updating the prices.

Tip: To generate a hard copy of the notes at any time, click **Print Notes**.

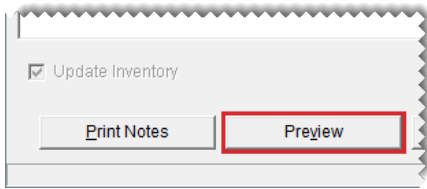
3. Look up the spreadsheet with the price information:
 - a. Click **Select Inventory Update File**. The Load Inventory Update File screen appears.



- b. Select the file that you want to use for the update and click **Open**.

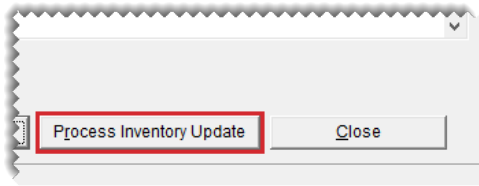
Note: If you don't see the file you want to use, select it from the **Look in** drop-down.

4. To view the pending changes, click **Preview**. If TireMaster cannot access the data file, make sure the spreadsheet is no longer open in Excel.



Note: Although prices on the update screen might extend to more than four decimal points in some instances (such as BASE=.04739999999999998), those values will be displayed properly on TireMaster's setup screens for the updated items (such as 0.474).

5. To complete the update, click **Process Inventory Update**. The following message appears: "Inventory update is complete."



Note: Although prices on the update screen might extend to more than four decimal points in some instances (such as BASE=.04739999999999998), those values will be displayed properly on TireMaster's setup screens for the updated items (such as 0.474).

6. Click **OK** to close the message.
7. Close the Inventory Update from Spreadsheet XML File screen.
8. Verify that the price, cost, or bar code fields were updated by looking up a sample of individual items or by looking up multiple items in Inventory List Editing.

SPREADSHEET REQUIREMENTS

XML spreadsheets (Figure 10-3) used for updating inventory need to meet the following requirements:

- It 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 parenthesis. (For example, INVPRICE.DBILL.)
- It must have a column for vendor part numbers, product codes, or both.
- If an amount is 0.00, type **0 . 00**. Cells cannot be blank.

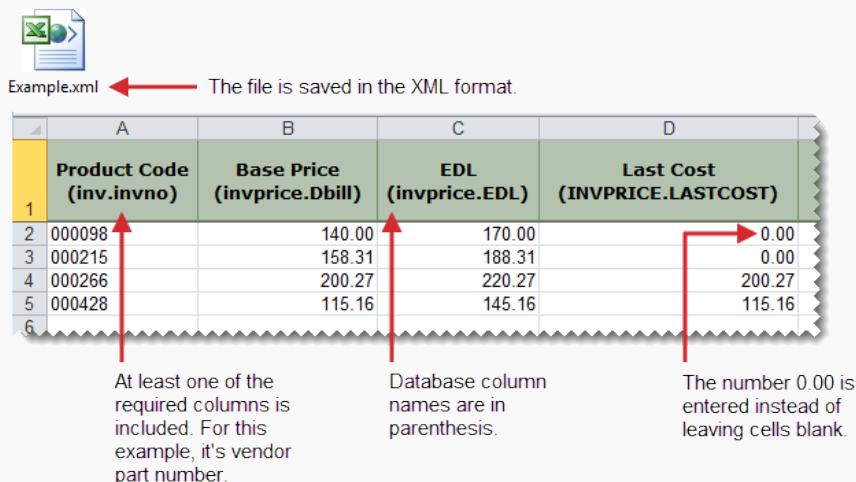


Figure 10-3: XML Spreadsheet Example

The **Pricing** folder in the TireMaster program directory (**c:\TireMaster\Pricing** or **d:\TireMaster\Pricing**) includes two spreadsheets that you can modify, or you can create your own. [Table 10-1](#) lists the fields in TireMaster that can be updated with an XML spreadsheet, along with the corresponding database column names.

Table 10-1: XML Requirements

TireMaster Field Name	Database Column Name	
Vendor Part #	INV.VENDPARTNO	Spreadsheets must have a column for vendor part numbers, product codes, or both.
Product Code	INV.INVNO	
Bar Code 1	INV.BARCODE1	
Bar Code 2	INV.BARCODE2	
Bar Code 3	INV.BARCODE3	
Base Price	INVPRICE.DBILL	
Last Cost	INVPRICE.LASTCOST	
Labor Price	INVPRICE.LABOR	
Everyday Low	INVPRICE.EDL	

TireMaster Field Name	Database Column Name
Price By	INVPRICE.PRICEBY
Factor	INVPRICE.FACTOR
Sale Labor	INVPRICE.SALE_LABOR
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

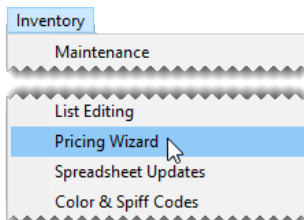
ASSIGN STOCKING LEVELS TO A GROUP OF ITEMS

With the Pricing Wizard, you can assign *the same* minimum stocking level, *the same* maximum stocking level, or both to a group of items. You'll most likely use the Pricing Wizard to assign stocking levels in conjunction with another task. For example, in one session of using the Pricing Wizard, you could do the following to the tires in a specific product line: 1) set the minimum stocking level, 2) set the maximum stocking level, and 3) update the cost.

Note: Stocking levels can also be defined in the settings for individual items and for groups of items with Inventory List Editing. With Inventory List Editing, you can *vary* the minimum and maximum stocking levels assigned. For more information, see "[Update Information for Multiple Items](#)" on page 183

To assign stocking levels with the Pricing Wizard

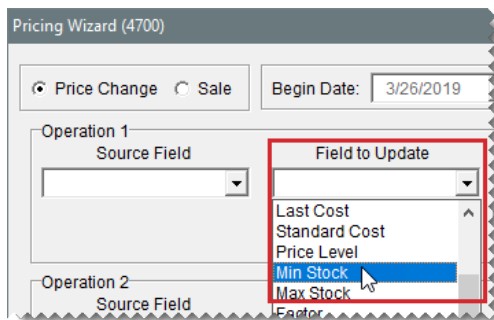
1. Select **Inventory > Pricing Wizard**.



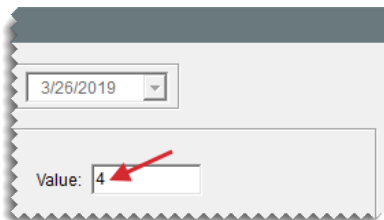
2. Make sure **Price Change** is selected.



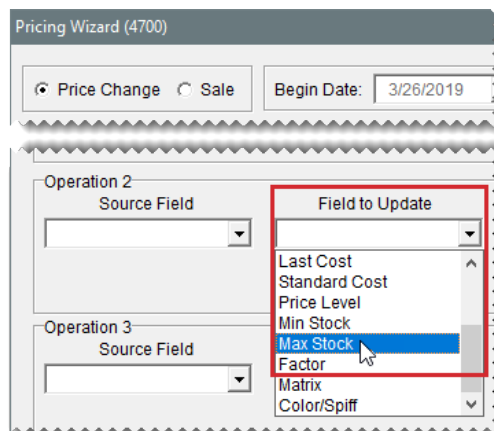
3. Update the minimum stocking level if needed. Otherwise, skip this step.
 - a. Select Min Stock from the **Field to Update** drop-down for the operation being used to update the minimum stocking level. The **Value** field appears and replaces the price change fields.



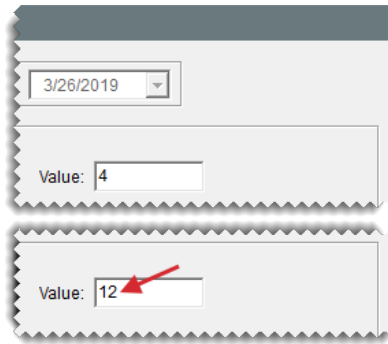
- b. Type the number you want to assign as the minimum stocking level in the **Value** field.



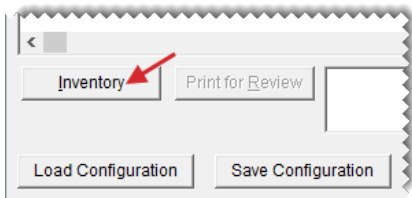
4. Update the maximum stocking level if needed. Otherwise, skip this step.
 - a. Select Max Stock from the **Field to Update** drop-down for the operation being used to update the maximum stocking level. The **Value** field appears and replaces the price change fields.



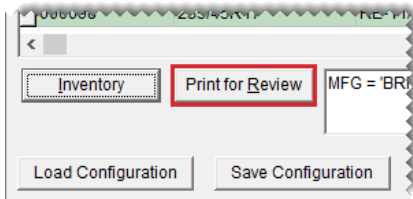
- b. Type the number you want to assign as the maximum stocking level in the **Value** field.



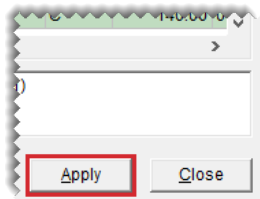
5. Click **Inventory**, and look up the item or items to which you want to assign stocking levels. For more information, see ["Inventory Searches" on page 202](#).



6. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.



- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.
7. Click **Apply**. A confirmation message appears.



8. Click **Yes**. A second message verifies the update has been completed.
9. Click **OK** to close the confirmation message.

To view the changed stocking level for a single item, look at either the **Min Stock** or **Max Stock** field on the Site Prices and Quantity screen. For multiple items, select **List Editing** from the **Inventory** menu, and look up the same items you just updated. Stocking levels are listed in the lower-right half of the Inventory List Editing screen. If you can't see them, scroll to the right.

DISCONTINUE AN ITEM

When you stop selling a particular item or when a manufacturer no longer makes an item, you can classify that item as discontinued. Once a discontinued item reaches a quantity of zero, TireMaster changes the item's status to inactive when you cut off the month.

To discontinue an item

1. Search for the item you want to discontinue. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, make sure the **General** tab is selected and click **Edit**.
3. Select the **Discontinued** check box.
4. To save your changes, click **OK**.

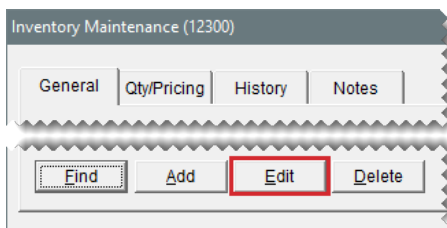
MAKE AN ITEM INACTIVE

By making an item inactive, you can exclude it from inventory searches and reports.

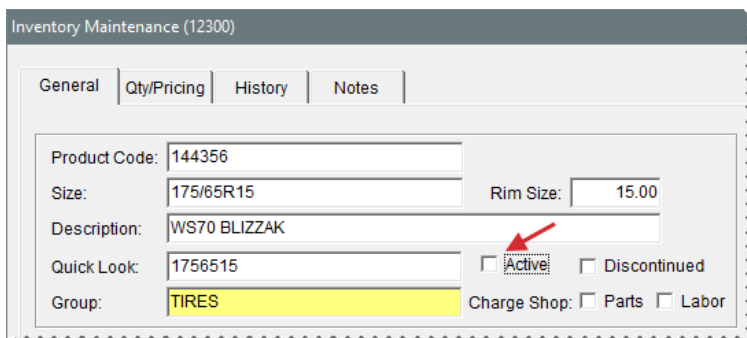
Note: When you close the month, TireMaster changes the status of any discontinued items with a quantity of zero to inactive. To determine whether an item's quantity is zero, TireMaster adds the item's quantity on-hand to the item's quantity on order.

To make an item inactive

1. Search for the item you want to discontinue. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, make sure the **General** tab is selected and click **Edit**.



3. Clear the **Active** check box.



4. To save your changes, click **OK**.

DELETE AN ITEM

If you have an item that has never been used in any transactions and isn't associated with another inventory item, such as an add-on item, you can delete it. If an item has transaction history, you can inactivate it instead. For more information, see ["Make an Item Inactive" on the previous page](#).

To delete an item

1. Search for the item you want to discontinue. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, make sure the **General** tab is selected and click **Edit**. A confirmation message appears,
3. Click **Yes**. The item is removed from the database.

INVENTORY MAINTENANCE SCREEN

The Inventory Maintenance screen is used to store and track information about the products and services you sell. Tasks commonly performed with this screen include adding items and viewing an item's history.

GENERAL TAB

The **General Tab** ([Figure 10-4](#)) stores an item's basic information, as well as several codes that are part of its settings.

Figure 10-4: Inventory Maintenance Screen General Tab

Item	Description
<p>Prev</p> <p>Next</p>	<p>Lets you move to the record for the previous or next item on the Inventory List. The items displayed when clicking the buttons depends on the search options and sort order used for the inventory lookup.</p> <p>Note: If you click Next on the screen for the last item retrieved, TireMaster will beep. At that point, you can only move backward. TireMaster also beeps if you click Prev on the screen for the first item retrieved. In that scenario, you can only move forward.</p>
<p>Product Code</p>	<p>Lets you enter the number assigned to an item by the manufacturer. This number must be a unique.</p>
<p>Size</p>	<p>Lets you enter an item’s size.</p> <p>Note: To ensure that various documents are formatted properly, use a code of your choice or a period for items that don’t have a size.</p>
<p>Rim Size</p>	<p>Lets enter the size for rims.</p>

Item	Description
Description	Lets you create a description for the item.
Quick Look	Lets you assign an easy-to-remember code of your choice that you can use to look up the item.
Group	Lets you assign an inventory group to the item. For more information, see "Inventory Categories and Groups" on page 300 .
Active	Lets you define that the item is currently being produced or is currently being sold.
Discontinued	Lets you define that the item is no longer being produced or is no longer being sold.
Charge Shop: Parts	Lets you define whether to assess a shop charge based on the sum of the item's parts price and FET.
Charge Shop: Labor	Lets you define whether to assess a shop charge based on the item's labor price.
Part#	Displays the site number and the system-assigned number for the item.
Inventory (Y/N)	<p>Lets you state one of the following:</p> <ul style="list-style-type: none"> ▪ Y identifies inventoriable items ▪ N identifies noninventoriable items
Type (G, C, F, D)	<p>Lets you classify the item:</p> <ul style="list-style-type: none"> ▪ No entry identifies a normal item. ▪ G identifies the item is gasoline. ▪ C identifies a consignment item. ▪ F identifies the item is a fee. ▪ D identifies the item is a discount.
Color/Spiff	Lets you assign a color code, sales spiff, or both to the item.
Commission	<p>Lets you assign an inventory commission type to the item.</p> <p>Note: If this code is not entered manually, TireMaster uses the default inventory commission type set in System Controls for calculating commission.</p>
Force Option Cost	<p>Lets you remind users to enter the exact cost, including FET, of noninventoriable items at point of sale.</p> <p>Note: If the System Control Force Option Cost is set to Yes, users</p>

Item	Description
	are required to enter the cost.
Bar Code 1	Lets you assign a primary bar code to the item.
Bar Code 2	Lets you assign a secondary bar code to the item.
Bar Code 3	Lets you assign a third bar code to the item.
Vendor Part Number 1	<p>Lets you enter the vendor part number for the item's <i>main</i> vendor or manufacturer. Some vendors and manufacturers refer to vendor part numbers as article numbers or product IDs.</p> <p>Tip: Because the entry in this field is the only vendor part number displayed on the Inventory List and the Inventory List Editing screen, you should enter the most frequently used vendor part number here.</p> <p>Note: This vendor part number is used in conjunction with reconciliation code 1. Therefore, both the part number and reconciliation code need to be for the same vendor. For example, if this is a Goodyear vendor part number, the Goodyear reconciliation code needs to be entered in the Recon Code 1 field.</p>
Recon Code 1	<p>Lets you assign the reconciliation code for the item's <i>main</i> vendor or manufacturer. This code is used for tracking national account, government support, and defect adjustment sales.</p> <p>Note: This reconciliation code is used in conjunction with vendor part number 1. Therefore, both the part number and this reconciliation code need to be for the same vendor. For example, if this is the Goodyear reconciliation code, the Goodyear vendor part number needs to be entered in the Vendor Part Number 1 field.</p>
Vendor Part Number 2	<p>Lets you enter a second vendor part number for <i>another</i> vendor who distributes the item. Some vendors refer to vendor part numbers as article numbers or product IDs.</p> <p>Note: This vendor part number is used in conjunction with reconciliation code 2. Therefore, both the part number and reconciliation code need to be for the same vendor. For example, if this is a Michelin vendor part number, the Michelin reconciliation code needs to be entered in the Recon Code 2 field.</p>
Recon Code 2	Lets you assign a second reconciliation code for <i>another</i> vendor. This

Item	Description
	<p>code is used for tracking national account, government support, and defect adjustment sales.</p> <p>Note: This reconciliation code is used in conjunction with vendor part number 2. Therefore, both the part number and this reconciliation code need to be for the same vendor. For example, if this is the Michelin reconciliation code, the Michelin vendor part number needs to be entered in the Vendor Part Number 2 field.</p>
Vendor Part Number 3	<p>Lets you enter a third vendor part number for <i>another</i> vendor who distributes the item. Some vendors refer to vendor part numbers as article numbers or product IDs.</p> <p>Note: This vendor part number is used in conjunction with reconciliation code 3. Therefore, both the part number and reconciliation code need to be for the same vendor. For example, if this is a Bridgestone vendor part number, the Bridgestone reconciliation code needs to be entered in the Recon Code 3 field.</p>
Recon Code 3	<p>Lets you assign a third reconciliation code for <i>another</i> vendor. This code is used for tracking national account, government support, and defect adjustment sales.</p> <p>Note: This reconciliation code is used in conjunction with vendor part number 3. Therefore, both the part number and this reconciliation code need to be for the same vendor. For example, if this is the Bridgestone reconciliation code, the Bridgestone vendor part number needs to be entered in the Vendor Part Number 3 field.</p>
Vendor Part Number 4	<p>Lets you enter a fourth vendor part number for <i>another</i> vendor who distributes the item. Some vendors refer to vendor part numbers as article numbers or product IDs.</p> <p>Note: This vendor part number is used in conjunction with reconciliation code 4. Therefore, both the part number and reconciliation code need to be for the same vendor. For example, if this is a Cooper vendor part number, the Cooper reconciliation code needs to be entered in the Recon Code 4 field.</p>
Recon Code 4	<p>Lets you assign a fourth reconciliation code for <i>another</i> vendor. The reconciliation code is used for tracking national account, government support, and defect adjustment sales.</p>


Item	Description
	<p>Note: This reconciliation code is used in conjunction with vendor part number 4. Therefore, both the part number and this reconciliation code need to be for the same vendor. For example, if this is the Ccooper reconciliation code, the Cooper vendor part number needs to be entered in the Vendor Part Number 4 field.</p>
Load/Speed	Lets you define the load index and speed rating for a tire.
UTQG	<p>Lets you define a tire's Uniform Tire Quality Grade rating.</p> <p>Note: For TireMaster systems that are <i>not</i> integrated with Tire Brands, the values in this field are displayed with product information at the top of the page on good, better, best (comparison) quotes after the label <i>Wear</i>. For more information, see "Good, Better, Best Quotes" on page 458.</p>
Load Range	Lets you define the load range for a tire.
Sidewall	Lets you define the sidewall style for a tire.
Warranty	<p>Lets you define the treadlife warranty for a tire.</p> <p>Note: For TireMaster systems that are <i>not</i> integrated with Tire Brands, the value in this field is displayed with product information at the top of the page on good, better, best (comparison) quotes after the label <i>Miles</i>. For more information, see "Good, Better, Best Quotes" on page 458.</p>
Core Item	Lets you enter a core inventory item you want to associate to the item.
Bolt1	Lets you enter the primary bolt pattern for a wheel in either metric or US standard measurements.
Bolt2	Lets you show an alternative measurement or a secondary bolt pattern for a wheel.
Lugs	Lets you enter the number of lug nuts for a wheel.
Width	Lets you enter the width of a wheel.
Offset	Lets you enter the offset for a wheel.
Weight	Lets you set a minimum weight requirement for the item.
Add-On/Kit Code	Lets you assign a group of add-on items that will be included on invoices when the item is sold.

Item	Description
Mfg Code	Lets you enter the item's manufacturer.
Taxable: Parts	Lets you define whether to collect sales tax for the item's parts price, except for tax-exempt customers.
Taxable: Labor	Lets you define whether to collect sales tax for the item's labor price, except for tax-exempt customers.
Category	Lets you assign an inventory category to the item.
GL	Lets you assign a general ledger code to the item. If you're running a TireMaster Point of Sale system, use one of the preset GL codes.
Find	Lets you search for an item.
Add	Lets you add a new item to the inventory.
Edit	Lets you change the selected item's settings.
Delete	Lets you delete the selected item if it has never been used in a transaction.
Cancel	Lets you exit the screen without saving changes in add or edit mode.
OK	Lets you save changes and exit the screen in add or edit mode.
Close	Lets you exit the screen when you are not in add or edit mode.

QTY/PRICING TAB

The **Qty/Pricing** tab (Figure 10-5) displays information about an item's quantities and prices. To update an item's stocking quantities, prices, and cost settings, click **Detail/Edit**.

Note: The available quantity is the total of the item's quantity on hand and the quantity not priced.

Tip: To view addition information about an item, press  repeatedly.

Inventory Maintenance (12300)

General Qty/Pricing History Notes

Site#: 1 Part#: 3957 Description : Product Code : Size
RS-AEAGLE : 732804500 : P235/70R16/SL

Site	Location	Available	Best	OnHand	UnPriced	On WO	On Order	EDL
1		8.00	212.42	8.00	0.00	0.00	0.00	212.42

Detail/Edit

Figure 10-5: Inventory Maintenance Screen Qty/Pricing Tab

HISTORY TAB

The **History** tab (Figure 10-6) shows an item's sales and receiving history. It also shows whether an item is currently on any work orders:

- Select **Sales History** for a list of both sale and return invoices. The sales history shows how much you previously charged customers for the item.
- Select **Receiving History** for a list of vendor invoice documents (VIDs) created when the item was priced. The receiving history shows what you paid a vendor when you previously bought the item.
- Select **Work Orders** to see whether the item is currently on any work orders.

You can control how many historical documents (also referred to as records) are displayed on the screen by selecting one of the radio buttons in the lower-right corner of the screen. For a duplicate copy of a document, select the line for it and click **Reprint**. To see how a transaction posted to the general ledger, select the line for it and click **Research**.

Inventory Maintenance (12300)

General Qty/Pricing History Notes

Site#: 1 Part#: 3957 Description : Product Code : Size
RS-AEAGLE : 732804500 : P235/70R16/SL

Date	Site	Mod	Invoice	Customer	Qty	Parts	Labor	FET	Line
02/27/19	1		188	Cagney Courier	4.00	212.42	0.00	0.00	1
02/27/19	1		200	Turner, Johnny & Anne	4.00	212.42	0.00	0.00	1
02/27/19	1		203	Walker, Dan	4.00	212.42	0.00	0.00	1
02/27/19	1		184	Cagney Courier	4.00	212.42	0.00	0.00	1

Document Types: Sales History Receiving History Work Orders

Number of Documents: 40 120 All

Invoice Description: RS-AEAGLE

Reprint Research

Figure 10-6: Inventory Maintenance Screen History Tab

Item	Description
Site#	Displays the number for the site where the item was added to the inventory. In TireMaster Point of Sale and TireMaster Plus, this number is always 1.
Part#	Displays the item's system-assigned part number.
Description	Displays the item's description, product code, and size.
Date	<p>Displays one of the following:</p> <ul style="list-style-type: none"> ▪ The date the invoice was completed (sales history view) ▪ The date the vendor invoice document (VID) was completed (receiving history view) ▪ The date the item was added to a work order (work order history view)
Site	<p>Displays one of the following:</p> <ul style="list-style-type: none"> ▪ The number for the site where the invoice was completed (sales history view) ▪ The number for the site where the vendor invoice document was completed (receiving history view) ▪ The number for the site where the item was added to a work order (work order history view) <p>In TireMaster Point of Sale and TireMaster Plus, this number is always 1.</p>
Mod	Displays the code that identifies the document type. For normal sales, returns, and trade-ins, this field is blank (sales and work order history views). For more information, see "Document Type Codes" on page 979 .
Invoice	Displays the invoice number or work order number (when viewing sales and work order history).
VID#	Displays the document number for the vendor invoice document (when viewing receiving history).
Customer	Displays the name of the customer who purchased or is going to purchase the item (when viewing sales and work order history).
Vendor	Displays the name of the vendor who sold you the item (when viewing receiving history).

Item	Description
Qty	Displays the quantity sold, received, or placed on work order.
Parts	Displays the parts price for each item sold or placed on work order (when viewing sales and work order history).
Price	Displays your cost for each item (when viewing receiving history).
Labor	Displays the labor price for each item sold or placed on work order (when viewing sales and work order history).
FET	<p>Displays one of the following:</p> <ul style="list-style-type: none"> ▪ The federal excise tax for each item sold (sales history view) ▪ The federal excise tax charged to you when the item was received (when viewing receiving history) ▪ The federal excise tax for each item on work order (when viewing work order history)
Line	Identifies the line where the item appears on the invoice, vendor invoice document, or work order.
Document Type: Sales History	Lets you view the item's sales history.
Document Type: Receiving History	Lets you view the item's receiving history.
Document Type: On Work Order	Lets you see a list of work orders that the item is assigned to.
Number of Documents: First radio button (lower-right corner)	<p>Lets you limit the number of historical documents or work orders displayed to the number shown.</p> <p>Note: To define the number of documents displayed when selecting this radio button, set the System Control Grid Control - Limit 1. For more information, see "Grid Control - Limit 1" on page 966.</p>
Number of Documents: Second radio button (lower-right corner)	<p>Lets you limit the number of historical documents or work orders displayed to the number shown.</p> <p>Note: To define the number of documents displayed when selecting this radio button, set the System Control Grid Control - Limit 2. For more information, see "Grid Control - Limit 2" on page 966.</p>

Item	Description
Number of Documents: All	Let you display all historical documents or work orders.
Reprint	Lets you reprint the selected invoice or vendor invoice document (when viewing sales and receiving history)
Research	Lets you view journal entries generated when the selected item was sold or received (when viewing sales and receiving history). Note: Journal entries can be researched only in the TireMaster Plus and TireMaster Corporate systems.

NOTES TAB

The **Notes** tab provides a space for including information, such as warranty disclaimers, in an item's inventory record. Notes entered on this screen print on work orders and invoices.

You can also use the **Notes** tab to link an item to a web site or a file, such as a product specifications sheet or a photo, that's stored on your computer or network.

- To add a note to an item, click **Edit Note** and type the text for your note. To save the note, click **OK**.
- To link an item to a Web site, click **Edit Note** and type the web site's URL in the **External Specifications** field. Then click **OK**.
- To link an item to a file on your computer or network, click **Edit Note** and type the path and file name (such as `c:\tirephotos\Cooper\trendsetter` or `\\mynetwork\specsheets\Goodyear\Wrangler`).

INVENTORY SEARCHES

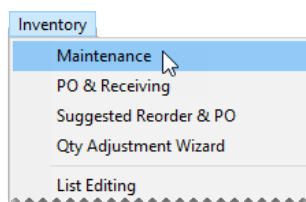
When looking up items, you can use various search options—referred to as prompts in TireMaster—to narrow your search and control how the items you find are displayed on the Inventory List.

SEARCH WITH QUICK LOOK CODES

A quick look code can be any combination of numbers or letters that's easy to remember. Many dealers use quick look codes as a way to look up tire sizes without having to type slashes or letters. Searching with quick look codes is helpful at point of sale.

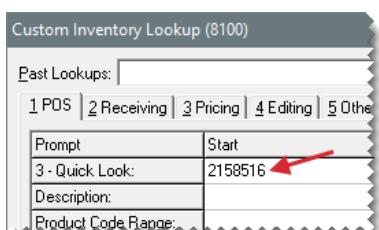
To search with quick look codes

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



Tip: To reuse the codes from a previous search, click **Past Lookups** and make a selection from the drop-down list.

2. Click the tab you want to use for the search.
3. In the **3-Quick Look** row, click the **Start** field and type a full or partial quick look code.



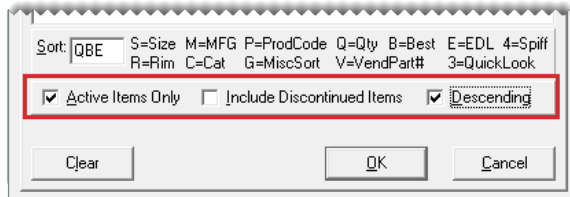
Tip: Clicking **Clear** removes the quick look code from the screen.

4. To use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.



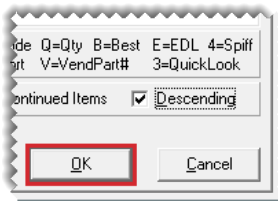
Note: You can use up to four of the sort codes displayed to the right of the **Sort** field. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.

5. Select or the following check boxes as needed:
 - To include active items in the search, make sure the **Active Items Only** check box is selected.
 - To include discontinued items in the search, make sure the **Include Discontinued Items** check box is selected.
 - To display the items from the highest to lowest order on the Inventory List, select the **Descending** check box.



Note: Because TireMaster is designed to always display quantities from highest to lowest, the **Descending** check box is disabled when the letter **Q** is the only code entered in the **Sort** field.

6. Click **OK**. The Inventory List opens.



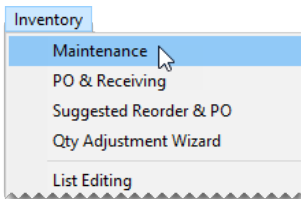
7. Select an item and click **OK**.

SEARCH BY MANUFACTURER

You can narrow your search to items that are made by a particular manufacturer. This method of searching for items is helpful when you create purchase orders.

To search for items by manufacturer

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



Tip: To reuse the codes from a previous search, click **Past Lookups** and make a selection from the drop-down.

2. Click the tab you want to use for the search.
3. In the **Manufacturer** row, click in the **Start** field and press . Then select the manufacturer code from the list that appears and click **OK**.

Tip: Clicking **Clear** removes the manufacturer code from the screen.

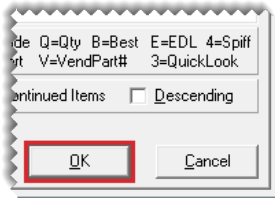
- If you want to use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.

Note: You can use up to four of the sort codes displayed to the right of the **Sort** field. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.

- Do one or more of the following as needed:
 - To include active items in the search, make sure the **Active Items Only** check box is selected.
 - To include discontinued items in the search, make sure the **Include Discontinued Items** check box is selected.
 - To display the items from the highest to lowest order on the Inventory List, select the **Descending** check box.

Note: Because TireMaster is designed to always display quantities from highest to lowest, the **Descending** check box is disabled when the letter **Q** is the only code entered in the **Sort** field.

- Click **OK**. The Inventory List opens.



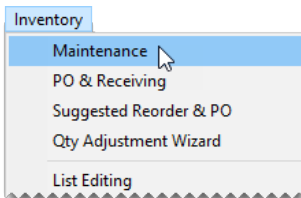
7. Select an item, and click **OK**.

SEARCH FOR A RANGE OF ITEMS


With some prompts, you can look for a range of items. For example, you can search for all of the items that fall within a particular product code range. Using a range lets you narrow your search. The prompts that you can use to search for a range of items have active (white or yellow) fields in the **End** column of the Custom Inventory Lookup screen.


To search for a range of items

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



Tip: To reuse the codes from a previous search, click **Past Lookups** and make a selection from the drop-down.

2. Click the tab you want to use for the search.
3. Define the beginning and end of the range:
 - a. Click the **Start** field for the row you're using and type a code, number, letter, or description. For group and category ranges, click  and make a selection from the list that appears.

Note: You can use both full and partial entries for the following search options to look up a range of items: quick look code, product code, group, category range, size range, vendor part number range, bolt pattern, wheel width, wheel offset, and the number of lug nuts.
 - b. Click the **End** field for the same row and type a code, number, letter, or description. For category and size ranges, click  and make a selection from the list that appears.

Custom Inventory Lookup (8100)

Past Lookups: [1 POS] [2 Receiving] [3 Pricing] [4 Editing] [5 Other]

Prompt	Start	End
3 - Quick Look:		
Description:		
Product Code Range:	013800	023800
Qty Min:		

Tip: Clicking **Clear** removes the codes from the screen.

- If you want to use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.

Sort: PSB S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

Active Items Only Include Discontinued Items Descending

Clear OK Cancel

Note: You can use up to four of the sort codes displayed to the right of the **Sort** field. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.

- Select or clear the following check boxes as needed:
 - To include active items in the search, make sure the **Active Items Only** check box is selected.
 - To include discontinued items in the search, make sure the **Include Discontinued Items** check box is selected.
 - To display the items from the highest to lowest order on the Inventory List, select the **Descending** check box.

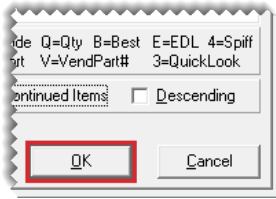
Sort: PSB S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

Active Items Only Include Discontinued Items Descending

Clear OK Cancel

Note: Because TireMaster is designed to always display quantities from highest to lowest, the **Descending** check box is disabled when the letter **Q** is the only code entered in the **Sort** field.

- Click **OK**. The Inventory List opens.



7. Select an item, and click **OK**.

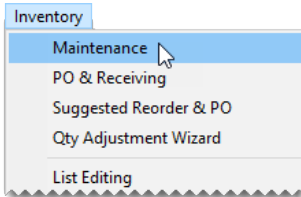
SEARCH WITH BAR CODES

You can look up an item by scanning its bar code or typing its bar code on the Custom Inventory Lookup screen.

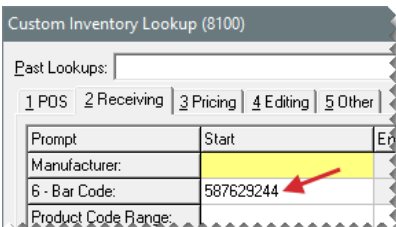
Note: Up to three different bar codes can be assigned to a single item.

To search for items with bar codes

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.

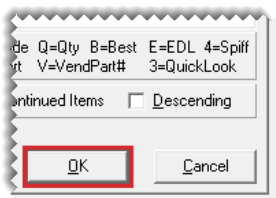


2. Click the tab you want to use for the search.
3. In the **6-Bar Code** row, click the **Start** field. Then scan the item's bar code or type the numbers in the item's bar code.



Note: You can also type a partial bar code. In this scenario, TireMaster retrieves all items whose bar codes include the sequence of numbers you typed.

4. Click **OK**. The Inventory List appears.



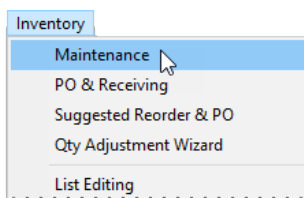
5. To open the item's record, click **OK**.

SEARCH FOR STAGGERED FITMENT TIRES

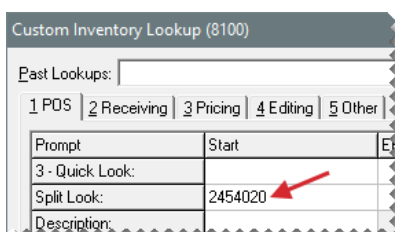
When you need to look up tires for a vehicle that accepts staggered fitments, use the Split Look option to define the differing front and rear tire sizes. The Split Look option allows you to search with two different quick look codes.

To search for staggered fitment tires

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.

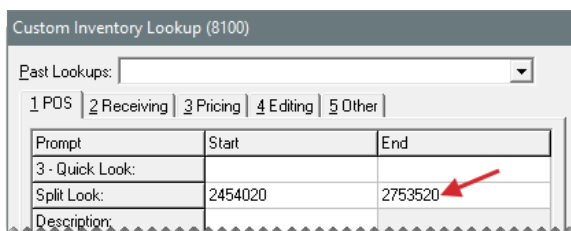


2. Click the tab you want to use for the search.
3. In the **Split Look** row, click the **Start** field and type the quick look code (typically the size without letters or slashes) for the first size you need to find.

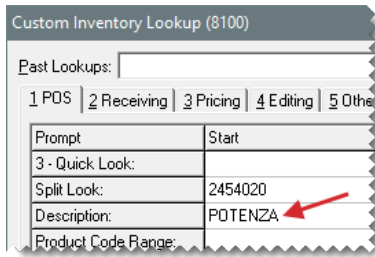


Note: It doesn't matter if the front or rear size is used first.

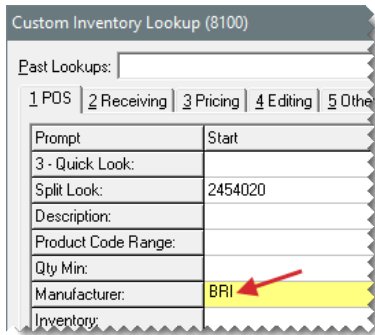
4. In the **Split Look** row, click the **End** field and type the quick look code for the second size you need to find.



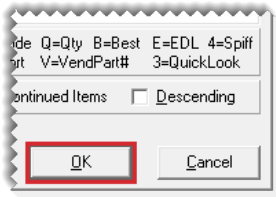
5. To narrow down the search, do the following as needed:
 - Click in the **Start** field for the **Description** row and type a full or partial description.



- Click in the **Start** field for the **Manufacturer** row and press **.** Then select the manufacturer code from the list that appears and click **OK**.



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



Note: If you don't define the description, manufacturer, or both, sort the Inventory List by description or manufacturer to simplify finding the same kind of tire in both sizes.

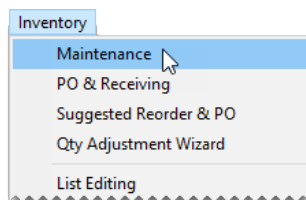
- Select an item, and click **OK**.
- To access the information about the other tire for the staggered fitment, click the **Prev** or **Next** buttons as needed.

SEARCH WITH MULTIPLE CODES


For some searches, you can use more than one code to look for items. For example, you can search for all Goodyear tires that fall within a particular size range.

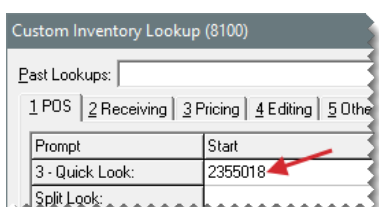
To search for items using multiple codes

- Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.

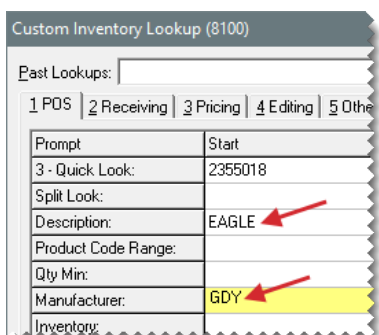


Tip: To reuse the codes from a previous search, click **Past Lookups** and make a selection from the drop-down.

- Click the tab you want to use for the search.
- Click the **Start** field for the first row you're using, and type a code. For manufacturers, groups, and categories, you can click  and select a code from a list. If the row can be used to search by range, you can also enter a code in the **End** field.



- Repeat step 3 for the additional codes that you're using for the search.



Tip: Clicking **Clear** removes the codes from the screen.

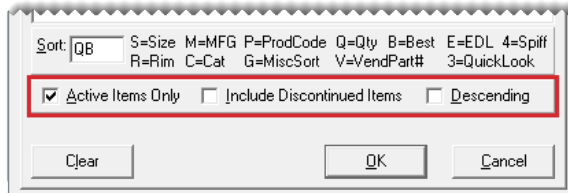
- If you want to use different sort codes for the search, type the letter or number for the codes in the **Sort** field.



Note: You can use up to four of the sort codes displayed to the right of the **Sort** field. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.

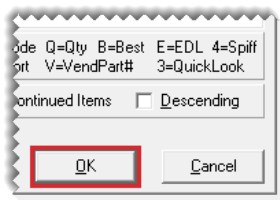
- Select or clear the following check boxes as needed:

- To include active items in the search, make sure the **Active Items Only** check box is selected.
- To include discontinued items in the search, make sure the **Include Discontinued Items** check box is selected.
- To display the items from the highest to lowest order on the Inventory List, select the **Descending** check box.



Note: Because TireMaster is designed to always display quantities from highest to lowest, the **Descending** check box is disabled when the letter **Q** is the only code entered in the **Sort** field.

7. Click **OK**. The Inventory List appears.



8. Select an item, and click **OK**.

CUSTOM INVENTORY LOOKUP SCREEN

The Custom Inventory Lookup screen is used to find inventory items in the TireMaster database. You define the requirements for inventory searches by entering one or more codes in the fields on the Custom Inventory Lookup screen. The screen also has five tabs that you can customize for various circumstances in which you look up items.

CUSTOM INVENTORY LOOKUP SCREEN PROPERTIES

The Custom Inventory Lookup screen (Figure 10-7) includes a set of customizable tabs and settings that affect the way in which items retrieved by a search are displayed. For information about the tabs, see "Configure the Custom Inventory Lookup Screen" on page 215.

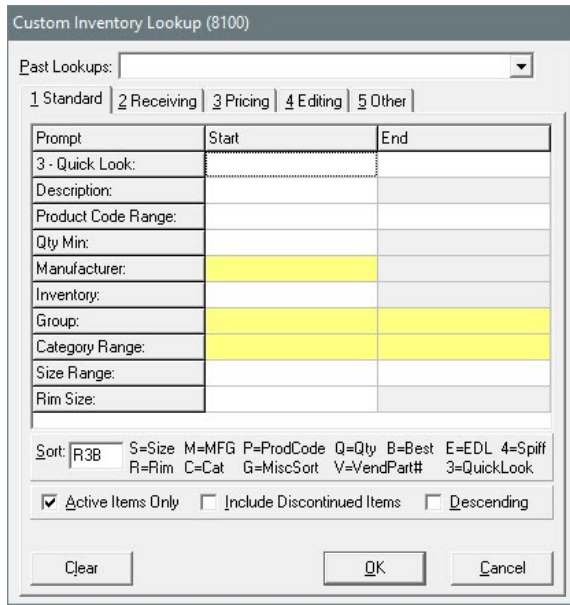




Figure 10-7: Custom Inventory Lookup Screen

Item	Description
Past Lookups	Lets you select the codes used for a previous search from a drop-down and reuse them in a new search.
Prompt	Displays the names of the search options for the selected tab. The search options are actually various settings assigned to items, including size, product code, and bar code.
Start	<p>Lets you type a code, number, letter, or description to use for searches:</p> <ul style="list-style-type: none"> ▪ When searching for a range of items, set the beginning of the range in this column. ▪ When searching by manufacturer, group, and category, click  and make a selection from a list. ▪ When using the Split Look option to search for staggered fitments, type one size in this column and the other size in the End column.
End	<p>Lets you type the code, number, letter, or description for the end of a range of items:</p> <ul style="list-style-type: none"> ▪ When searching for a range of items, set the end of the range in this column (for search options that can be used to look up a range of items). ▪ When searching by group and category, click  and make a selection from a list.

Item	Description
Sort	<ul style="list-style-type: none"> ▪ When using the Split Look search option to find staggered fitments, type one size in the Start column and the other size in this column. <p>Lets you set the order for displaying items retrieved by a search on the Inventory List. The first code is the primary sorting method, the second code is the secondary sorting method, and so on. For example, if the primary sort order is rim size, all items with the same rim size will be sorted by the secondary sort order instead.</p> <p>Note: You can enter up to four sort codes. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.</p>
Active Items Only	Lets you include active items in the search.
Include Discontinued Items	Lets you include discontinued items in the search.
Descending	<p>Lets you display the items retrieved by the search from the highest to lowest. The items that match the primary sort order will be displayed in descending order first followed by those matching the secondary sort order, and so on.</p> <p>Note: Because TireMaster is designed to always display quantities on the Inventory List from highest to lowest, this check box is disabled when the letter Q is the only code entered in the Sort field.</p>
Name	<p>Lets you change the name of the selected tab.</p> <p>Note: This button is visible only when accessing the Custom Inventory Lookup screen from the Setup menu.</p>
Clear	Removes codes that have been entered in the Start and End columns.
OK	<p>Functions in one of the following ways:</p> <ul style="list-style-type: none"> ▪ From the Inventory menu, begins the search for items. ▪ From the Setup menu, saves changes to the screen.
Cancel	<p>Functions in one of the following ways:</p> <ul style="list-style-type: none"> ▪ From the Inventory menu, lets you stop the search for items. ▪ From the Setup menu, lets you cancel changes to the screen.

CONFIGURE THE CUSTOM INVENTORY LOOKUP SCREEN

The TireMaster startup database includes the following tabs: **Standard**, **Receiving**, **Pricing**, **Editing**, and **Other**. You can tailor each tab for the various tasks in which you search for items. For example, you can set up one tab for point of sale and another for ordering from vendors. The settings for the Custom Inventory Lookup screen can differ for each workstation.

Note: The settings on the first tab determine how items are retrieved when searching with the down-arrow lookup method. For more information, see "[Down Arrow Lookup Method](#)" on [page 10](#).

To configure the Custom Inventory Lookup Screen

1. Select **Setup > Inventory Lookup**. The Custom Inventory Lookup screen opens.
2. To rename a tab, click the tab and then click **Name**. TireMaster prompts you to name for a name.
3. Type the new name for the tab and click **OK**.

Tip: To avoid having to scroll right to see the name of tab 5, use short names for all of the tabs.

4. To modify the rows on a tab, click the row you want to change. Then click , and select a search option from the drop-down.
5. Repeat step 4 until the search options you want to use are listed.

Tip: To save time at the counter, set up the Custom Inventory Lookup screen so the prompts are listed in order of importance for each task. For example, you could list the **Size Range** prompt first for a point of sale tab, while **Product Code Range** could be used first a tab for receiving inventory.

6. Using the codes to the right of the **Sort** field, type the sort order. For example, to sort by rim size, quick look code, and best price, type **R3B**.
7. Select or clear the following check boxes as needed:
 - To include active items in searches by default, select the **Active Only** check box.
 - To include discontinued items in searches by default, select the **Include Discontinued Items** check box.
 - To display items from the highest to lowest order by default, select the **Descending** check box.

Note: Descending order is associated with the first code typed in the **Sort** field (step 6). For example, if you type in the code **BR3**, best price will be displayed in descending order.

8. To set up the remaining tabs, repeat steps 2 through 6.
9. To save the screen configuration, click **OK**.

ENABLE THE CUSTOM INVENTORY LOOKUP SCREEN

Before you can use the Custom Inventory Lookup screen, you need to enable it in System Controls.

To enable the Custom Inventory Lookup Screen

1. Select **Setup > System Controls**. The System Controls screen opens.
2. Click the **Inventory** tab.
3. Scroll down to the **Custom Inventory Lookup** setting and see if it is set to **Yes**. If it is not, press **Enter** and select **Yes**.
4. Close the System Controls screen.

THE INVENTORY LIST

The Inventory List displays the items retrieved by inventory searches. This screen includes several details about retrieved items, including size, description, quantities, and price and cost information. Because there is much information on the screen, you can make it easier to work with by adjusting the layout and sorting the columns.

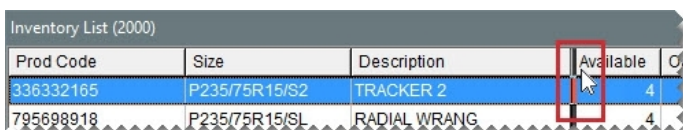
MOVE AND RESIZE INVENTORY LIST COLUMNS

Although you can view various columns on the Inventory List by scrolling, you might prefer to change the layout by moving and resizing some columns. When you're done changing column size, position, or both, you can save the updated layout.

Note: The new layout affects only the workstation on which changes were made. Therefore, the columns on the Inventory List can be moved and resized differently for each computer.

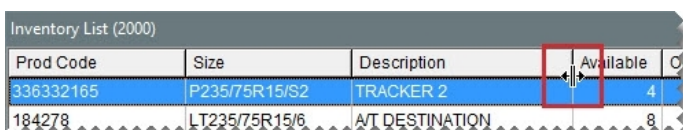
To move and resize Inventory List columns

1. Search for an item. The Inventory List opens. For more information, see "[Inventory Searches](#)" on page 202.
2. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



Prod Code	Size	Description	Available	C
336332165	P235/75R15/S2	TRACKER 2	4	
795698918	P235/75R15/SL	RADIAL WRANG	4	

3. To resize a column, move the pointer (↔) to the boundary line for the column heading. When the pointer turns into ↔ drag the boundary to the new width.



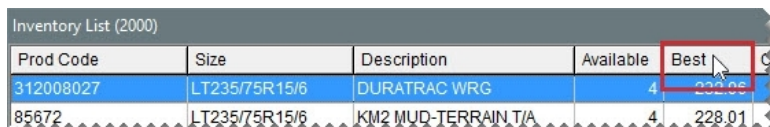
Prod Code	Size	Description	Available	C
336332165	P235/75R15/S2	TRACKER 2	4	
184278	LT235/75R15/6	AT DESTINATION	8	

4. When you're done moving and resizing the columns, click **Save Layout**. The Inventory List columns will be displayed in the new arrangement until the layout is changed.

Note: The **Save Layout** button is available only to users who belong to security groups that are assigned the **Save Screen Layout** permission.

SORT THE INVENTORY LIST

When you look up items, you can use sort codes to define how they should be organized on the Inventory List. Once the items have been retrieved, however, you might want to sort the items again. To sort items retrieved in a search, click one of the column headings on the Inventory List (Figure 10-8). To change the order from highest to lowest or the other way around, click the heading again.



Prod Code	Size	Description	Available	Best
312008027	LT235/75R15/6	DURATRAC WRG	4	228.01
85672	LT235/75R15/6	KM2 MUD-TERRAIN T/A	4	228.01

Figure 10-8: Sorting Inventory List Columns

INVENTORY HISTORY

Sales and receiving history is available for inventory items in TireMaster. Sales history lists invoices created when items were sold or returned, and receiving history includes vendor invoice documents created when items were priced. When looking at an item's history, you can also see if the item is currently on work orders or set aside for upcoming appointments. Item history is can be viewed on the Inventory Maintenance screen and the Inventory List.

VIEW HISTORY IN AN ITEM'S INVENTORY RECORD

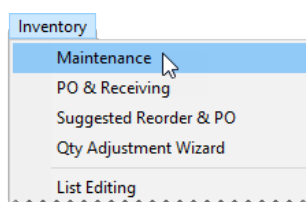
One way to view an item's history is to retrieve the inventory record for that item. Looking up history in this manner offers the following advantages:

- You can reprint each of the sale and vendor invoices associated with the item.
- You can view journal entries generated when the item was sold or received.
- You can see the description included on each of the sale and vendor invoices associated with the item.

Note: For noninventoriable items, these descriptions can vary.

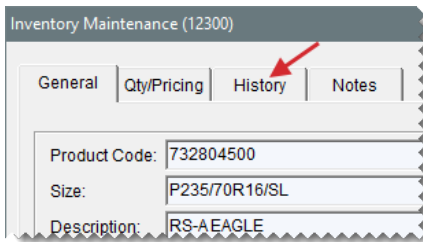
To view an item's history in its inventory record

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.

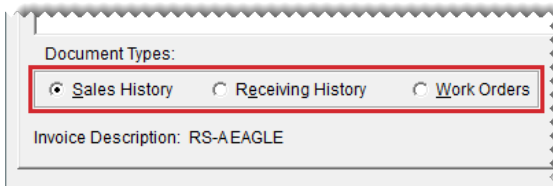


2. Search for the item whose history you want to view. For more information, see "[Inventory Searches](#)" on page 202.

- On the Inventory Maintenance screen, click the **History** tab.

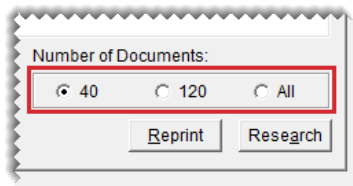


- Select **Sales History**, **Receiving History**, or **Work Orders**.



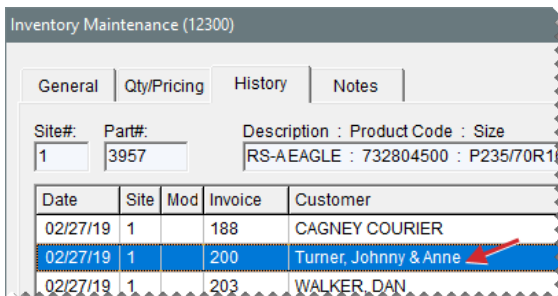
Note: Work order history includes items that have been set aside for scheduled appointments. The document type code SA is assigned to those items. If an appointment expires without becoming a completed invoice, the item's appointment quantity will continue to affect the quantity on work order until the appointment is deleted.

- To define the maximum number of documents displayed, select one of the radio buttons in the lower-right corner of the screen.

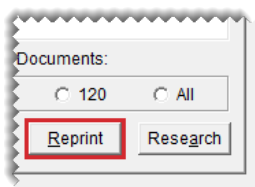


Note: The numbers assigned to the first two buttons are defined by a pair of system controls. For more information, see "[Grid Control - Limit 1](#)" on page 966 and "[Grid Control - Limit 2](#)" on page 966.

- Select a document.



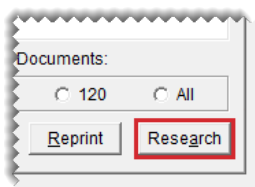
- To view and reprint the selected document (for sales history and receiving history only), click **Reprint**.



In some instances, the following occurs:

- If both a purchase order and a vendor invoice document were created for the item, TireMaster prompts you to select which document to print (receiving history only).
- If the item was returned to a vendor, TireMaster prompts you to define whether you want to print the vendor invoice document or inventory return document (receiving history only).

8. To view journal entries generated when the item was sold or received, click **Research**.



VIEW HISTORY FROM THE INVENTORY LIST

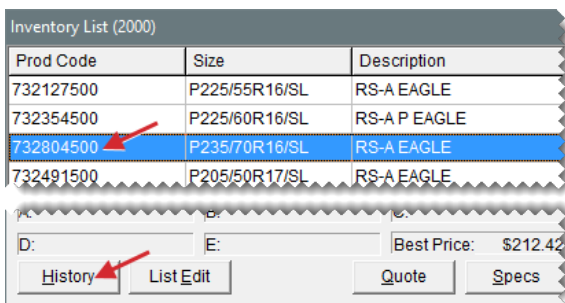
You can access an item's history from the Inventory List. Therefore, you can look at the item's historical details as you're placing it on a work order, quote, purchase order, or receiving document. With this method of viewing an item's history, you can see the following:

- How much you previously charged customers for the item
- What you paid a vendor when you bought the item
- The work orders and appointments to which the item is assigned

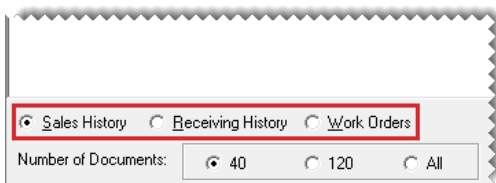
Note: To view the cost and federal excise tax in an item's receiving history, you need to be assigned the **Inventory View/Edit Cost** permission.

To view an item's history from the Inventory List

1. Search for an item as a standalone operation or as part of a another task. For more information, see ["Inventory Searches" on page 202](#).
2. When the Inventory List opens, select the item and click **History**. The Inventory History screen opens.



3. Select Sales History, Receiving History, or Work Orders.



Note: Work order history includes items that have been set aside for scheduled appointments. The document type code SA is assigned to those items. If an appointment expires without becoming a completed invoice, the item’s appointment quantity will continue to affect the quantity on work order until the appointment is deleted.

4. To define the maximum number of historical documents or work orders displayed, select one of the radio buttons (bottom left).
5. Close the Inventory History screen.
6. On the Inventory List, select an item and continue the task you initially started.

OMPHYSICAL COUNTS

Taking a physical count is a multi-step process. It includes generating a list of items, counting the items, and making adjustments when there are discrepancies between the number of items counted and the number of items in TireMaster.

PRINT AN INVENTORY COUNTING DECK

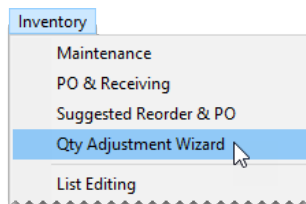
A counting deck is a list of items from your TireMaster system. When you take inventory, you can print one large counting deck or you might find it easier to generate separate lists for groups of items, such as those from a specific manufacturer or product line.

Whether you include quantities on your counting deck depends on who will use it. For control clerks, you might want to include on-hand quantities so they can compare the physical count to the system count. For counters, ASA recommends excluding on-hand quantities.

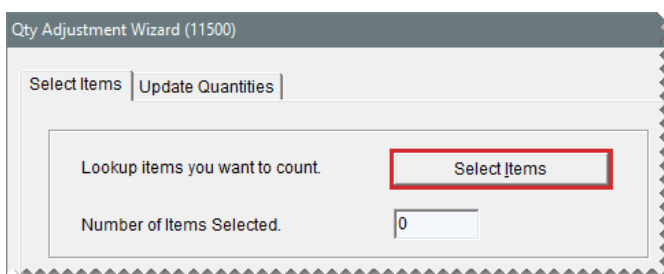
Note: The following instructions describe printing a counting deck from the Quantity Adjustment Wizard. For instructions on printing it from the Report List, see ["Inventory Counting Deck" on page 902](#) or ["Inventory Counting Deck w/ QTY" on page 903](#).

To print a counting deck

1. Select **Inventory > Qty Adjustment Wizard**. The Qty Adjustment Wizard opens.



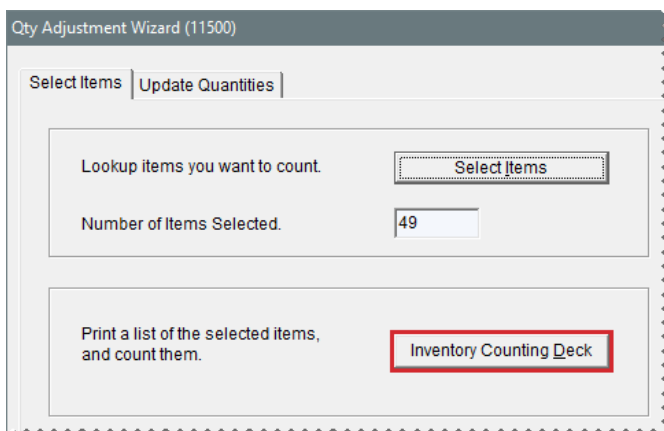
2. Make sure the **Select Items** tab is selected.
3. Click **Select Items** and look up the items you want to count. TireMaster displays the number of items retrieved by the search in the **Number of Items Selected** field. For more information, see ["Inventory Searches" on page 202](#).



Note: Look up only the items that you can count before the store opens for business. Otherwise, the count will be off for any items that are sold or put on work orders.

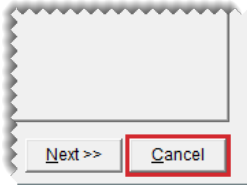
Tip: Write down the range and sort order used for the counting deck. If you need to adjust inventory quantities, you'll be able to list items on the screen in the same order as the printed report.

4. Click **Inventory Counting Deck**. TireMaster prompts you to print on-hand quantities.



5. Depending on whether you want to include on-hand quantities, click **Yes** or **No**. The Report Window opens.
6. Print the counting deck and close the Report Window.

7. To print a counting deck for an additional group of items, repeat steps 3 through 6.
8. To exit the Qty Adjustment Wizard screen, click **Cancel**.



9. When the confirmation message appears, click **Yes** to cancel the wizard.

COUNT THE ITEMS

The second part of taking inventory is the physical count, the step in which you count items to see how many you actually have. An item's actual count includes the following:

- The number of items received into inventory (both priced or not priced)
- The number of items on work orders and in the shop
- The number of the items on work orders but not in the shop (for example, items that have been loaded on a service truck)

Note: If an item is still in the shop, but it has already been paid for, do not include it in the physical count.

To count the items

1. Starting with the first 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.

2. Repeat step 1 for each remaining item.
3. Go through the counting deck and 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.

ADJUST INVENTORY QUANTITIES

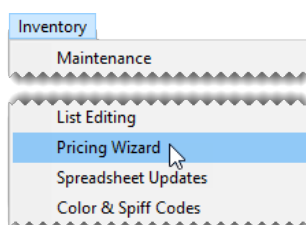
If the number of items from the physical count don't match the system generated count in TireMaster, adjust the quantities with the Inventory Quantity Adjustment Wizard. When an adjustment is performed, the updated on-hand quantity is difference between the physical count and the quantity on work order.

Note: ASA recommends printing an Inventory Checkup Report before making quantity adjustments. If the report identifies discrepancies between the system-generated inventory quantities and the sales, receiving, and adjustment activity for items, contact TireMaster Support.

Warning: The Inventory Quantity Adjustment Wizard is only to be used during the process of taking inventory or on other occasions when an item's quantities need to be changed. *Do not* use it to enter start-up quantities, return items to vendors, correct purchase orders, or set up consignment items. Doing so permanently invalidates the system-calculated cost for each item.

To adjust inventory quantities

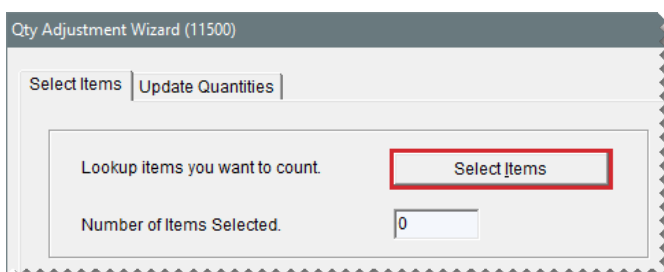
1. Select **Inventory > Qty Adjustment Wizard**. The Qty Adjustment Wizard opens.



Note: Inventory quantities must be adjusted *after* taking the physical count, but *before* you receive items and sell items. Otherwise the adjustment will not correct the item's on-hand quantity.

2. Make sure the **Select Items** tab is selected.

3. Click **Select Items** and look up the items or a group of items that were counted. For more information, see "[Inventory Searches](#)" on page 202.

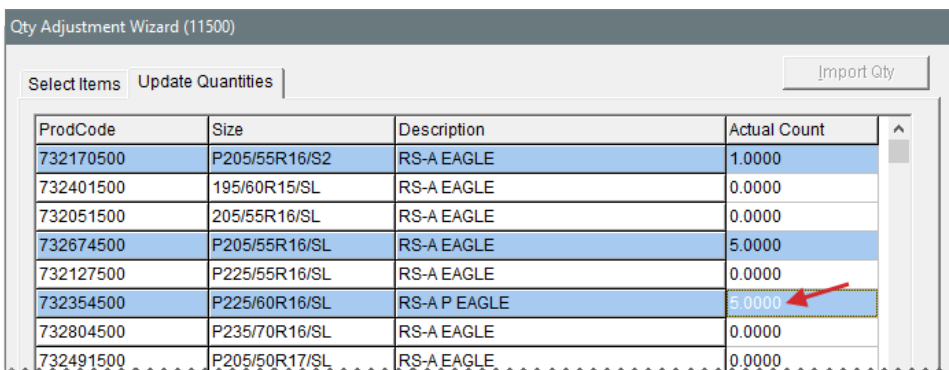


Tip: Look up the items with the range and sort order that were used for printing the counting deck. Using the same search parameters helps to ensure that product codes and descriptions will be listed on the screen in the same order as the counting deck.

4. Click **Next** to move to the **Update Quantities** tab.

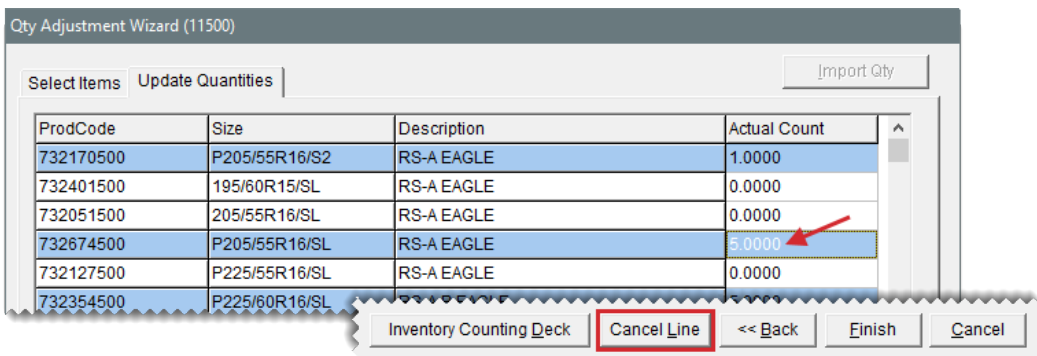


5. If an item's system-generated count differs from the actual count, type its *actual* count and press **Enter**. The item's row turns blue.

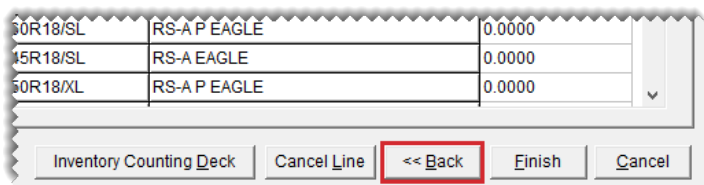


Note: Do not type the difference between the system-generated count and the actual count. If an item's actual count needs to be adjusted to zero, type a 0.

6. If you need to undo an adjustment, select the item and click **Cancel Line**. The blue highlighting disappears.



7. Compare the numbers entered on the screen to the counting deck to ensure you've entered the correct quantities for the items that needed to be adjusted.
8. Adjust quantities for another group of items if needed.
 - a. Click **Back** to return to the **Select Items** tab.



- b. Repeat steps 3 through 7.

9. Once you've entered all of the necessary adjustments, click **Finish**. The Report Window appears.

30R18/SL	RS-A P EAGLE	0.0000
15R18/SL	RS-A EAGLE	0.0000
50R18/XL	RS-A P EAGLE	0.0000

Inventory Counting Deck Cancel Line << Back **Finish** Cancel

10. Print and review the Physical Count Edit report.
11. Close the Report Window. A confirmation message appears.
12. Do one of the following:
- To complete the adjustment, click **Yes**. Clicking **Yes** will update the system-generated on-hand quantities and adjust the item's value in the general ledger.

Note: Once an adjustment is completed, you can view adjustment details in the subledger for the Inventory Quantity Adjustment vendor.
 - To complete the adjustment, click **Yes**. Clicking **Yes** will update the system's on-hand quantities.
 - If you don't want to adjust the quantities, click **No**.

ADD-ON PACKAGES

With add-on packages (referred to as add-ons), you can automatically include additional items and services such as alignments, warranties, and disposal fees on a customer's work order. Using add-on packages includes the following benefits:

- It reduces the amount of time needed to create work orders, because you don't have to add each item one at a time.
- It can help you increase sales, because add-on packages remind you to suggest additional items and services to customers.
- It can help to prevent liability by prompting you to recommend services that, if declined, might compromise a customer's safety.

Note: Whether add-ons are included on a work order depends on the customer type assigned to the customer. For some customer types, add-ons are disabled. For more information, see ["Customer Types" on page 92](#) and ["Customer Type Edit Screen" on page 96](#).

ANATOMY OF AN ADD-ON PACKAGE

An add-on is made up of an add-on code and one or more items. Add-on codes are displayed at the top of the Add-On Code List, and the items assigned to each of the add-on codes are listed toward the bottom ([Figure 10-9](#)). The items assigned to an add-on code are called add-on items.

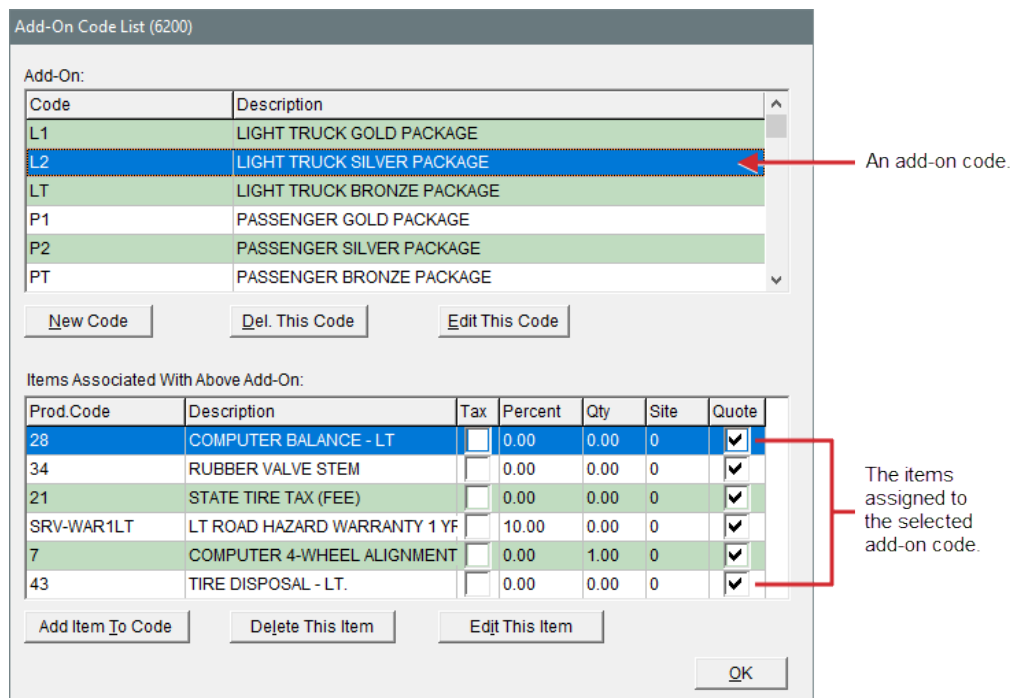


Figure 10-9: The Add-On Code List

Add-on codes can be assigned to one or more items in your inventory. In the following image (Figure 10-10), the add-on code LT is assigned to a tire.

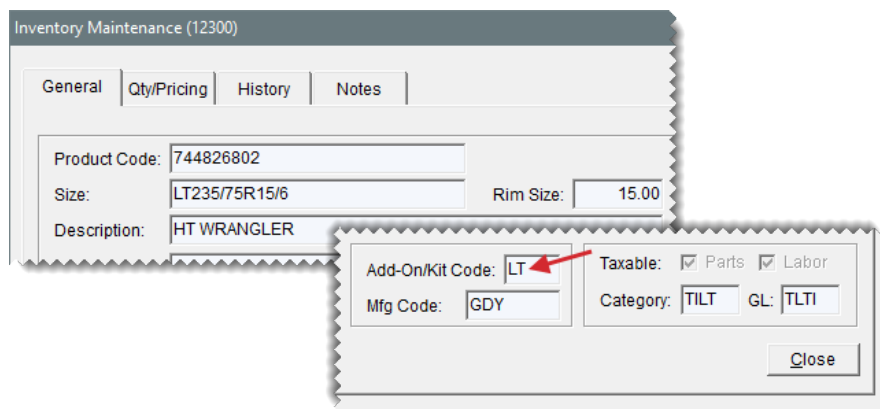


Figure 10-10: The Add-On Code Assigned to a Tire

The items that add-on codes are assigned to are referred to as parent items, and they are the main items put on work orders. Tires and oil changes are two examples of parent items. When you put a parent item on a work order, the items linked to its add-on code (the add-on items) are also added to the work order automatically. If a customer doesn't want to purchase an add-on item, you can delete it from the work order. On the Invoice Entry screen, the lines for parent items are green and lines for add-on items are white (Figure 10-11).

Quantity	Size	Description	Parts	Labor	FET
4.00	LT235/75R15/6	HT WRANGLER	220.98	0.00	← Parent Item
4.00	.	COMPUTER BALANCE - LT	0.00	12.99	} Add-On Items
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	22.10	0.00	
4.00	.	TIRE DISPOSAL - LT.	3.00	0.00	

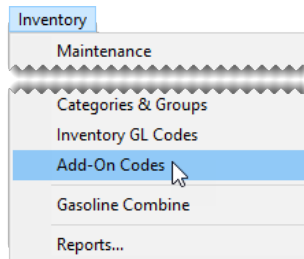
Figure 10-11: A Parent Item and It's Add-On Items

CREATE ADD-ON CODES

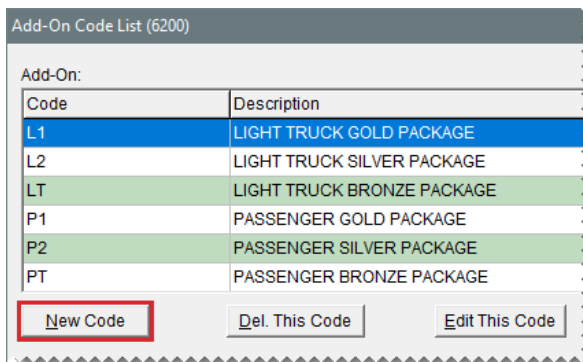
The first step in setting up add-ons is creating the add-on codes that can be assigned to (parent) items. The items that add-on codes are assigned to are called parent items. When parent items are sold, the add-on codes prompt TireMaster to automatically include additional items on work orders.

To create an add-on code

1. Select **Inventory > Add-On Codes**. The Add-On Code List opens.



2. Click **New Code**. The Add-On Header Edit screen opens.



3. Type a two-character code in the **Add-On Code** field.

Note: Once you click **OK**, this code cannot be changed.

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.

4. Type a description for the add-on code.

5. Click **OK**. Now you can assign items to the new add-on code. For more information, see ["Assign Items to Add-On Codes"](#) on the facing page.

MANAGE EXISTING ADD-ON CODES

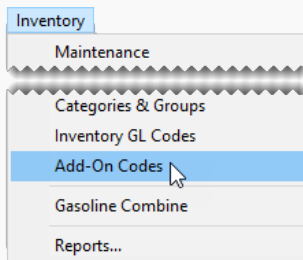
You can change the description of existing add-on codes and delete add-on codes that are unused.

CHANGE AN ADD-ON CODE'S DESCRIPTION

If you don't like the description for an add-on code, you can change it. However, the add-on code itself cannot be edited.

To change an add-on code's description

1. Select **Inventory > Add-On Codes**. The Add-On Code List opens.



2. Select the code whose description you want to change, and click **Edit This Code**.

Code	Description
L1	LIGHT TRUCK GOLD PACKAGE
L2	LIGHT TRUCK SILVER PACKAGE
LT	LIGHT TRUCK BRONZE PACKAGE
OC	OIL CHANGE PACKAGE
P1	PASSENGER GOLD PACKAGE
P2	PASSENGER SILVER PACKAGE

3. Type the new description, and click **OK**.

The screenshot shows a dialog box titled "Add-On Header Edit (5100)". It has two text input fields: "Add-On Code" with the value "OC" and "Description" with the value "LOF PACKAGE". At the bottom, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

DELETE AN ADD-ON CODE

Add-on codes that are not assigned to any items can be deleted.

To delete an add-on code

1. Select **Inventory > Add-On Codes**. The Add-On Code List opens.
2. Select the code you want to delete, and click **Delete**.
3. When the confirmation message appears, click **Yes**. The code is removed from the database.
4. Close the Add-On Code List.

ASSIGN ITEMS TO ADD-ON CODES

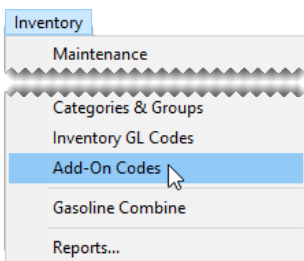
The second step in creating add-on packages is assigning items to the add-on codes. When you assign items to an add-on code, you need to define whether they'll be sold at the same quantity as the parent item or at a fixed quantity. For example, although you sell a set of four tires, you perform only one alignment check.

You also need to decide whether to sell add-on items at their regular prices or a percentage of the parent item's price. The prices and quantities of add-on items can be overridden at point of sale if needed.

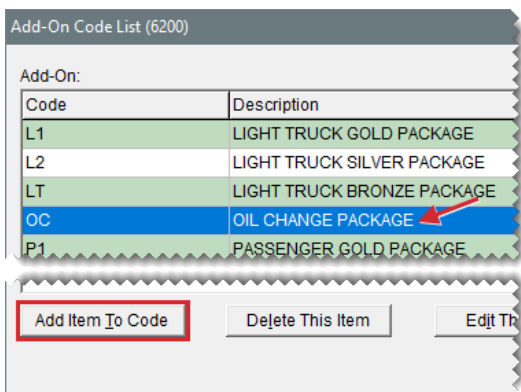
Note: You can assign items to an add-on code as soon as the code is created. However, if you are in the process of going online, you need to wait until all your items are set up before you can assign items to add-on codes.

To assign items to an add-on code

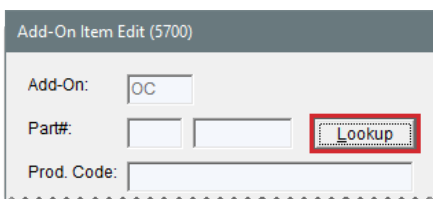
1. Select **Inventory > Add-On Codes**. The Add-On Code List opens.



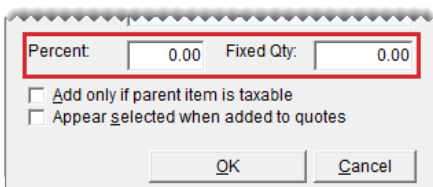
2. Select the code to which you'll assign items (top of screen), and click **Add Item to Code** (lower left). The Add-On Item Edit screen opens.



3. Click **Lookup**, and search for the item you want to assign to the add-on code. For more information, see ["Inventory Searches" on page 202](#).



4. Set a price percentage and fixed quantity as needed:
 - To sell the add-on item at a percentage of the parent item's price, type the percentage in decimal form (such as **5 . 5**) in the **Percent** field. Otherwise, leave the percentage set to 0.00.
 - To sell the add-on item at a fixed quantity, type the quantity in the **Fixed Qty** field. Otherwise, leave the quantity set to 0.



5. To exclude the add-on item from tax-exempt invoices, select the **Add only if parent item is taxable** check box. Otherwise, leave the check box alone.

- To include the add-on item in quoted prices, select the **Appear selected when added to quotes** check box. Otherwise, leave the check box alone.

Percent: Fixed Qty:

Add only if parent item is taxable

Appear selected when added to quotes

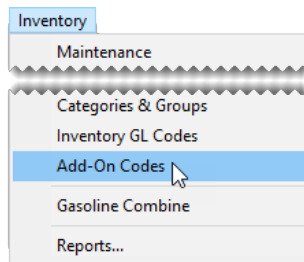
- Click **OK**.
- To assign additional items to the add-on code, repeat steps 2 through 7.
- Close the Add-On Code List.

UPDATE AN ADD-ON ITEM

If you need to change the percentage, quantity, or tax settings for an add-on item, update its settings.

To update an add-on item

- From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.

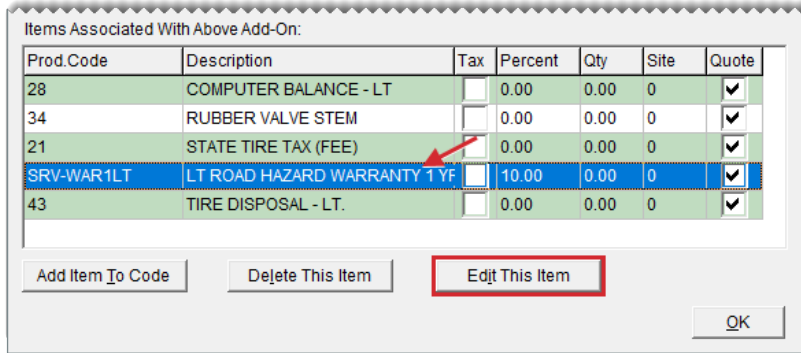


- Select the code that's assigned the add-on item you want to update (top list).

Add-On Code List (6200)

Code	Description
L1	LIGHT TRUCK GOLD PACKAGE
L2	LIGHT TRUCK SILVER PACKAGE
LT	LIGHT TRUCK BRONZE PACKAGE
OC	OIL CHANGE PACKAGE

- Select the item (lower list), and click **Edit This Item**. The Add-On Item Edit screen opens.



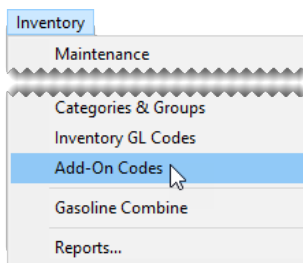
4. Make the needed changes to the percentage, quantity, and tax settings.
5. Click **OK**.

REMOVE AN ADD-ON ITEM FROM AN ADD-ON CODE

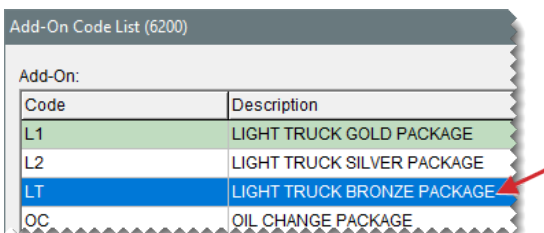
If an item should no longer be assigned to an add-on code, you can remove the add-on item from the add-on code.

To remove an add-on item from an add-on code

1. Select **Inventory > Add-On Codes**. The Add-On Code List opens.



2. Select the code that is assigned the add-on item you want to remove (top list).



3. Select the add-on item (lower list), and click **Delete This Item**. A confirmation message appears.

Items Associated With Above Add-On:

Prod.Code	Description	Tax	Percent	Qty	Site	Quote
28	COMPUTER BALANCE - LT	<input type="checkbox"/>	0.00	0.00	0	<input checked="" type="checkbox"/>
34	RUBBER VALVE STEM	<input type="checkbox"/>	0.00	0.00	0	<input checked="" type="checkbox"/>
21	STATE TIRE TAX (FEE)	<input type="checkbox"/>	0.00	0.00	0	<input checked="" type="checkbox"/>
SRV-WAR1LT	LT ROAD HAZARD WARRANTY 1 Yr	<input type="checkbox"/>	10.00	0.00	0	<input checked="" type="checkbox"/>
43	TIRE DISPOSAL - LT.	<input type="checkbox"/>	0.00	0.00	0	<input checked="" type="checkbox"/>

- Click **Yes**. The add-on item is removed from the add-on code.

ASSIGN ADD-ONS TO PARENT ITEMS

An add-on code defines which additional items to sell when an item is sold. The add-on code is one of many settings that you can assign to an item on the Inventory Maintenance screen.

Note: Although an add-on code may be assigned to an item, the add-on items might be excluded from the work orders for some customers. This happens when the add-ons are disabled for a customer type. For more information, see ["Customer Types" on page 92](#) and ["Customer Type Edit Screen" on page 96](#).

To assign an add-on code to an item

- Look up the item you want to assign the add-on code to. For more information, see ["Inventory Searches" on page 202](#).
- On the Inventory Maintenance screen, make sure the **General** tab is selected and click **Edit**.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: 18

Size:

Description: LUBE, OIL & FILTER < 5QTS

Quick Look: LOF

- Click the **Add-On/Kit Code** field, press and select an add-on code from the list.

Add-On/Kit Code:

Mfg Code:

Taxable: Parts Labor

Category: GL:

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

5. Close the Inventory Maintenance screen.

CHAPTER 11

INVENTORY REPLENISHMENT

In TireMaster, items are ordered and received into inventory with the PO system. This chapter includes the following sections:

Purchase Orders	236
Inventory Receipts	248
Item Tracking	266
Outside Purchases	280
FET Handling for POs and Receivings	286
Inventory Returns	287

PURCHASE ORDERS

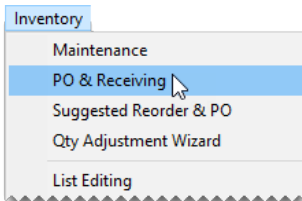
To order items, you need to create a purchase order and add items to it.

CREATE A PURCHASE ORDER

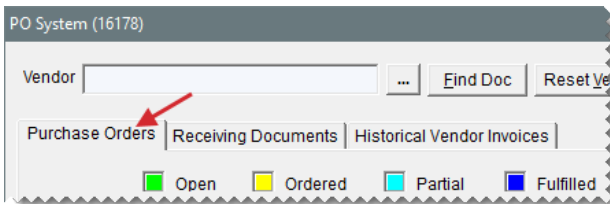
The first step in the inventory replenishment process is creating a purchase order. The information on a purchase order defines which items you want to buy from a vendor and is used to produce receiving documents when your vendors deliver items.

To create a purchase order

1. Select **Inventory > PO & Receiving**. The PO System opens.



2. Make sure the **Purchase Orders** tab is selected.



3. Click **Add**. TireMaster prompts you for the vendor's name.



4. Search for the vendor you want to order from and click **OK**. The Purchase Order screen opens. For more information, see "[Vendor Searches](#)" on page 174.
5. If you have it, type the reference number for the purchase order.

FOB
 Source
 Destination

Ref# 82210

6. For each item you want to order, click **Add** and look up the item or scan its bar code. For more information, see ["Inventory Searches"](#) on page 202 or ["Enter Bar Codes on Purchase Orders and Receiving Documents"](#) on page 311.

Add Delete Cancel

Unit Price

Close Order

Tip: You can also use the down-arrow lookup method to add items to purchase orders. For more information, see ["Down Arrow Lookup Method"](#) on page 10.

7. For each item added to the purchase order, do the following:
- Type the quantity.
 - Change the price (your cost) if needed.

Note: If you're ordering items in bulk, such as valve stems, TireMaster can calculate the cost for each item. For more information, see ["Calculate an Item's Per-Unit Cost"](#) on page 241.

- Change the federal excise tax if needed.

S	Product Code	Size	VendPartNo	Name	Qty	Price	FETax	Extended
	403105174	P235/65R17/SL	135646741	HP WRANGLER	17	182.34	0.00	3099.78
	112187344	205/55R16/SL	135001306	EFFICIENT ROF	16	194.65	0.00	3114.40
	732170500	P205/55R16/S2	135000140	RS-A EAGLE	3	91.24	0.00	273.72

Note: A system control defines whether the **FETax** column displays the average cost of an item's federal excise tax or the FET used the last time the item was received. For more information, see ["Use Next FET for POS/Receivings"](#) on page 962.

8. Add shipping and handling information as needed:
- Type the shipping method or courier's name, along with the tracking number.
 - Under **FOB**, select **Source** if you will pay for the freight or **Destination** if the vendor will pay for the freight.
 - Type the contact person's name.

A screenshot of a software form with the following fields and options:

- Shipped Via: The vendor
- Tracking #: (empty)
- FOB:
 - Source
 - Destination
- Contact: Bob Harris
- Ref #: 82210

9. When you're done adding items to the order, do one of the following:
 - To complete the order, click **Order**.
 - To close the order and complete it later, click **Close**.

A screenshot of a control panel with the following buttons and labels:

- Add
- Delete
- Cancel
- Unit Price
- Close (highlighted with a red box)
- Order (highlighted with a red box)

Note: An order that will be completed later is called an open order.

ADD AND ORDER NEW ITEMS AT THE SAME TIME

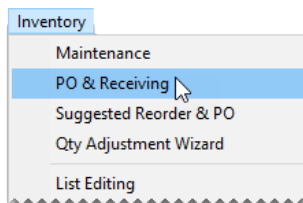
If you need to order an item that isn't in your inventory, you can add it to TireMaster and the purchase order at the same time. Because this process is almost the same as adding items to TireMaster and a receiving document, see "[Add and Receive New Items at the Same Time](#)" on page 260 for instructions.

REMOVE AN ITEM FROM A PURCHASE ORDER

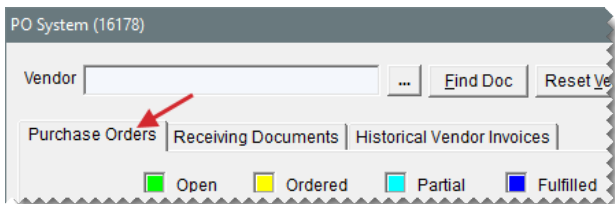
If you decide that you don't want to order an item on a PO, you can remove the item.

To remove an item from a purchase order

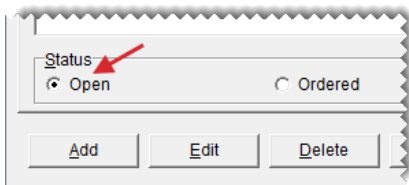
1. If the purchase order isn't already open, do the following.
 - a. Select **Inventory > PO & Receiving**. The PO System opens.



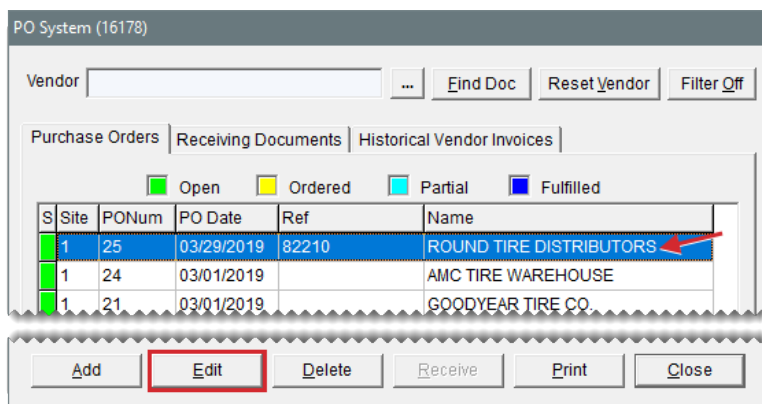
- b. Make sure the **Purchase Orders** tab is selected.



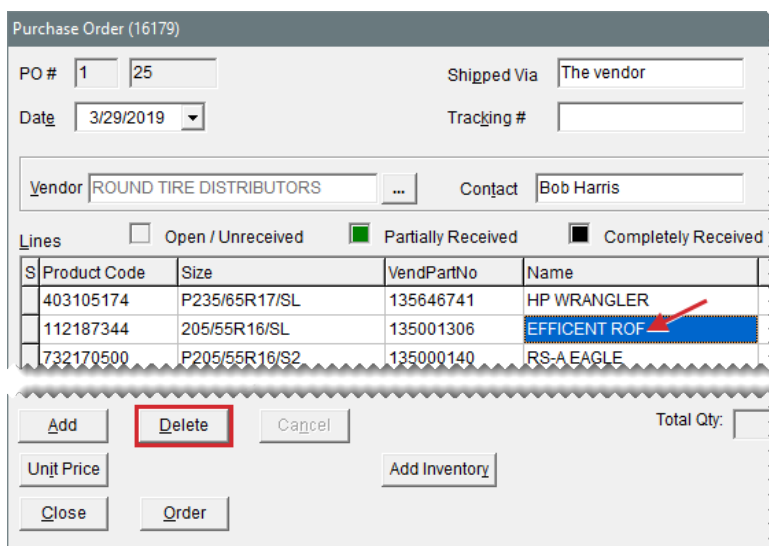
c. To display all orders that haven't been placed, select the status **Open**.



d. Select the purchase order with the item you want to delete, and click **Edit**.



2. Select the item you want to remove and click **Delete**.



3. When the confirmation message appears, click **Yes**.

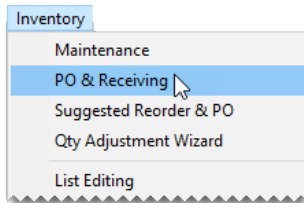
4. Add new items to the purchase order if needed or close the Purchase Order screen.

UPDATE AN OPEN PO

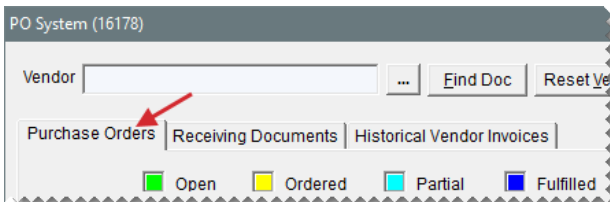
If an order hasn't been placed, you can update the vendor, items, and other information on the open PO.

To update an open PO

1. Select **Inventory > PO & Receiving**. The PO System opens.



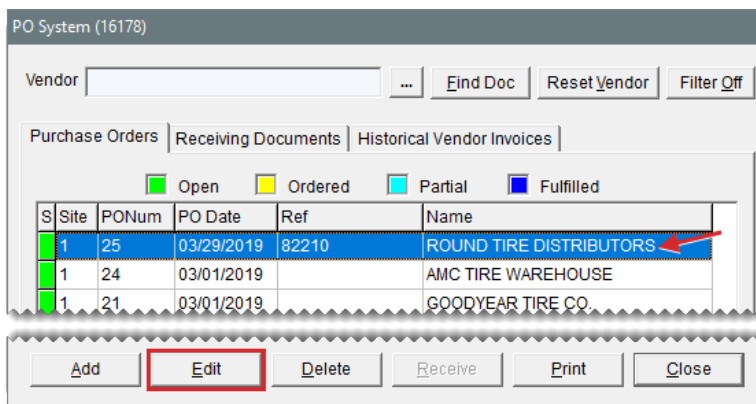
2. Make sure the **Purchase Orders** tab is selected.



3. To display all open purchase orders, select the status **Open**.



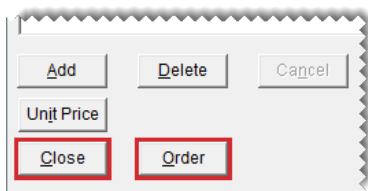
4. Select the purchase order you want to update and click **Edit**.



5. Do the following as needed:

- Click **...** and look up a different vendor.
- Change the quantity for an item on the order. If you want to use the per-unit cost for bulk items, see ["Calculate an Item's Per-Unit Cost" on the facing page](#).

- Click **Add** and search for an additional item to put on the order.
 - Select an item you want to remove from the order and click **Delete**.
 - Change the reference number, contact name, and shipping information.
6. If you want to place the order, click **Order** and print a copy of the PO. Otherwise, click **Close**.



CALCULATE AN ITEM'S PER-UNIT COST

When you buy items in bulk, such as valve stems, TireMaster can calculate the per-unit cost for each item.

To calculate an item's per-unit cost

1. Start a purchase order or receiving document. For more information, see ["Create a Purchase Order"](#) on page 236 or ["Create a Receiving Document"](#) on page 258.
2. Select the item whose per-unit cost you want to calculate, and click **Unit Price**. The Per Unit Price screen opens.

Purchase Order (16179)

PO # 126 Shipped Via

Date 3/29/2019 Tracking #

Vendor TIRES & MORE Contact

Lines Open / Unreceived Partially Received Completely Received

S	Product Code	Size	VendPartNo	Name	Qty
	34	.		RUBBER VALVE STEM	1
	WHLWGTS			STICK ON WHEEL WEIGHTS	1

Total Qty: 2

Buttons: Add, Delete, Cancel, Unit Price, Add Inventory, Close, Order

3. Type your cost for a case of the item in the **Parts Price** field.
4. Type the number of items *in the case* in the **Quantity** field. TireMaster displays the cost of each item in the **Per Unit Price** field.

Per Unit Price (16285)

Product Code: 34
Size: .

Parts Price: 36.99

Quantity: 100

Per Unit Price: \$0.3699

OK Cancel

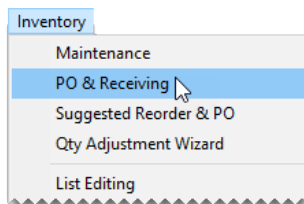
5. Click **OK**. The per-unit quantity and cost information is added to the purchase order.

CANCEL AN ITEM ON A PURCHASE ORDER

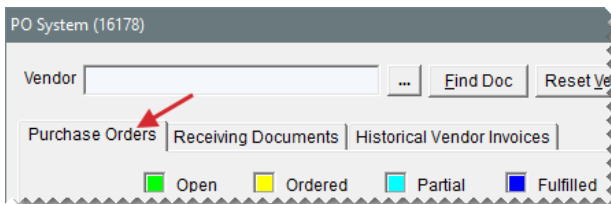
If you've placed an order and then find out that an item won't be shipped, you can cancel the item on the order.

To cancel an item on a PO

1. Select **Inventory > PO & Receiving**. The PO System opens.



2. Make sure the **Purchase Orders** tab is selected.



3. To display the POs for orders that have been placed, select the status **Ordered**.



4. Select the order with the item that won't be shipped, and click **Edit**. The Purchase Order screen opens.

PO System (16178)

Vendor ... Find Doc Reset Vendor Filter Off

Purchase Orders | Receiving Documents | Historical Vendor Invoices

Open Ordered Partial Fulfilled

S	Site	PONum	PO Date	Ref	Name
1	26	03/29/2019	80059	TIRES & MORE	
1	23	02/28/2019		SORUM'S TIRE DISTRIBUTION	

Add Edit Delete Receive Print Close

Note: Items can be canceled only from purchase orders with the status color yellow (for ordered).

- Select the item that won't be shipped, and click **Cancel**. A confirmation message appears.

Purchase Order (16179)

PO # 1 26 Shipped Via

Date 3/29/2019 Tracking #

Vendor TIRES & MORE Contact

Lines Open / Unreceived Partially Received Completely Received

S	Product Code	Size	VendPartNo	Name	Qty
	34	.		RUBBER VALVE STEM	100
	WHLWGTS	.		STICK ON WHEEL WEIGHTS	144

Add Delete Cancel Total Qty: 244

Add Inventory Close Order Re-Open

- Click **Yes**. The status of the item changes to Canceled (C).
- Close the Purchase Order screen. When you create a receiving document for this order, the canceled item will no longer be on the order.

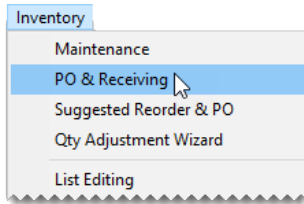
REOPEN AND UPDATE ORDERS

If your TireMaster system is set up to allow purchase orders to be reopened and edited, you can make changes to an order that has already been placed. By reopening and updating an order, you can ensure that the purchase order data in TireMaster matches any changes the vendor has made to a pending shipment. Reopening a PO reduces the amount of time it takes to receive an order, because you won't need to back order items or add items to the receiving document.

Note: The ability to reopen and update orders is defined by a system control. For more information, see "PO System - Re-Open Ordered POs" on page 961 .

To reopen and update an order

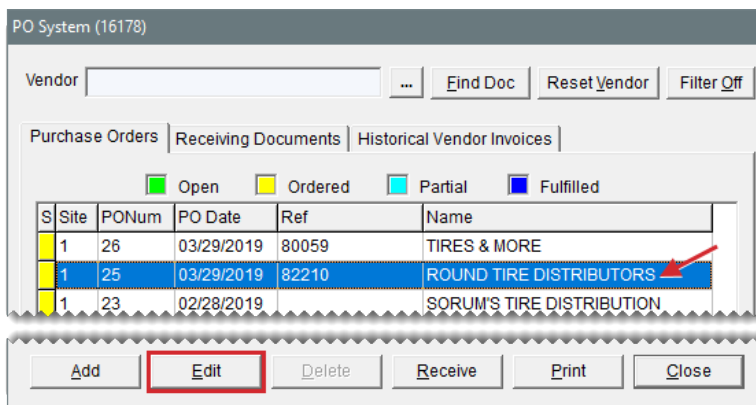
1. Select **Inventory > PO & Receiving**. The PO System opens.



2. Select the status **Ordered**.



3. Select the purchase order you want to update, and click **Edit**. The Purchase Order screen opens.



4. Click **Re-Open**. TireMaster closes the Purchase Order screen and returns to the main PO System screen.



5. Make sure the purchase order you want to update is selected, and click **Edit** (again).

PO System (16178)

Vendor ... Find Doc Reset Vendor Filter Off

Purchase Orders | Receiving Documents | Historical Vendor Invoices

Open
 Ordered
 Partial
 Fulfilled

S	Site	PONum	PO Date	Ref	Name
1	26	03/29/2019	80059	TIRES & MORE	
1	25	03/29/2019	82210	ROUND TIRE DISTRIBUTORS	
1	23	02/28/2019		SORUM'S TIRE DISTRIBUTION	

Note: The status of the PO changed from ordered (yellow) to open (green) when you re-opened it.

6. Do the following as needed:
 - Add items to the reopened order.
 - Delete items from the reopened order.
 - Update the prices of items on the order.
7. Click **Order**. The Report Window opens and displays a copy of the purchase order.

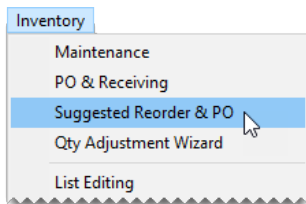
8. Print the purchase order and close the Report Window.

REORDER INVENTORY

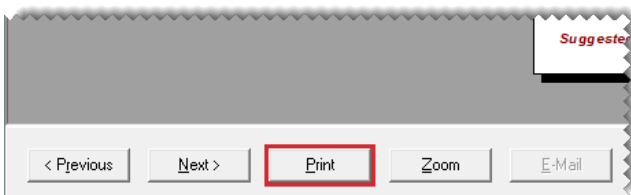
You can simplify the reordering process by creating a suggested purchase order. Creating a suggested purchase order includes generating a report that shows the difference between the minimum quantities you've set for your items and the actual quantities you have on hand. Once you've generated the report, you can create a purchase order based on its results.

To generate a suggested reorder

1. Select **Inventory > Suggested Reorder & PO**. TireMaster prompts you to search for items.



2. Look up a group of items that you to include on the report. For more information, see "Inventory Searches" on page 202. The Suggested Reorder Report appears in the Report Window.
3. Print the report.

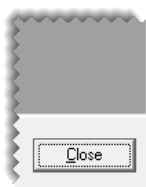


4. Write the quantities you want to order on the report.

Suggested Reorder Report

Size	Description	Last Cost	FET	Max	Min	On Hand	On Order	Sugg.	Order	Tot Wt	Product
Site# : 1											
LT215/85R16	HT TRANSFORCE	122.20	0.00	0	4	0	0	4	8	0.00	189701
185/60R14	SPORT PRECISION	52.79	0.00	0	4	0	0	4	8	0.00	137913
195/50R16	AS WIDE OVAL FIREHAWK	83.22	0.00	0	4	0	0	4	4	0.00	147980
235/65R16	TOUR PRECISION	83.51	0.00	0	4	-4	0	8	12	0.00	147535
P265/65R18	LE2 DESTINATION	143.25	0.00	0	4	0	0	4	4	0.00	018004
Store Total Approx OrderCost:		2273.92						Approx Units:	24	0.00	

5. Close the Report Window. A confirmation message appears.



6. Do one of the following:
 - To create a purchase order based on the Suggested Reorder Report, click **Yes**. TireMaster prompts you to look up a vendor.
 - If you do not want to create a PO yet, click **No** and disregard the rest of this procedure.
7. Search for the vendor you want to order from. For more information, see "Vendor Searches" on page 174. The Purchase Order screen opens. All of the items from the Suggested Reorder Report are included on the order at the recommended reorder quantities.
8. Make the following changes as needed:
 - Add items to the PO.
 - Delete items from the PO.

- Change quantities and prices.
 - Fill in the shipping information, contact name, and reference number.
9. When you're finished making changes to the purchase order, do one of the following:
- To complete the order, click **Order**. The purchase order appears in the Report Window so you can print it.
 - To save the purchase order without completing it, click **Close**.

Purchase Order (16179)

PO # 1 27 Shipped Via

Date 3/29/2019 Tracking #

Vendor ROUND TIRE DISTRIBUTORS ... Contact Ref #

Open / Unreceived
 Partially Received
 Completely Received
 Canceled

S	Product Code	Size	VendPartNo	Name	Qty	Price
	189701	LT215/85R16/10	107189701	HT TRANSFORCE	4	122.20
	137913	185/60R14	107000259	SPORT PRECISION	4	52.79
	147960	195/50R16	107000439	AS WIDE OVAL FIREHAWK	4	83.22
	147535	235/65R16	107000397	TOUR PRECISION	8	83.51
	018004	P265/65R18	107018004	LE2 DESTINATION	4	143.25

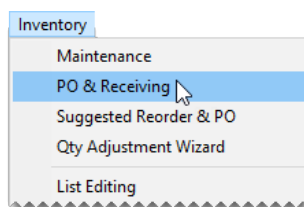
Total Qty: 24

CANCEL A PURCHASE ORDER

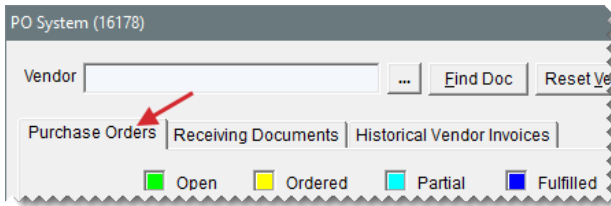
In some cases, you might start an order only to find that it is unnecessary later. You can cancel purchase orders if the items on it have not been ordered or received.

To cancel a purchase order

1. Select **Inventory > PO & Receiving**. The PO System opens.



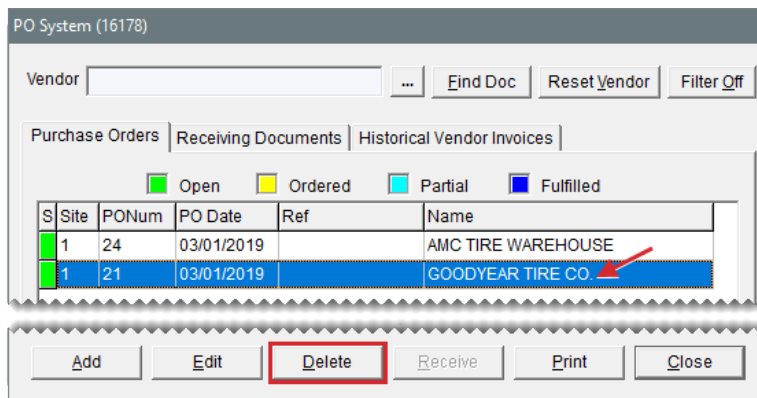
2. Make sure the **Purchase Orders** tab is selected.



3. Select the status **Open**. All open purchase orders appear on the screen.



4. Select the purchase order you want to cancel and click **Delete**. A confirmation message appears.



5. Click **Yes**.
6. Close the PO System screen.

IGUINVENTORY RECEIPTS

When an order is delivered, you need to receive the items in TireMaster's PO System. Deliveries typically have a corresponding purchase order. Sometimes, however, you might need to receive items that were not put on a purchase order. In that scenario, you can create a receiving document.

Note: Your system control settings define whether you're allowed to create a receiving document without a corresponding purchase order. For more information, see "[Force PO System to Create New PO](#)" on page 965.

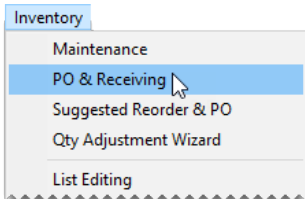
RECEIVE ITEMS ON A PURCHASE ORDER

When you receive an order, TireMaster creates a receiving document that duplicates the items and quantities on the original PO. You can create a receiving document regardless of whether the order was delivered with a packing slip or a vendor invoice.

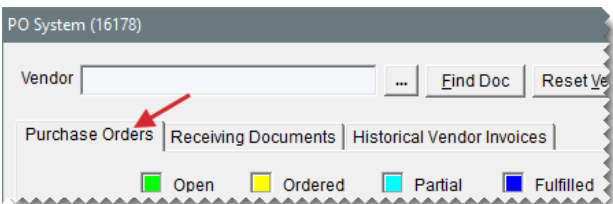
Note: When you do not have a purchase order for a shipment, you need to create a receiving document from scratch. For more information, see ["Create a Receiving Document"](#) on page 258.

To receive items on a purchase order

1. Select **Inventory > PO & Receiving**. The PO System opens.



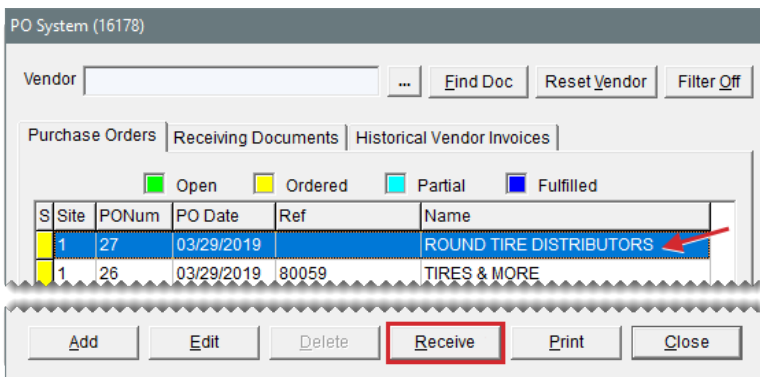
2. Make sure the **Purchase Orders** tab is selected.



3. Select the status **Ordered**. TireMaster displays the purchase orders for items that have not been received.



4. Select the PO with the items you want to receive and click **Receive**. The Receiving Document screen opens.



Note: If a receiving document already exists for an order, TireMaster asks if you want to create another receiving document. Write down the RD number on the message and click **No**. Then click the **Receiving Documents** tab and select the receiving document that was referenced on the message.

- Update the reference number and the shipping and contact information if needed.

- Update the quantities, cost, and federal excise tax for the items if needed.

S	Product Code	Size	VendPartNo	Name	Qty	Price	FETax
P	189701	LT215/85R16/10	107189701	HT TRANSFORCE	4	122.20	0.00
P	137913	185/60R14	107000259	SPORT PRECISION	4	54.89	0.00
P	147960	195/50R16	107000439	AS WIDE OVAL FIREHAWK	4	83.22	0.00
P	147535	235/65R16	107000397	TOUR PRECISION	8	83.51	0.00
P	018004	P265/65R18	107018004	LE2 DESTINATION	4	143.25	0.00

Note: If you've ordered items in bulk, such as valve stems, TireMaster can calculate the cost for each item. For more information, see ["Calculate an Item's Per-Unit Cost"](#) on page 241.

Tip: To view the quantity and cost used for an item on the original purchase order, select the item and click **Order Info**.

- If you want to receive items (from the selected vendor) that are on a different purchase order, click **Add PO**. Then select the purchase order that includes those items and click **OK**.

- Enter shipping charges if needed, using one of the following methods:

- If there is shipping charge for individual items, type the amount in the **Freight** column for each line item. The value entered here is included in the item's cost when it posts to the general ledger (in TireMaster Plus and TireMaster Corporate).

Name	Qty	Price	FETax	Freight	Extended	Core
HT TRANSFORCE	4	122.20	0.00	0.00	488.80	0.00
SPORT PRECISION	4	54.89	0.00	0.00	219.56	0.00
AS WIDE OVAL FIREHAWK	4	83.22	0.00	0.00	332.88	0.00
TOUR PRECISION	8	83.51	0.00	0.00	668.08	0.00
LE2 DESTINATION	4	143.25	0.00	0.00	573.00	0.00

- If there is a shipping charge for the entire order, type the amount in the **Freight** field (lower-right corner of the screen). The value entered here posts to the general ledger's freight account (in TireMaster Plus and TireMaster Corporate). You can select the freight vendor when you enter the vendor invoice.

Received:	2282.32
Freight:	0.00
Tax:	0.00
Total	2282.32

9. Click **Receive**. The following message appears: "Do you want to price this RD now?"

Add	Delete	Order Info	Add Inventory
Unit Price			
Close	Receive	Add PO	Import Qty

Note: Depending on your system control settings, you might be required to add a reference number if you haven't already.

10. Do one of the following:

- If you have an invoice from the vendor, click **Yes** to price the items. For further instructions, see ["Price Items on a Receiving Document"](#) below.
- If the shipment included a packing slip but no vendor invoice, click **No**. When the receiving document appears in the Report Window, print a copy of it. The items that you just received will not be added to the inventory until you price them.

PRICE ITEMS ON A RECEIVING DOCUMENT

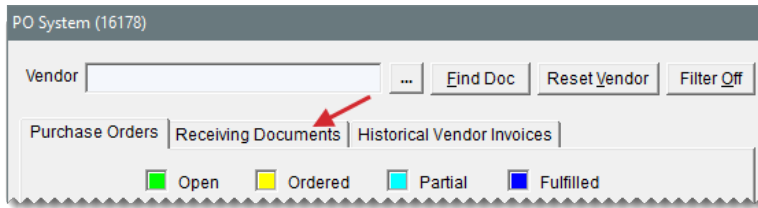
When a vendor sends you an invoice, you can enter the prices (your cost) for the items on a receiving document. This process, referred to as pricing items, updates the last cost and next cost tracked by TireMaster. Items should be priced before you sell them.

To price items on a receiving document

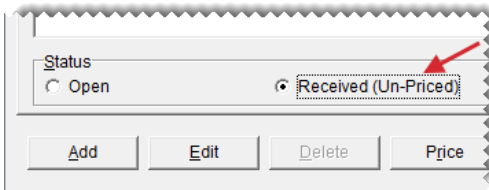
1. Select **Inventory > PO & Receiving**. The PO System opens.

Inventory
Maintenance
PO & Receiving
Suggested Reorder & PO
Qty Adjustment Wizard
List Editing

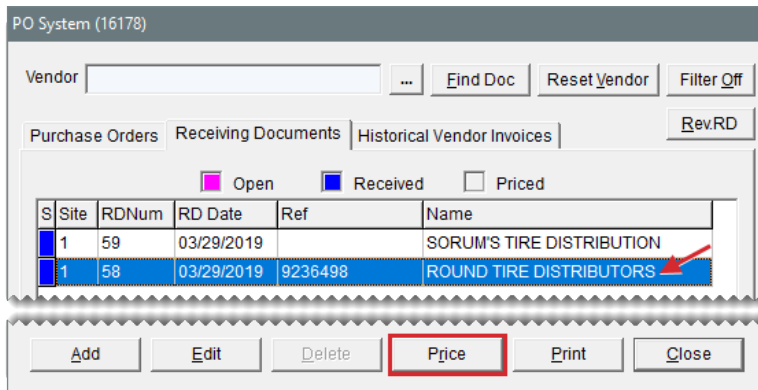
2. Select the **Receiving Documents** tab.



3. Select the status **Received (Un-Priced)**. TireMaster displays the receiving documents with items that have not been priced.

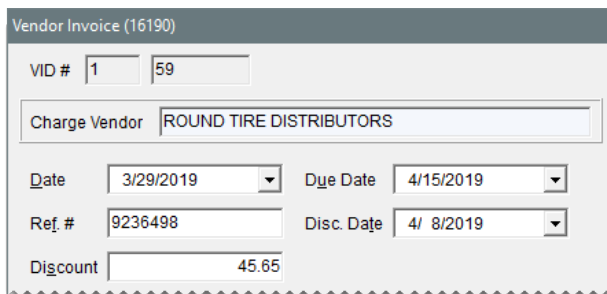


4. Select the receiving document for the items you want to price and click **Price**. The Vendor Invoice screen appears.



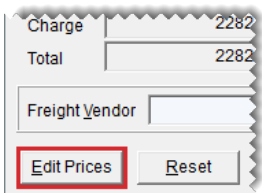
Note: If you use the Accounting Interface for QuickBooks®, type a reference number, and go to step 6.

5. Update the receiving date, default due date, discount date, discount amount, and reference number if needed.



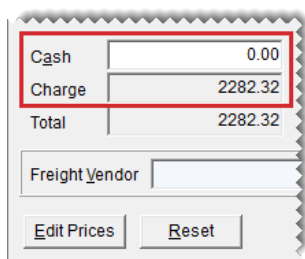
Note: Discount terms are used only in TireMaster Plus and TireMaster Corporate. Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

- If you need to update the prices (your cost) for any of the items, click **Edit Prices**. Then type the new amounts on the Vendor Invoice Price Editing screen. TireMaster automatically recalculates the extended prices along with the total and discount amount.

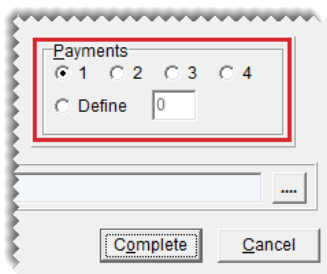



- Define the payment method:

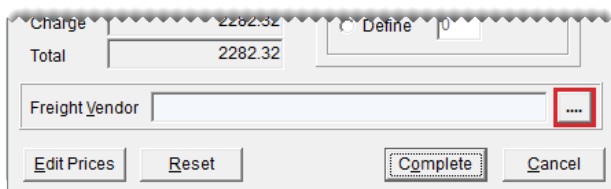
- To pay with cash, type the amount of the cash payment in the **Cash** field. TireMaster recalculates the amount in the **Charge** field.
- To charge the total amount of the vendor invoice, leave the amount in the **Charge** field alone and disregard any system-calculated discounts.



- If you need to change the number of payments, select **1**, **2**, **3**, **4**, or select **Define** and type the number of payments (in TireMaster Plus and TireMaster Corporate).

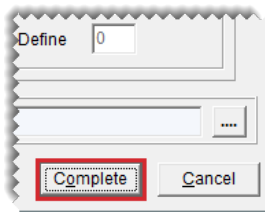


- If you entered a shipping charge when receiving the items, click  and look up the freight vendor. For more information, see ["Vendor Searches" on page 174](#).



Note: A vendor charge (for the amount entered when you received the order) posts to the freight vendor's subledger and the freight account in the general ledger (in TireMaster Plus and TireMaster Corporate).

10. Click **Complete**.



One of the following happens:

- If you must pay the entire amount at one time, the vendor invoice document (VID) appears in the Report Window.
- If you'll make multiple payments, the Vendor Payment Schedule screen opens (in TireMaster Plus and TireMaster Corporate). Change the payment amounts and dates if needed and click **OK**. The vendor invoice document (VID) appears in the Report Window.

Note: The totals of the **Payment Amt** and **Discount Amt** columns must equal the payment and discount amounts on the vendor invoice document before the order can be priced.

11. Print the vendor invoice document (VID). TireMaster adds the VID to the **Historical Vendor Invoices** tab, and the receiving document's status color changes to gray (**S** column of the **Receiving Documents** tab) to indicate the items have been priced.

BACK ORDER ITEMS

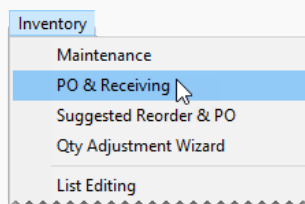
When the number of items delivered doesn't match the number of items ordered, you can receive the portion of the order that was shipped and place the unreceived quantities on back order.

PUT PARTIAL QUANTITIES ON BACK ORDER

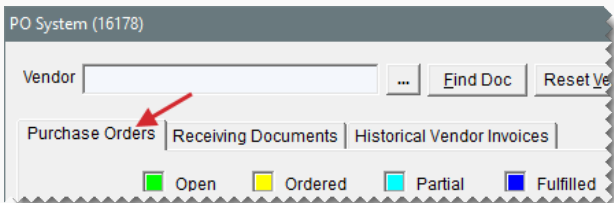
When you receive a partial order, you can receive the quantities that were delivered and place the remaining quantities on back order.

To put partial quantities on back order

1. Select **Inventory > PO & Receiving**. The PO System opens.



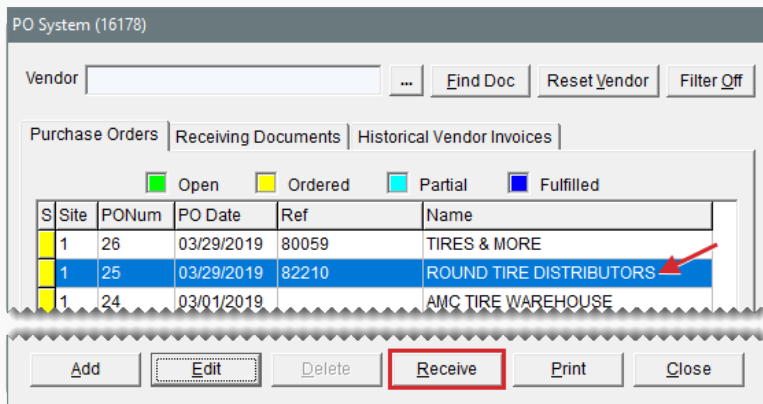
2. Select the **Purchase Orders** tab.



3. Select the status **Ordered**.



4. Select the purchase order with the back ordered items and click **Receive**. The Receiving Document screen opens.

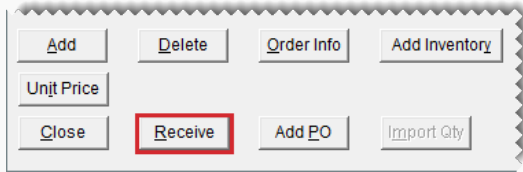


5. For each item that you need to put on back order, enter the quantity that was *actually* received.

S	Product Code	Size	VendPartNo	Name	Qty
P	403105174	P235/65R17/SL	135646741	HP WRANGLER	17
P	732170500	P205/55R16/S2	135000140	RS-A EAGLE	1
P	740036515	LT195/75R14/6	135000983	AT WRANGLER	8
P	403934169	P275/60R20/SL	135934169	HP WRANGLER	5

Tip: To see the quantity and cost used for an item on the original purchase order, select the item and click **Order Info**.

6. Click **Receive**. TireMaster prompts you to price the receiving document.



Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

7. Do one of the following:

- If you have an invoice from the vendor, click **Yes**. The Vendor Invoice screen opens, and you can price the items. For more information, see "[Price Items on a Receiving Document](#)" on page 251.
- If you only have a packing slip, click **No** and print the receiving document. When TireMaster prompts you to cancel the remaining quantities, click **No** to back order (instead of canceling) the items.

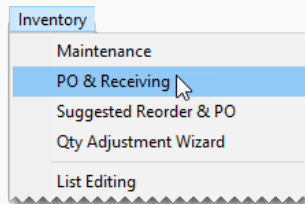
8. Close the PO System screen.

PUT ALL QUANTITIES ON BACK ORDER

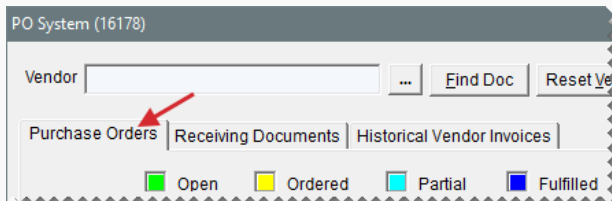
When one of the items on a purchase order is not delivered, you can place all quantities of that item on back order.

To place all quantities of an item on back order

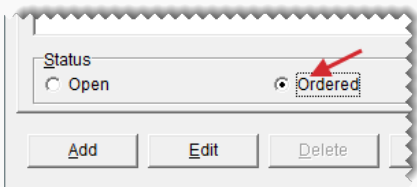
1. Select **Inventory > PO & Receiving**. The PO System opens.



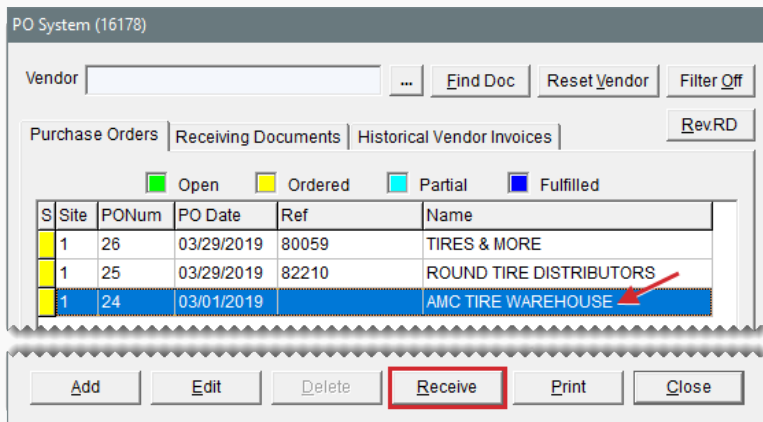
2. Select the **Purchase Orders** tab.



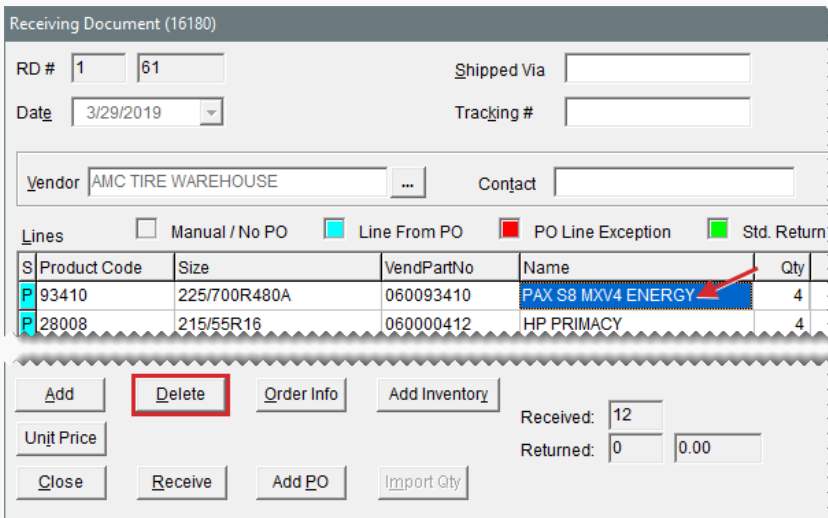
3. Select the status **Ordered**.



4. Select a purchase order and click **Receive**. The Receiving Document screen appears.



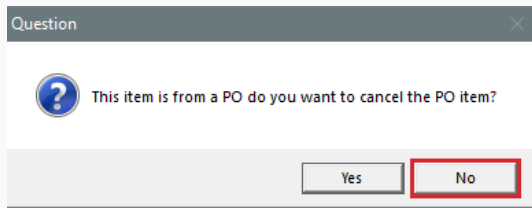
5. Select the item you need to put on back order and click **Delete**. A confirmation message appears.



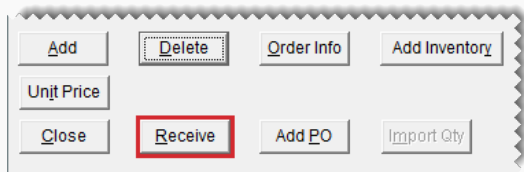
Tip: To view the quantity and cost used for an item on the original purchase order, select the item, and click **Order Info**.

6. Click **Yes**. TireMaster prompts you to cancel the item.

7. To place the item on back order (instead of canceling it), click **No**. The item is removed from the receiving document.



8. To receive the remaining items on the receiving document, click **Receive**. TireMaster prompts you to price the receiving document.



Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

9. Do one of the following:
 - If you have an invoice from the vendor, click **Yes**. The Vendor Invoice screen opens, and you can price the items. For more information, see ["Price Items on a Receiving Document"](#) on page 251.
 - If you only have a packing slip, click **No** and print the receiving document. The receiving document is added to the **Receiving Documents** tab.

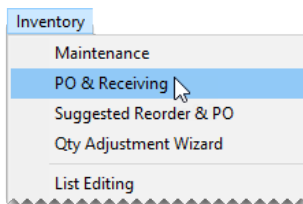
CREATE A RECEIVING DOCUMENT

When a delivery is comprised of items you didn't order, you can skip the ordering stage and create a receiving document from scratch.

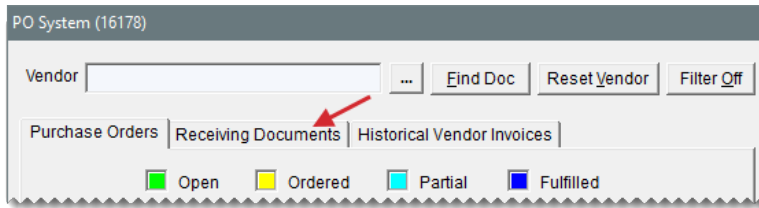
Note: Your system control settings define whether you're allowed to create a receiving document without a corresponding purchase order. For more information, see ["Force PO System to Create New PO"](#) on page 965 .

To create a receiving document

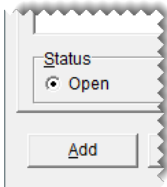
1. Select **Inventory > PO & Receiving**. The PO System opens.



2. Select the **Receiving Documents** tab.



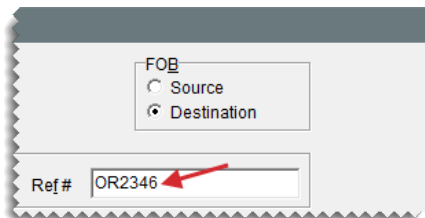
3. Click **Add**. TireMaster prompts you to search for a vendor.



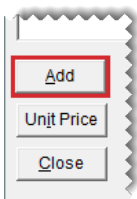
4. Look up the vendor who sent you the shipment. The Receiving Document screen opens. For more information, see ["Vendor Searches" on page 174](#).

Note: You can change the vendor for a receiving document until you complete the receiving.

5. If it's available, type the reference number for the delivery.



6. For each item delivered, click **Add** and search for the item or scan its bar code. For more information, see ["Inventory Searches" on page 202](#) or ["Enter Bar Codes on Purchase Orders and Receiving Documents" on page 311](#).



7. For each item added to the receiving document, do the following:

- Update the description (noninventoriable items)
- Type the quantity.
- Update the price (your cost)

Note: If you're receiving items in bulk, such as valve stems, TireMaster can calculate the cost for each item. For more information, see ["Calculate an Item's Per-Unit Cost" on page 241](#).

- Update the federal excise tax (FET)

S	Product Code	Size	VendPartNo	Name	Qty	Price	FETax
	NSSHCK	.		MasterPro Strut Assemblies Cc	2	133.99	0.00
	42	.		Murray Heat Transfer Heater Cc	1	114.99	0.00

Note: A system control setting defines whether the **FETax** column displays either the average cost of an item's federal excise tax or the FET used the last time the item was received. For more information, see ["Use Next FET for POS/Receivings"](#) on page 962.

8. Complete the following shipping and handling information:
 - a. Under **FOB**, select **Source** if you will pay for freight or **Destination** if the vendor will pay for freight.
 - b. If it's available, type the contact person's name.

9. Click **Receive**. TireMaster prompts you to price the receiving document.

Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

10. Do one of the following:
 - If you have an invoice from the vendor click **Yes**. The Vendor Invoice screen appears, and you can price the items. For more information, see ["Price Items on a Receiving Document"](#) on page 251.
 - If you only have a packing slip, click **No** and print the receiving document. The receiving document is added to the **Receiving Documents** tab.

11. Close the PO System screen.

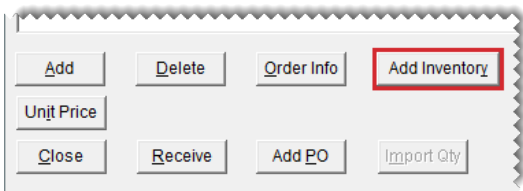
ADD AND RECEIVE NEW ITEMS AT THE SAME TIME

If you need to receive an item that isn't in your inventory, you can add it to TireMaster and an open receiving document at the same time.

Note: You can also add items to TireMaster when creating a purchase order by following steps 2 through 9 of this process.

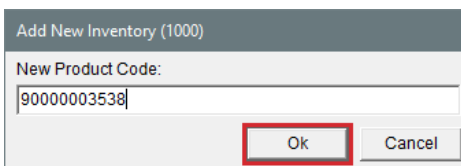
To add items while creating a receiving document

1. Create a receiving document for the vendor if one hasn't already been created. For more information, see ["Receive Items on a Purchase Order" on page 248](#) or ["Create a Receiving Document" on page 258](#).
2. Click **Add Inventory**. TireMaster prompts you to search for items.



3. Do one of the following:
 - Look up an item with settings similar to the item you need to add. For more information, see ["Inventory Searches" on page 202](#).

Tip: Looking up a similar item saves time, because you can reuse many of its settings for the new item.
 - Click **Cancel**, and then click **Add** on the Inventory Maintenance screen.
4. Type the product code for the new item and click **OK**.



5. On the Inventory Maintenance screen, complete the settings for the new item. Then click **OK**. TireMaster prompts you to view and edit the prices for the new item. For more information, see ["Add an Inventory Item" on page 177](#).

6. Click **Yes**. The Site Prices and Quantity screen opens.
7. Complete the price settings for the item. Then click **OK**. For more information, see ["Fixed Prices"](#) on page 344 or ["Factor Based Price Calculations"](#) on page 345.

8. To exit the Inventory Maintenance screen, click the **General** tab. Then click **Close**. The new item is added to the receiving document.

9. Type the quantity for the new item.

S	Product Code	Size	VendPartNo	Name	Qty	Price
	90000032516	225/65R16 100T	90000032516	EVOLUTION TOUR ALL-SEASC	8	90.88
	90000003538	245/45R20 103Z XL	90000003538	ZEON RS3-S	12	167.83

- Update items previously added to the receiving document, along with the shipping and handling information, if needed.
- Receive the items and price the receiving document. For more information, see ["Receive Items on a Purchase Order"](#) on page 248 and ["Price Items on a Receiving Document"](#) on page 251.

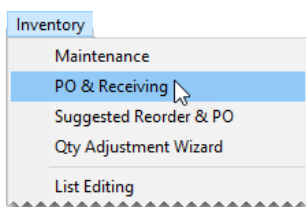
REVERSE A RECEIVING DOCUMENT

If a shipment was incorrectly received, you can reverse the receiving document for it as long as the items have not been priced.

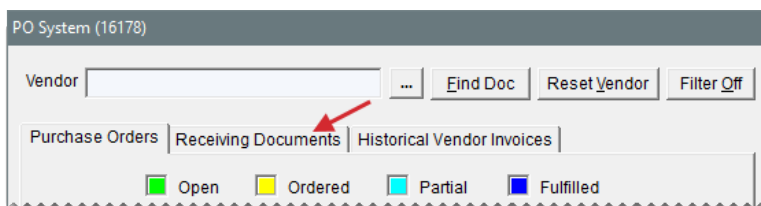
Note: Negative receiving documents that have been created to return items to vendors can also be reversed as long as they haven't been priced.

To reverse a receiving document

- Select **Inventory > PO & Receiving**. The PO System opens.



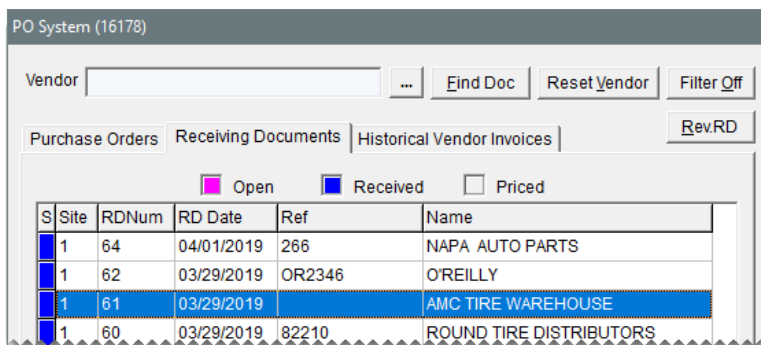
- Click the **Receiving Documents** tab.



- To display receiving documents that haven't been priced, select **Received (Un-priced)**. The **Rev. RD** button appears in the upper-right corner of the screen.



- Select the receiving document you want to reverse and click **Rev. RD**. A confirmation message appears.



Tip: If you cannot see the **Rev. RD** button, make sure (**Received Un-priced** is selected).

Note: Receiving documents that include tracked items cannot be reversed. In this scenario, retrieve the receiving document and complete the vendor invoice (VID). Next, create a new receiving document, add the tracked item with a negative quantity, and enter its cost. If you need a corrected receiving for the tracked item, add it to the receiving document as well, with a positive quantity and cost. Then complete the vendor invoice document. If the tracked item uses the option cost method and has been sold to a customer, include the original invoice number in the receiving document's reference number and item descriptions. This will help you identify the original sale invoice on the item tracking screen.

5. Click **Yes**.

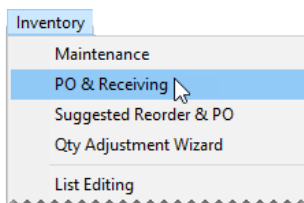
Note: No vendor invoice documents are created for the original receiving or the reversal. To view the original and reversed receiving documents, click the **Receiving Documents** tab. Then select the status **All**. The reference number for the reversal includes the letters REV and the reference number for the original receiving.

SEARCH FOR HISTORICAL VENDOR INVOICES

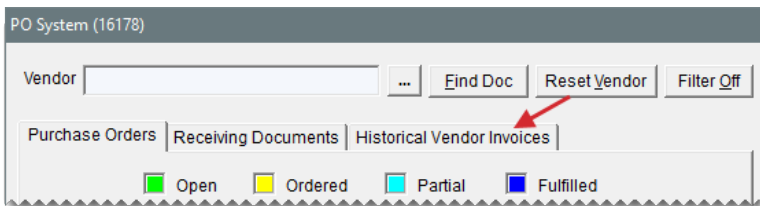
If you want to research your purchase history, you can view all historical invoices on the **Historical Vendor Invoices** tab. You can search for invoices by vendor name, reference number, or document number.

To look up a historical vendor invoice

1. Select **Inventory > PO & Receiving**. The PO System opens.

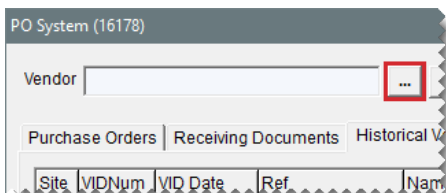


2. Click the **Historical Vendor Invoices** tab.

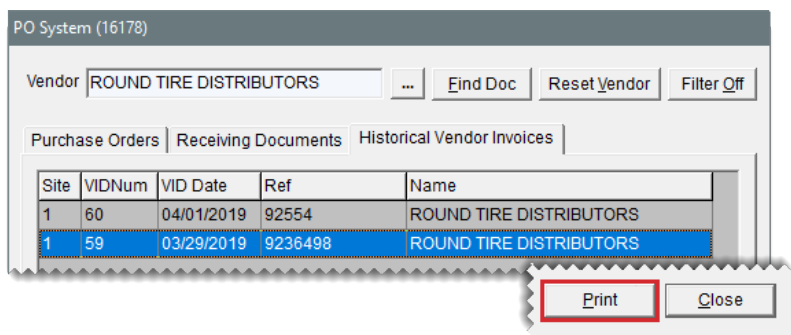


3. To look up the document by vendor, do the following.

a. Click **...** and look up the vendor. For more information, see "[Vendor Searches](#)" on page 174.



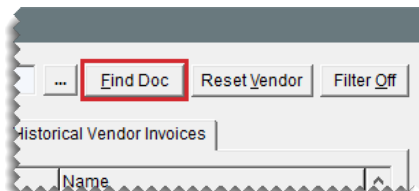
b. Select the vendor invoice that you want to view and click **Print**. The Report Window opens.



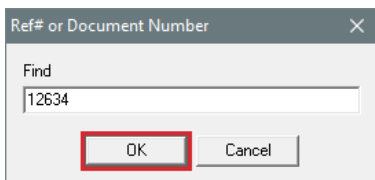
c. Print a copy of the vendor invoice document, if needed, and close the Report Window.

4. To look up a document by document number or reference number, do the following.

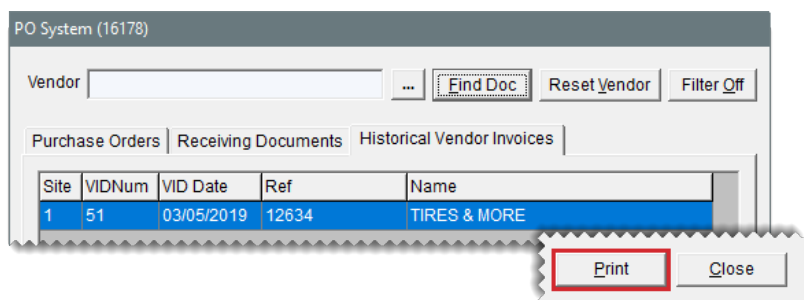
a. Click **Find Doc**.



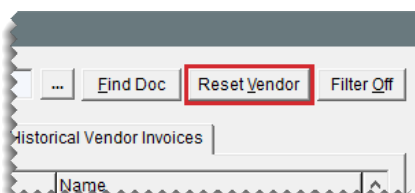
b. Type the document number or a reference number when prompted for that information, and click **OK**.



c. Click **Print**. The Report Window opens.



- d. Print a copy of the vendor invoice, if needed, and close the Report Window.
5. To display historical invoices for all vendors again, click **Reset Vendor**.



ITEM TRACKING

With item tracking, you can match *noninventoriable* items on customer work orders to the receiving documents for those same items.

The purpose of item tracking is to prevent fraud. Item tracking helps to ensure that when a noninventoriable item is returned, it's an item you actually sold to a customer. Item tracking also allows you to verify that an outside purchase was not stolen by an employee.

Items can be tracked regardless of whether they're assigned the option cost, expense, or relief percent costing methods. However, the items you'll mostly likely track are those assigned the option cost costing method.

HOW TRACKING WORKS

Item tracking is initiated at point of sale. When you add a tracked item to a work order, you also identify which receiving document is for the item. The method for linking an item on a customer's work order and a receiving document, depends on the item's costing method:

- **Option Cost Items:** When you add a tracked option cost item to a work order, you are required to define the item's cost and identify the vendor who delivered the item. When you do this, TireMaster generates the receiving document for the item. Items assigned the option cost method are typically obtained via outside purchases and then sold to customers. For more information, see "[Track Option Cost Items](#)" on page 269 and "[Outside Purchases for Tracked Items](#)" on page 281.

- **Expense Method and Relief Percent Items:** When you add a tracked item assigned the expense or relief percent costing method to a work order, a list of receiving documents appears. Then you select the corresponding receiving document on the list. For more information, see ["Track Expense Method and Relief Percent Items" on the next page](#).
- Note:** If you enable tracking for an expense or relief percent item with available quantities, any receiving documents created before the start of tracking will be excluded from the list of receiving documents. Therefore, in this scenario, you'll assign the item to unknown receiving documents until you've depleted the quantities received before tracking began. These unknown receiving documents can be removed from the Item Tracking screen, which is used for researching the purchases and sales of noninventoriable items. For more information, see [Item Tracking Screen](#).

Once an item's work order and a receiving document are linked, you can use the Item Tracking screen to do the following when a customer returns a noninventoriable item:

- Identify the vendor who sold you the item
- Identify the receiving document that was processed when the item was delivered

This information helps you verify that the noninventoriable item being returned is an item you actually purchased from a vendor and then sold to the customer, because you can easily find the supporting documentation.

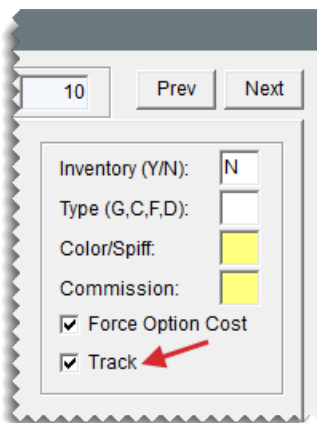
PREPARE FOR ITEM TRACKING

Before you can track a *noninventoriable* item, you need to enable tracking for it. The track item setting is on the Inventory Maintenance screen (**General** tab).

Note: Tracking is intended for specific noninventoriable items, such as Nonstock Brake Pads, Nonstock Starter, and Nonstock Water Pump. Avoid using tracking for multipurpose noninventoriable items such as *Nonstock Parts*.

To enable item tracking

1. Add or look up the item for which you want to enable tracking. For more information, see ["Add an Inventory Item" on page 177](#) or ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen (**General** tab), click **Edit**.
3. Select the **Track** check box. If the check box is disabled, the item is inventoriable and cannot be tracked.



4. Click **OK**.
5. To enable tracking for additional items, repeat steps 1 through 4.

Tip: If you're enabling tracking for multiple items that are organized sequentially on the Inventory List (for example, the items are organized by their descriptions, which all begin with the prefix *non*), don't close the Inventory Maintenance screen and search for another item. Click **Next** repeatedly until you locate the next item for which you need to enable tracking, and then click **Edit**.

TRACK EXPENSE METHOD AND RELIEF PERCENT ITEMS

To track an item that's assigned the expense costing method or the relief percent costing method, you need to identify the receiving document that includes the item when you add it to a work order.

To track expense method and relief percent items

1. Start a work order. For more information, see "[Create a Regular Work Order](#)" on page 396.
2. Add the item to the work order. Then type the quantity and press **Enter**. The Track Parts screen opens. It lists receiving documents that include the item that was just added to the work order.

Quantity	Size	Description	Parts	Labor	FET
1.00	LOF	Lube Oil & Filter SYN 8-8.5	64.99	0.00	
1	.	MISC TURN SIGNAL BULB - I	5.99	0.00	

Note: When you receive multiple quantities of an item on a receiving document, the same item and the same receiving document are listed multiple times on the Track Parts screen.

3. Do one of the following:
 - Select the receiving document that includes the item you put on the work order, and click **OK**. If there are multiple lines for a receiving document, press **Ctrl** and select a line for each item.

Track Parts (3320)

Select RD part item(s) this is assigned to

RD Number	RD Date	Part Name	Product Code / Size	Vendor Name
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65741-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBFR / .	NAPA AUTO PARTS
65742-1	09-18-2019	MISC TURN SIGNAL BULB -	BULBRR / .	NAPA AUTO PARTS
65743-1	09-18-2019	BATTERY TERMINAL COVER	BATTTRMCV / .	NAPA AUTO PA

OK Close

- If there is no receiving document for the item on list, click **Close**. When TireMaster prompts you to assign the item to an unknown receiving document, click **Yes**.

Note: The lack of a receiving document occurs when an item already had available quantities when tracking was enabled. (In other words, the item was received **before** tracking began.)

4. Do one of the following as needed:
 - Put additional items on the work order.
 - Update items that were already on the work order (for example, change prices, edit descriptions, assign technicians).
 - Click **Quit** to close the work order.
 - Complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).

TRACK OPTION COST ITEMS

To track an item that's assigned the option cost costing method, you create the receiving document for the item when you define its cost at point of sale. Option cost items cannot be linked to receiving documents that were already created in the PO System. The option cost method is used for recording the cost of nonstock parts and tires obtained through outside purchases. For more information, see ["Outside Purchases" on page 280](#).

To track option cost items

1. Start a work order. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Add one or more items to the work order. When an option cost item is added to a work order, the item's line turns pink. The line remains pink until the item's cost is entered.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	NONSTOCK WATER PUMP	0.00	0.00	
1.00	.	NONSTOCK BELT	0.00	0.00	
3.00		LABOR	0.00	100.00	

- For each option cost item, update the description on the work order so it matches the description of the item you're getting from the vendor. You can also update the description of other noninventoriable items if needed.

Note: Using detailed descriptions for option cost items makes the purchase of those items easier to track, because the work order descriptions are used on receiving documents and vendor invoice documents.

- Update selling prices for the items as needed.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	Tru-Flow Water Pump #TFW4	82.39	0.00	
1.00	.	Power-Fit Serpentine Belt #PE	38.45	0.00	
3.00		Remove & Replace Water Pui	0.00	100.00	

- Define an item's cost and put it on a receiving document.

- Select an item and click **Option Cost**. The Option Cost screen opens.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	Murray Water Pump #CP5077	79.79	0.00	
1.00	.	Gates Micro-V Serpentine Belt #K	52.19	0.00	
3.00		Remove & Replace Water Pump & Be	0.00	100.00	

No Status
 On Site
 In Process
 Done

Add
Price Level
Delete
Adjust
Option Cost

Deposit
Svc Intervals

Promised 00:00
Parts & Labor
Inspect Sheet

- Type your cost for the item in the **Option Cost** field.
- To put the item on a receiving document, click **Vendor** and look up the vendor who sold you the item.

Option Cost (9201)

Option Cost: 54.99

If the item included FET when it was received,
also include the FET in the cost

Put item on a receiving document

Vendor

Note: If there is already an open receiving document for the vendor, you have the option to add the item to it or you can create a new receiving document.

d. Do one of the following:

- If the shipment included only a packing slip, leave the **Receive and Price** check box clear and click **OK**. The item or items in the shipment will be received now and can be priced later, when the vendor sends you an invoice.
- If there is one option cost item on the work order and the vendor sent you an invoice, select the **Receive and Price** check box and click **OK**. TireMaster prompts you to receive and price the item before returning to work order.
- If there are multiple option cost items on the work order and the vendor sent you an invoice, leave the **Receive and Price** check box alone *until you've entered the cost for the last item*. Then click **OK**. When you enter the price for the last item and select the check box, TireMaster prompts you to receive and price the items before returning to work order.

6. Do one of the following as needed:

- Put additional items on the work order.
- Update items that were already on the work order (for example, change prices, edit descriptions, assign technicians).
- Click **Quit** to close the work order.
- Complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).

PREVIOUSLY-RECEIVED TRACKED, OPTION COST ITEMS

When you add a tracked, option cost item to a work order, you are typically required to add the item to a receiving document. This happens because the **Put item on a receiving document** check box (Figure 11-1) is automatically selected on the Option Cost screen and cannot be changed.

Figure 11-1: Automatically Selected Receiving Document Check Box

There is, however, an instance which you can clear the check box for a tracked, option cost item. This occurs when the item is already in your inventory, because it was not sold or it was returned by a customer.

In this scenario, you have the following options:

- If the available item can be sold on the new work order, enter its cost and clear the check box. Then click **OK**. Because the item was previously received, there is no need to create a receiving document.
- If the available item cannot be sold on the new work enter, enter its cost and leave the check box selected. Then define the vendor and create the receiving document.

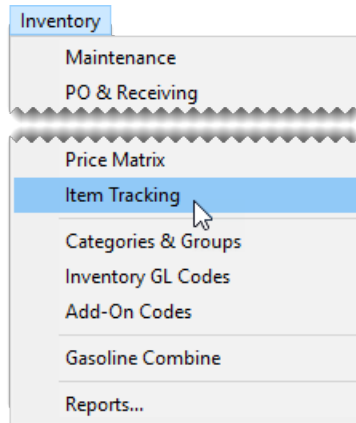
VERIFY NONINVENTORABLE ITEM RETURNS

When a customer wants to return a tracked noninventoriable item, you can use the Item Tracking screen to identify the receiving document for the item being returned. With this information, you can do the following:

- Verify that you actually purchased the item from a vendor and then sold it to the customer
- Determine how much you paid the vendor for the item (You need to know your cost for the item to process the return to the vendor.)

To verify a noninventoriable item return

1. Select **Inventory > Item Tracking**. The Item Tracking screen opens.



2. Do one of the following:

- If the customer provides the original sale invoice, type the document number in the **Invoice #** field and click **Query**.

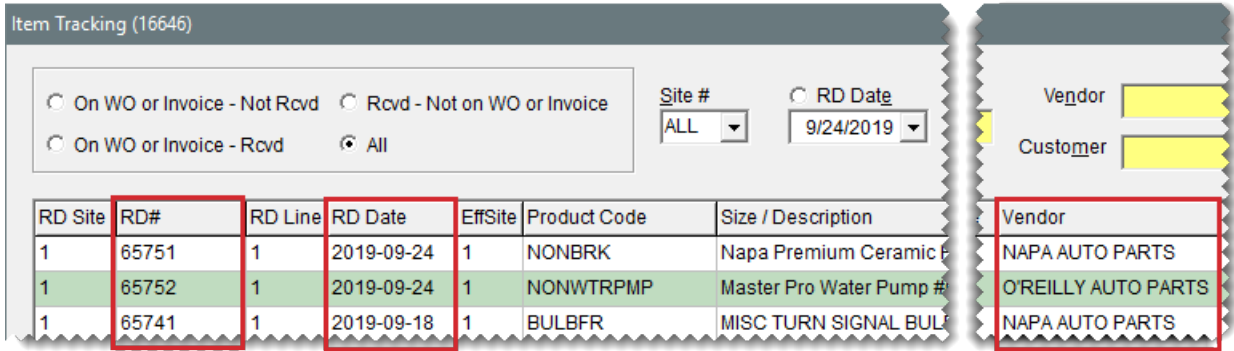
 A screenshot of a search form. It has two input fields: "Invoice #" containing the number "110774" and "RD #". A red arrow points to the "Invoice #" field. To the right of the fields is a button labeled "Query".

- If the customer does not have the original sale invoice, click the **Customer** field and press . Then search for the customer. For more information, see "[Customer Searches](#)" on page 86.

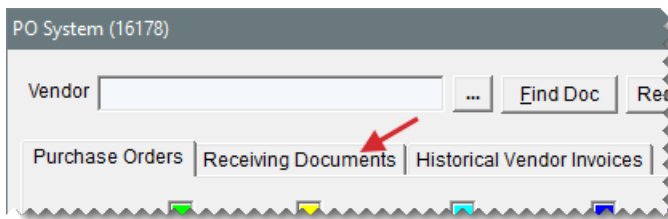
 A screenshot of a search form. It has two input fields: "Vendor" and "Customer", both highlighted in yellow. A red arrow points to the "Customer" field. To the right of these fields are two input fields: "Invoice #" and "RD #", and a button labeled "Query".

Depending on the search method, TireMaster retrieves the item sold on the specified invoice or a list of the items sold to the customer.

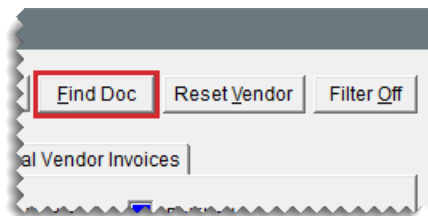
3. Take note of the entries in the **RD#**, **RD Date**, and **Vendor** columns. You will use this information to find the item's receiving document.



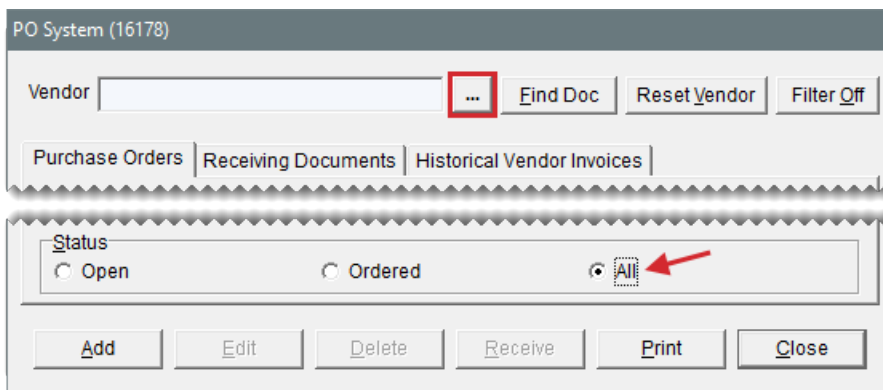
4. For a hard copy of the entries on the screen, click **Print**. When the Report Window opens, print the report. Then close the Report Window.
5. Close the Item Tracking screen.
6. Locate the receiving document for the item being returned.
 - a. Click **PO List** or select **Inventory > PO & Receiving**.
 - b. Click the **Receiving Documents** tab.



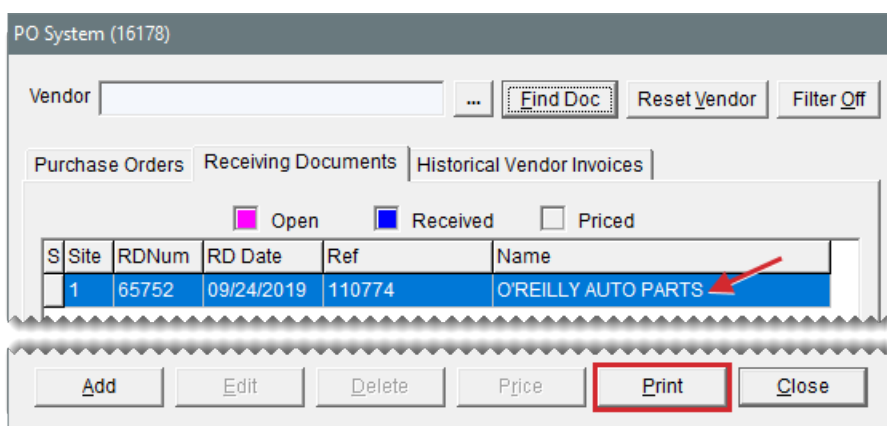
- c. Do one of the following:
 - Click **Find Doc**. Then type the receiving document number and click **OK**.



- Select the status **All**. Then click **...** and look up the vendor. For more information, see ["Vendor Searches"](#) on page 174.

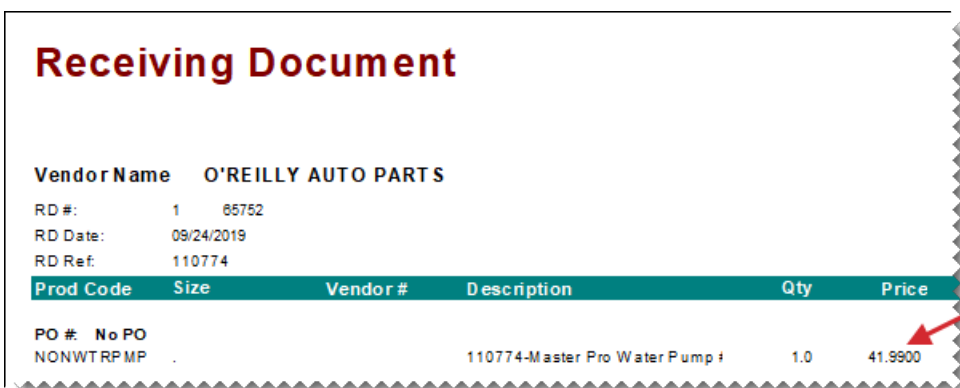


7. Select the receiving document and click **Print**. The Report Window opens and displays the receiving document.



Tip: If you searched by vendor and there are multiple receiving documents, refer to the receiving document date or reference number. When a receiving document is created for an option cost item at point of sale, TireMaster uses the sale invoice number as the reference number.

8. Take note of the item's price. You need that amount for the negative receiving document that will be used to return the item to the vendor.



ITEM TRACKING SCREEN CLEANUP

You can reduce the number of entries on the Item Tracking screen by removing the items that were assigned to unknown receiving documents. Items assigned to unknown receiving documents are those items that already had available quantities when tracking was enabled. (In other words, those items were received *before* tracking began.)

Note: To delete items from the Item Tracking screen, you must belong to a security group assigned the permission **Invoicing WO Delete**.

To delete items from the tracking screen

1. If the Item Tracking screen isn't already open, select **Inventory > Item Tracking**.
2. Select the item you want to remove and click **Delete**. The item is removed. When there are multiple lines for an item (because the item's quantity on the RD was higher than 1), all of the lines are removed.

Note: If the **Delete** button is inactive, the selected item was not assigned to an unknown receiving document.

TRACKED OUTSIDE PURCHASE ITEM RETURNS

When a customer returns tracked parts or tires that you obtained through an outside purchase, process the return and create a negative receiving document at point of sale. The return invoice is for refunding the customer and the negative receiving document is for sending the returned item back to the vendor. Because outside purchase items are assigned the option cost costing method, TireMaster requires you to record item costs prior to creating the negative receiving documents. For more information, see ["Option Cost Method" on page 336](#) and ["Outside Purchases for Tracked Items" on page 281](#)

To process tracked outside purchase returns

1. Review the customer's original sale invoice and the item's receiving document. With this information, you can:
 - Confirm the item was sold to the customer.
 - Identify the vendor who sold you the item and the price you paid for it.

For more information, see ["Verify Noninventoriable Item Returns" on page 272](#).

2. Start a work order for the customer who is returning the outside purchase item.
3. Add the returned item to the work order.
 - a. Click **Add** and look up the item.

- b. Type the quantity as a negative number (-) and press **Enter**.

Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists the items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

Quantity	Size	Description
-1	.	NONSTOCK WATER PUMP

- c. Select the item being returned and click **Return**.

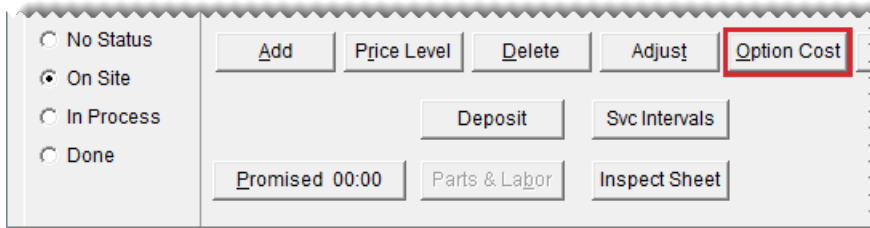
Invoice	Date	Qty	Description	Mileage	Vehicle	Return
110774	09/24/2019	1	Master Pro Water Pump #C203041	99999	01-DODGE RAM WAGON E	

Note: If you do not see the item being returned, select the **Match Inventory** check box (upper-right corner).

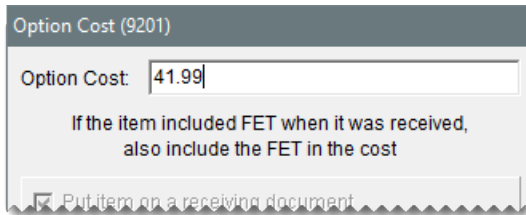
- d. Type the returned item's description and original selling price.

Quantity	Size	Description	Parts	Lab
-1.00	.	Master Pro Water Pump #C203041	60.89	

- 4. Enter the returned item's cost.
 - a. Click **Option Cost**. The Option Cost screen opens.

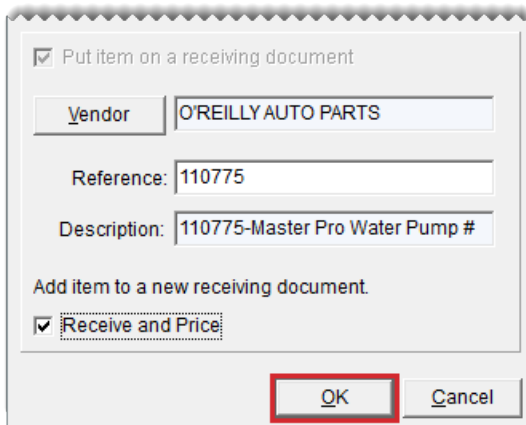


b. Type the item's cost.



5. Create the negative receiving document

- a. Click **Vendor** and search for the vendor who sold you the item.
- b. Select the **Receive and Price** check box.
- c. Click **OK**. The Receiving Document screen opens.

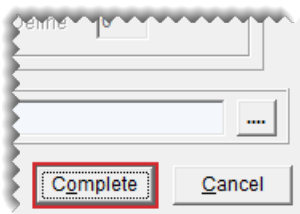


d. Click **Receive**. TireMaster prompts you to price the receiving.



- e. Do one of the following:
 - If the vendor has issued a return invoice to you, click **Yes**. The Vendor Invoice screen opens.

- If you do not have a return invoice from the vendor, click **No**. The Report Window opens and displays the receiving document screen opens. Print it if needed, and close the Report Window. Then go to step 7. You can price the item and create the negative charge later.
6. To price the negative receiving document, click **Complete**. The Report Window opens and displays the vendor invoice document for the returned item. Print the VID if needed and close the Report Window. Then go to step 7.



7. Complete the return invoice.
 - a. Click **Complete**.
 - b. Process the customer's reimbursement with the same payment method used for the original invoice.

TRACKED EXPENSE METHOD AND RELIEF PERCENT ITEM RETURNS

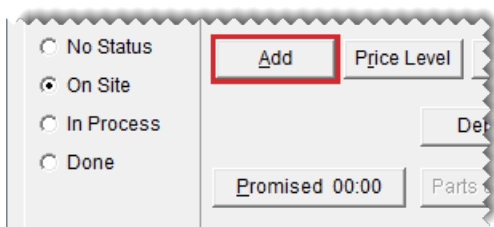
When a customer returns a tracked item that's assigned the expense or relief percent costing method, the item is put on an unknown receiving document. Depending on what the item is, you could sell it to another customer or return it to the vendor.

To process tracked expense and relief percent item returns

1. Review the customer's original sale invoice and the item's receiving document. With this information, you can:
 - Confirm the item was sold to the customer.
 - Identify the vendor who sold you the item and the price you paid for it.

For more information, see "[Verify Noninventoriable Item Returns](#)" on page 272.

2. Start a work order for the customer who is returning the outside purchase item.
3. Click **Add** and look up the item being returned.



4. Type the quantity as a negative number (-) and press **Enter**.

Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists the items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

Quantity	Size	Description	Parts	Le
-1	.	H7 HEADLIGHT BULB	10.24	

Note: If you do not see the item being returned, select the **Match Inventory** check box.

5. Select the item being returned and click **Return**.

6. Click **OK**. A message tells you that the item will be assigned to an unknown receiving document.

7. Click **OK** to close the message.
8. Complete the return invoice.
 - a. Click **Complete**.
 - b. Process the reimbursement with the same payment method used for the original invoice.

OUTSIDE PURCHASES

If you don't stock the parts needed to perform services or repairs, you can obtain them by making outside purchases. That is, you buy the items you need on a job-by-job basis. Special order tires are also secured through outside purchases.

OUTSIDE PURCHASE REQUIREMENTS

Before you perform outside purchases, one or more generic nonstock items need to be set up in TireMaster.

Example: Nonstock Water Pump, Nonstock Brake Pads, Nonstock Special Order Passenger Tire.

Generic nonstock items for outside purchases must include the following settings (Figure 11-2):

- Classify the item as noninventoriable (Type **N** in the **Inventory Y/N** field.)
- Assign the option cost costing method (Select the **Force Option Cost** check box.) With the option cost method, you enter an item's actual cost, including federal excise tax, at point of sale.

The screenshot shows a dialog box titled 'Outside Purchase Item Settings'. At the top, there is a text box containing the number '6740' and two buttons labeled 'Prev' and 'Next'. Below this, there are several settings: 'Inventory (Y/N):' with a dropdown menu showing 'N', 'Type (G,C,F,D):' with a dropdown menu showing an empty space, 'Color/Spiff:' with a yellow dropdown menu, 'Commission:' with a yellow dropdown menu, a checked checkbox for 'Force Option Cost', and an unchecked checkbox for 'Track'. Two red arrows point to the 'N' in the 'Inventory (Y/N)' field and the 'Force Option Cost' checkbox.

Figure 11-2: Outside Purchase Item Settings

Note: Items assigned the option cost method are sometimes referred to as option cost items.

PERFORM OUTSIDE PURCHASES

The process that you use for performing outside purchases depends on whether you have item tracking enabled for the items being sold. For more information, see ["Item Tracking" on page 266](#). When an option cost item is tracked, you are required to put it on a receiving document when you record its cost. For an option cost item that is not tracked, you have the *option* to put it on a receiving document when entering its cost.

OUTSIDE PURCHASES FOR TRACKED ITEMS

For outside purchases of option cost items that are tracked, you create the receiving document at point of sale when you enter the item's cost (instead of in the PO System).

1. Start a work order for the customer, taking note of any issues the customer is experiencing with the vehicle.
2. When the technician identifies the needed service or repairs, add the applicable nonstock item and associated labor item to the work order. Because it's an option cost item, the line for the item will turn pink. The line will remain pink until you enter the item's cost.
3. Locate a vendor who has the needed items on hand and order them.
4. Retrieve the customer's work order, and do the following:
 - Change the item's generic description to the description of the item you ordered.

Example: If you ordered a Murray water pump, you could change the description to from *Nonstock Water Pump* to *Murray Water Pump #CP5077*. Detailed descriptions of outside purchase items are used on receiving documents and vendor invoice documents, making the purchase of specific items easier to track.

- Update the selling price.
5. When an item arrives, retrieve the customer's work order and record the nonstock item's cost. Then add the item to a receiving document. For more information, see ["Retrieve a Customer's Work Order" on page 405](#).
 - a. Select an item and click **Option Cost**. The Option Cost screen opens.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	Murray Water Pump #CP5077	79.79	0.00	
1.00	.	Gates Micro-V Serpentine Belt #K	52.19	0.00	
3.00		Remove & Replace Water Pump & Be	0.00	100.00	

No Status

On Site

In Process

Done

Add
Price Level
Delete
Adjust
Option Cost

Deposit
Svc Intervals

Promised 00:00
Parts & Labor
Inspect Sheet

- b. Type your cost for the item in the **Option Cost** field.
- c. To put the item on a receiving document, click **Vendor** and look up the vendor who sold you the item.

Option Cost (9201)

Option Cost: 54.99

If the item included FET when it was received,
also include the FET in the cost

Put item on a receiving document

Vendor

Note: If there is already an open receiving document for the vendor, you have the option to add the item to it or you can create a new receiving document.

- d. Do one of the following:
- If the shipment included only a packing slip, leave the **Receive and Price** check box clear and click **OK**. The item or items in the shipment will be received now and can be priced later, when the vendor sends you an invoice.
 - If there is one option cost item on the work order and the vendor sent you an invoice, select the **Receive and Price** check box and click **OK**. TireMaster prompts you to receive and price the item before returning to work order.
 - If there are multiple option cost items on the work order and the vendor sent you an invoice, leave the **Receive and Price** check box alone *until you've entered the cost for the last item*. Then click **OK**. When you enter the price for the last item and select the check box, TireMaster prompts you to receive and price the items before returning to work order.
6. If there are multiple nonstock items on the work order, repeat steps 5a through 5d.
7. Do one of the following:
- If work on the vehicle is still in progress, click **Quit** to exit the work order.
 - If work on the vehicle is done and customer is ready to pay, complete the invoice. For more information, see "[Complete an Invoice](#)" on page 410.

OUTSIDE PURCHASES FOR UNTRACKED ITEMS

For outside purchases of an option cost item that is not tracked, you can choose whether to put it on a receiving document when you enter the item's cost at point of sale, or you can create a receiving document for the item in the PO System.

To perform an outside purchase for untracked items

1. Start a work order for the customer, taking note of any issues the customer is experiencing with the vehicle.
2. When the technician identifies the needed service or repairs, add the applicable nonstock item and associated labor item to the work order. Because it's an option cost

item, the line for the item will turn pink. The line will remain pink until you enter the item's cost.

3. Locate a vendor who has the needed items on hand and order them.
4. Retrieve the customer's work order, and do the following:
 - Change the item's generic description to the description of the item you ordered.

Example: If you ordered a Murray water pump, you could change the description to from *Nonstock Water Pump* to *Murray Water Pump #CP5077*. Detailed descriptions of outside purchase items are used on receiving documents and vendor invoice documents, making the purchase of specific items easier to track.

- Update the selling price.
5. When an item arrives, retrieve the customer's work order and record the nonstock item's cost. Then, if you want, add the item to a receiving document. For more information, see ["Retrieve a Customer's Work Order" on page 405](#).
 - a. On the Invoice Entry screen, select the nonstock item and click **Option Cost**.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	Tru-Flow Water Pump #TFW43422	79.79	0.00	
1.00	.	Power Fit Serpentine Belt #PBH6K10	52.19	0.00	
3.00		Remove & Replace Water Pump & Se	0.00	100.00	

No Status
 On Site
 In Process
 Done

Add

Price Level

Delete

Adjust

Option Cost

Deposit

Svc Intervals

Promised 00:00

Parts & Labor

Inspect Sheet

- b. Type your cost for the item in the **Option Cost** field.
- c. Do one of the following:
 - To put the item on a receiving document now, make sure the **Put item on a receiving document** check box is selected. Then click **Vendor** and look up the vendor who sold you the item.

Option Cost (9201)

Option Cost: 166.79

If the item included FET when it was received, also include the FET in the cost

Put item on a receiving document

Vendor

- If the item is already on a receiving document, or if you'll add it to a receiving document later, clear the **Put item on a receiving document** check box. Then click **OK** and go to step 6.

Option Cost (9201)

Option Cost: 166.79

If the item included FET when it was received, also include the FET in the cost

Put item on a receiving document

Vendor

Reference: 110769

Description: 110769-Tru-Flow Water Pump #TF

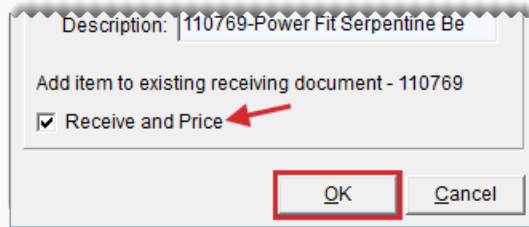
Add item to a new receiving document.

Receive and Price

OK Cancel

d. Do one of the following:

- If the shipment included only a packing slip, leave the **Receive and Price** check box clear and click **OK**. The item or items in the shipment will be received now and can be priced later, when the vendor sends you an invoice.
- If there is one option cost item on the work order and the vendor sent you an invoice, select the **Receive and Price** check box and click **OK**. TireMaster prompts you to receive and price the item before returning to work order.
- If there are multiple option cost items on the work order and the vendor sent you an invoice, leave the **Receive and Price** check box alone *until you've entered the cost for the last item*. Then click **OK**. When you enter the price for the last item and select the check box, TireMaster prompts you to receive and price the items before returning to work order.



6. If there are multiple nonstock items on the work order, repeat steps 5a through 5d
7. Do one of the following:
 - If work on the vehicle is still in progress, click **Quit** to exit the work order.
 - If work on the vehicle is done and customer is ready to pay, complete the invoice. For more information, see "[Complete an Invoice](#)" on page 410.

FET HANDLING FOR POS AND RECEIVINGS

If federal excise tax is assessed for an item, you need to track the cost of FET each time the item is received. When you place an item on a purchase order or receiving document, TireMaster uses one of the following values as the FET:

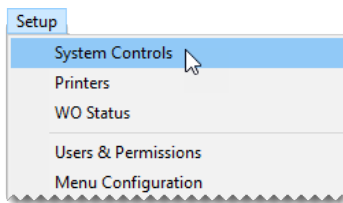
- The average of the item's federal excise tax
- The FET from the item's last receiving

To define which value to use, you need to set the system control **Use Next FET for POS/Receivings**. In addition to defining how FET is handled on purchase orders and receivings, this setting also determines which value to use as the FET for items added to quotes or work orders.

Note: By default, TireMaster uses the average cost of an item's federal excise tax as its FET.

To set FET handling

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Select **Use Next FET for POS/Receivings** and press **Enter**.

System Controls (6400)

Commission | Customer | Enterprise | General ledger | Inventory | Other | Vendor

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
PQ System - Re-Open ordered PDS	YES	1
Track Cores	YES	1
Use Next FET for PDS/Receivings	YES	1

Corporate Controls | Store Controls | Apply Changes To All Stores | Close

4. Select one of the following:
 - To use the average cost of an item's federal excise tax, select **YES**.
 - To use the FET from an item's last receiving, select **NO**.
5. Click **OK**.
6. Close the System Controls screen.

Note: You can view both the average cost of an item's FET and the last FET in an item's inventory record (on the Site Prices and Quantity screen). The last FET is the amount of federal excise tax you paid for the item the last time it was received, and the next FET is the average cost of the item's federal excise tax.

INVENTORY RETURNS

When you need to send items back to a vendor, perform an inventory return. The inventory return process includes slight differences depending on whether items being returned are inventoriable or noninventoriable. You also have the option to return items and receive new items at the same time.

THE INVENTORY RETURN PROCESS

Returning items to a vendor includes the following tasks.

- **Create 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 document, you can use the item's system-generated next cost and federal excise tax, or you can use the cost and FET or 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.
- **Create a negative vendor charge (VC)**, 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. Before you can return items to a vendor, you need to define an inventory clearing account.

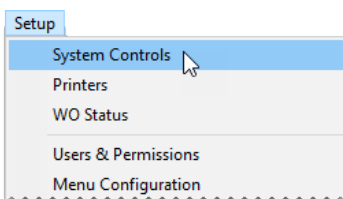
DEFINE AN INVENTORY CLEARING ACCOUNT

To perform inventory returns, you need to include an inventory clearing account in your chart of accounts. This account can be an existing liability account (such as Accounts Payable – Expected Credits), or you can create an account solely for the purpose of tracking inventory returns. Once you decide which account to use, you need to define the inventory clearing account.

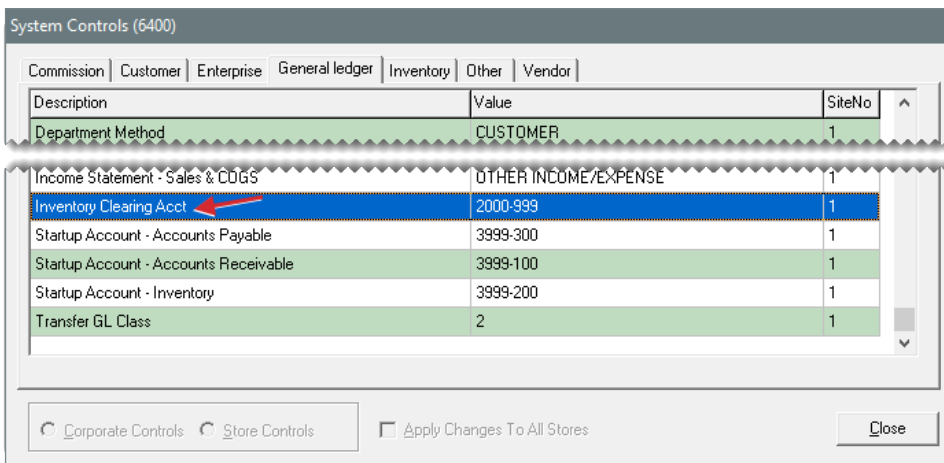
Note: Defining the inventory clearing account is required to successfully validate the database.

To define the inventory clearing account

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **General Ledger** tab.
3. Select **Inventory Clearing Acct** and press **Enter**.



4. Select the account you want to use for tracking inventory returns from the chart of accounts and click **OK**.
5. Close the System Controls screen.

RETURN INVENTORIABLE ITEMS

When you return an inventoriable item to a vendor, you can post one of the following to the general ledger:

- The item’s next cost and next FET

- The cost and FET of your choice

Tip: You can return both inventoriable and noninventoriable items on the same receiving document. For more information, see ["Return Noninventoriable Items" on page 291](#).

To an return inventoriable item

1. Create a receiving document for the vendor who sold you the item. For more information, see ["Create a Receiving Document" on page 258](#).
2. Enter a reference number for the return if needed.

FOB
 Source
 Destination
 Ref# RET59

3. Click **Add** and look up the item you want to return or scan the item's bar code. For more information, see ["Inventory Searches" on page 202](#) or ["Enter Bar Codes on Purchase Orders and Receiving Documents" on page 311](#).

Add Delete Order Info Add Inventory
 Unit Price
 Close Receive Add PO Import Qty

4. Type the returned item's quantity as a *negative* number and press **Enter**. The **Price** and **FETax** fields turn green.

S	Product Code	Size	VendPartNo	Name	Qty
	189701	LT215/85R16/10	107189701	HT TRANSFORCE	-4

5. Define how to post the cost and FET of the returned item to the general ledger:

- To post the next cost and next FET (if any) make sure the **Price** and **FETax** fields are green and the amount in both is \$0.00.

Name	Qty	Price	FETax	Freight	Extended	Core
HT TRANSFORCE	-4	0.00	0.00	0.00	0.00	0.00

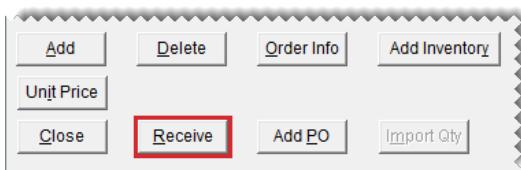
Note: Because an item's next cost and next FET are generated by TireMaster, posting these amounts reduces the potential for discrepancies between the inventory subledgers and the inventory accounts in the general ledger.

- To post the cost and FET of your choice, change the values in the **Price** and **FETax** fields. Those fields turn pink to indicate you're no longer performing a standard return.

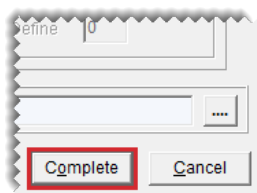
Name	Qty	Price	FETax	Freight	Extended	Core
HT TRANSFORCE	-4	122.20	0.00	0.00	-488.80	0.00

Note: If you override the cost, federal excise tax, or both, you might need to make adjusting journal entries to ensure that the total of the inventory subledger accounts matches the value of the inventory accounts in the general ledger..

6. To return additional items, repeat steps 3 through 5.
7. Click **Receive**. TireMaster prompts you to price the RD.



8. Click **Yes**. The Vendor Invoice screen opens.
9. Click **Complete**. The Create Correct VC screen opens.



Note: Depending on the system control settings, you might be required to add a reference number if you haven't already.

10. Define whether the vendor charge will be a system-generated amount or an amount of your choice:
 - To base the vendor charge on the next cost and next FET calculated by TireMaster, select **Create VC with system generated amount**.

Note: The vendor charge number and amount listed are subject to change if other transactions involving returned items are completed before you finish the inventory return.
 - To use the amount of your choice, select **Create VC with User defined amount** and type the charge amount.
11. Select a method for processing the vendor charge:
 - To automatically create the vendor charge and post it to the vendor's subledger, select **Create and process a negative Vendor Charge when the VID is processed**.

- To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [Enter a Vendor Charge](#).
- To automatically create the charge and add it to an open batch of charges for the vendor, select **Create a negative Vendor Charge as part of an open batch**. When the AP Batch Charge screen appears, choose a batch or create a new batch.

12. Click **OK**. The Report Window opens and displays the Vendor Invoice Document.

Note: If you click **Cancel** instead, you'll need to create the negative vendor charge manually.

13. Print the VID and close the Report Window.

Note: On this copy of the VID, the returned item's cost is \$0.00. Once the transaction is completed, reprinted copies of the VID will display the cost that posted to the general ledger.

After the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [Apply Payments and Credits to Vendor Balances](#).

RETURN NONINVENTORIAL ITEMS

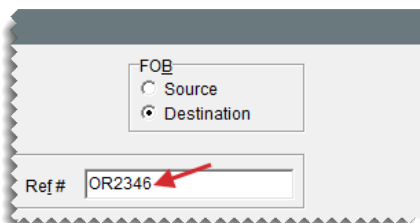
When you return a noninventoriable item to a vendor, you need to enter your cost or an estimated cost for the item on the negative receiving document.

Note: If the item being sent back to a vendor is assigned the option cost costing method, performing the following steps might not be necessary because the negative receiving document and possibly a negative charge might already exist. This is always true for *tracked* option cost items that customers purchase and then return, because creating the negative receiving document during the return is required. It can also occur when a customer purchases and returns an untracked option cost item. In this scenario, you have the *option* to create the negative receiving document and negative vendor charge during the return. For more information, see ["Return Tracked Option Cost Items" on page 428](#) and ["Return Untracked Option Cost Items" on page 431](#).

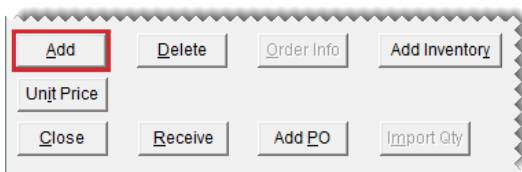
Tip: You can return inventoriable items on the same receiving document as noninventoriable items. For more information, see ["Return Inventoriable Items" on page 288](#).

To return noninventoriable items

1. Start a receiving document for the vendor who sold you the item. For more information, see ["Create a Receiving Document"](#) on page 258.
2. Enter a reference number for the return, if needed.



3. Click **Add** and look up the item you want to return or scan the item's bar code. For more information, see ["Inventory Searches"](#) on page 202 or ["Enter Bar Codes on Purchase Orders and Receiving Documents"](#) on page 311.



4. Change the item's description if needed.
5. Type the returned item's quantity as a *negative* number.

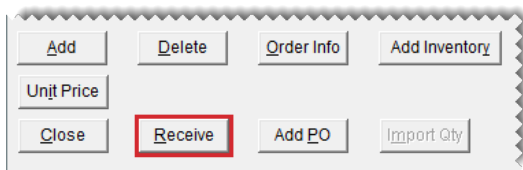
S	Product Code	Size	VendPartNo	Name	Qty
	42	.		MURRAY HEATER CORE	-1

6. Enter the item's cost using one of the following methods:
 - For relief percent items, type the *estimated* cost (Parts Price x Relief Percent) in the **Price** field. For example, If an item's parts price is \$50 and its relief percent is 10%, type **\$5** in the **Price** field.
 - For option cost and expense method items, type *your* cost in the **Price** field.

Name	Qty	Price	FETax	Freight	Extended	Core
MURRAY HEATER CORE	-1	114.99	0.00	0.00	-114.99	0.00

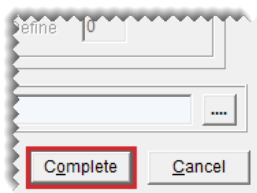
Note: The cost or estimated cost of a returned item is not included in the receiving document's total.

7. To return additional items, repeat steps 3 through 6.
8. Click **Receive**. TireMaster prompts you to price the RD.



Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

9. Click **Yes**. The Vendor Invoice screen appears.
10. Click **Complete**. The Create Correcting VC screen appears.



Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

11. Define whether the vendor charge will be a system-generated amount or an amount of your choice:
 - For a vendor charge based on the next cost and next FET calculated by TireMaster, select **Create VC with system generated amount**.

Note: The vendor charge number and amount listed are subject to change if other transactions involving returned items are completed before you finish the inventory return.
 - For a vendor charge amount of your choice, select **Create VC with User defined amount** and type the charge amount.
12. Select a method for processing the vendor charge:
 - To automatically create the vendor charge and post it to the vendor's subledger, select **Create and process a negative Vendor Charge when the VID is processed**.
 - To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [Enter a Vendor Charge](#).
 - To automatically create the charge and put it in an open batch of charges for the vendor, select **Create a negative Vendor Charge as part of an open batch**. When the AP Batch Charge screen appears, choose a batch or create a new batch.
13. Click **OK**. The Report Window opens and displays the Vendor Invoice Document.

Note: If you click **Cancel** instead, you'll need to create the negative vendor charge manually.

14. Print the VID and close the Report Window.

Once the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [Apply Payments and Credits to Vendor Balances](#).

COMBINE INVENTORY RETURNS AND RECEIVINGS

You can perform an inventory return when you're receiving items from a vendor. The receiving document created in this scenario, includes items with both negative and positive quantities.

To combine inventory returns and receivings

1. Start a receiving document for the vendor. For more information, see ["Create a Receiving Document"](#) on page 258.
2. Type a reference number for the receiving.

3. Add each item you're receiving from the vendor, along with its quantity, price (your cost), and FET.

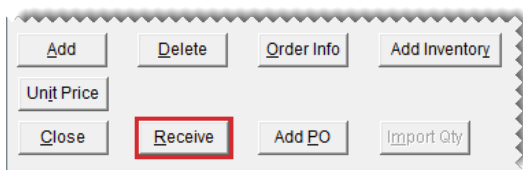
S	Product Code	Size	VendPartNo	Name	Qty	Price
	10	.		Premium Ceramic Pads - Fron	1	56.99
	10	.		Ultra Premium Shoes - Rear	1	42.49

4. Add each item you want to return to the vendor and its quantity entered as a negative number. Then enter the price (your cost) and FET using one of the following methods:

- For an inventoriable item, leave \$0.00 in the **Price** and **FETax** fields or change the cost and federal excise tax to amounts of your choice. For more information, see ["Return Inventoriable Items"](#) on page 288.
- For noninventoriable items, type your cost (expense or option cost method) or the estimated cost (relief percent method) in the **Price** field. For more information, see ["Return Noninventoriable Items"](#) on page 291.

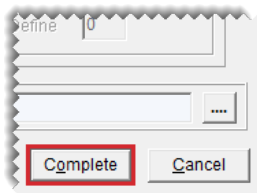
S	Product Code	Size	VendPartNo	Name	Qty	Price	FETax
	10	.		Premium Ceramic Pads - Fron	1	56.99	0.00
	10	.		Ultra Premium Shoes - Rear	1	42.49	0.00
	42	.		Bando Serpentine Belt	-1	31.89	0.00

- Click **Receive**. TireMaster prompts you to price the RD.



Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

- Click **Yes**. The Vendor Invoice screen appears.
- Click **Complete**.



- The Combine PO & VC Documents screen appears. It lists the following:

- The total of the newly received items
- The total cost of the returned items
- The difference between those two amounts

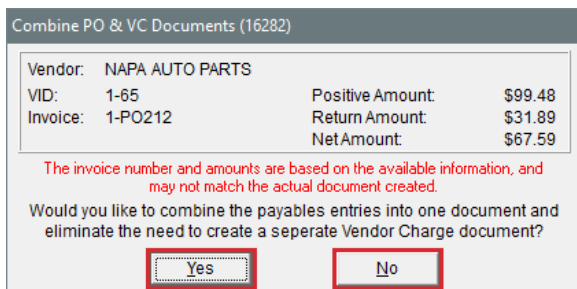
Note: The amounts are subject to change if other transactions involving returned items are completed before you finish the combined receiving and return.

- Define whether you want to combine the payable entries:

- To post the listed amounts to the GL and skip creating a vendor charge for the cost of the returned items, click **Yes**. Then print the vendor invoice document. The receiving is completed and you can disregard steps 10 through 12.

Note: When payables are combined in this manner, no inventory return (IR) entry is created in the general ledger.

- To create a vendor charge for the returned items instead, click **No**. The Create Correcting VC screen appears.



10. Define whether the vendor charge will be a system-generated amount or an amount of your choice:

- For a vendor charge based on the next cost and next FET of the returned items, select **Create VC with system generated amount**.

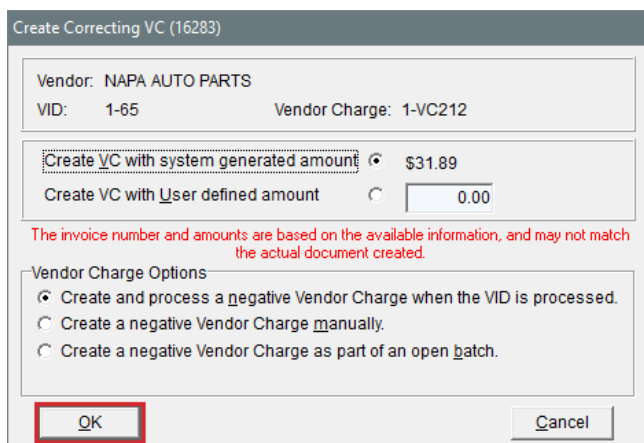
Note: The vendor charge number and amount listed are subject to change if other transactions involving returned items are completed before you finish the inventory return.

- For a vendor charge amount of your choice, select **Create VC with User defined amount** and type the charge amount.

11. Select a method for processing the vendor charge:

- To automatically create the vendor charge and post it to the vendor’s subledger, select **Create and process a negative Vendor Charge when the VID is processed**.
- To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [Enter a Vendor Charge](#).
- To have TireMaster automatically create the charge and add it to an open batch of charges for the vendor, select **Create a negative Vendor Charge as part of an open batch**. When the AP Batch Charge screen appears, choose a batch or create a new batch.

12. Click **OK**. The Report Window opens and displays the Vendor Invoice document.



Note: If you clicked **Cancel** instead, you’ll need to create the negative vendor charge manually.

13. Print the VID and close the Report Window.

After the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [Apply Payments and Credits to Vendor Balances](#).

CHAPTER 12

INVENTORY CODES AND SETTINGS

You can assign a variety of codes to and enable various settings for each inventory item. You can use these codes and settings to classify items, search for items, and organize information on your inventory reports. This chapter includes the following sections:

Inventory Categories and Groups	300
Manufacturer Codes	307
Bar Codes	308
GL Codes	311

INVENTORY CATEGORIES AND GROUPS

Inventory categories and groups are used for organizing information on sales and inventory reports. Categories are the primary report organization method, and groups are the secondary method. The following image shows the difference between a report that's been organized by category and then by group. Categories and groups can also be used for looking up items.

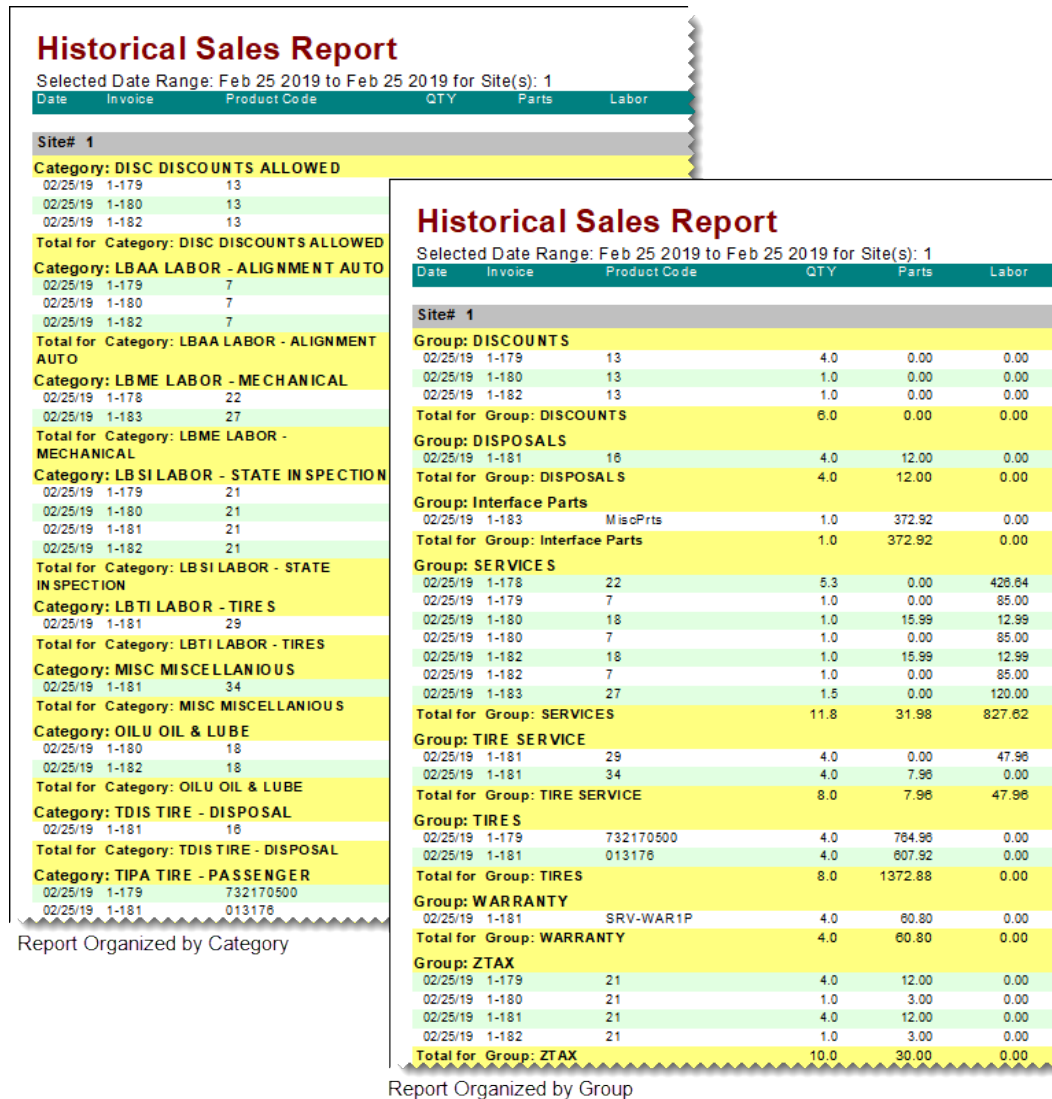


Figure 12-1: Historical Sales Reports Organized by Categories and Groups

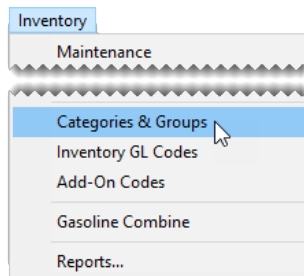
ADD INVENTORY CATEGORIES

If you want to change the primary method for organizing information on your reports, you can add new categories.

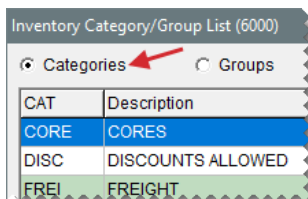
Note: If you change the category assigned to an item after going live, the item will then have multiple histories. For example, if you change a tire's category from LTZZ to LTMS, tires sold before the change will fall under the category TLZZ, while tires sold after the change will fall under the category LTMS.

To add an inventory category

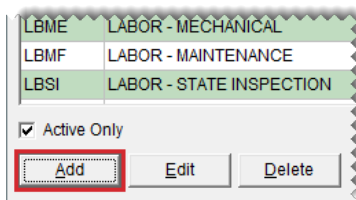
1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.



2. Make sure **Categories** is selected.



3. Click **Add**. The Inventory Category Edit screen opens.



4. Type a code for it in the **Category** field.

Note: The category code can be up to four characters long.
5. Type a description for the category.

Note: You can disregard the labor cost percentage. This setting is no longer used.
6. Make sure the **Active** check box is selected.
7. If the category is for classifying tires, select the **Tire** check box.

Note: To use some integrated products, including the DOT Interface and the Goodyear Point of Sale Interface (POSI), you need to define whether a category is used for tires.

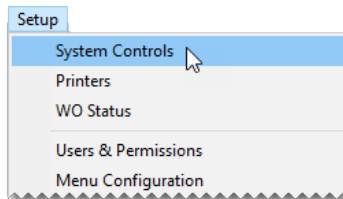
8. To save the category, click **OK**.
9. Close the Inventory Category/Group List.

SET THE DEFAULT INVENTORY CATEGORY

The default inventory category is automatically assigned to new items that are added to TireMaster. Depending on the item, you can use the default category or assign a different one.

To set the default inventory category

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Select **Inventory Default Category** and press **Enter**. The Inventory Category/Group List appears.

Description	Value	SiteNo
Inventory Cost Method (FIFO, AVG, LIFO)	AVG	1
Inventory Default Category	ZZZZ	1
PQ System - Re-Open ordered PQs	YES	1

4. Select the category you want to use as the default and click **OK**.
5. Close the System Controls screen.

MANAGE EXISTING INVENTORY CATEGORIES

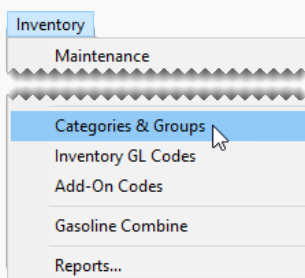
Managing categories includes changing settings as needed and eliminating unused categories.

UPDATE AN INVENTORY CATEGORY

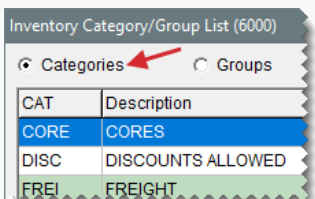
If you want to change a category's description or make a category inactive, you can update it.

To update an inventory category

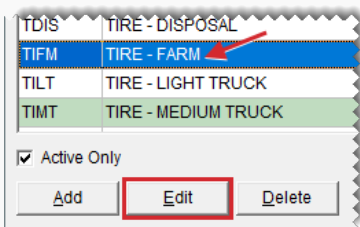
1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.



2. Make sure **Categories** is selected.



3. Select the category you want to change, and click **Edit**. The Inventory Category Edit screen opens.



4. Do the following as needed:
 - Change the category's description.
 - Select or clear the **Active** check box.
 - Select or clear the **Tire** check box.
5. To save your changes, click **OK**.
6. Close the Inventory Category/Group List.

DELETE AN INVENTORY CATEGORY

If there is no transaction history associated with an inventory category, it can be deleted.

Note: If there is a category that you once used but no longer need, you can inactivate it instead. For more information, see ["Update an Inventory Category" on the previous page.](#)

To delete a category

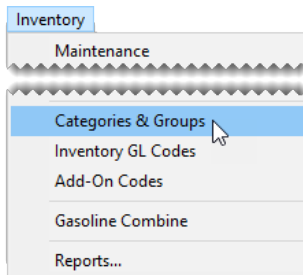
1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.
2. Make sure **Categories** is selected.
3. Select the category you want to delete and click **Delete**. A confirmation message appears.
4. Click **Yes**. The category is removed.

ADD AN INVENTORY GROUP

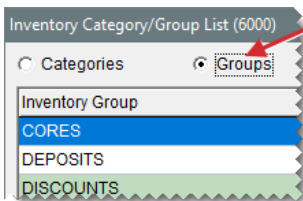
Inventory groups provide an alternative means of organizing information on your reports. Tires, services, warranties, disposals, and batteries are all examples of inventory groups.

To add an inventory group

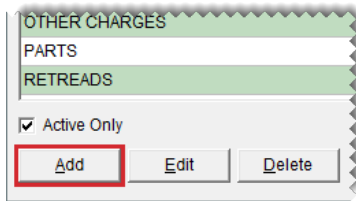
1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.



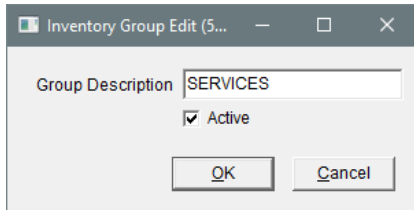
2. Select **Groups**.



3. Click **Add**. The Inventory Group Edit screen opens.



4. Type a name for the group and make sure the **Active** check box is selected.



5. To save the new group, click **OK**.
6. Close the Inventory Category/Group List.

MANAGE EXISTING GROUPS

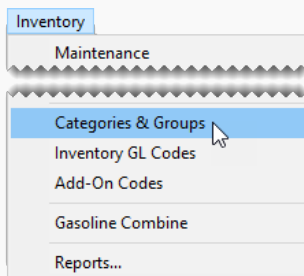
Occasionally, you might need to change a group's settings and you can delete unused groups.

MAKE AN INVENTORY GROUP INACTIVE

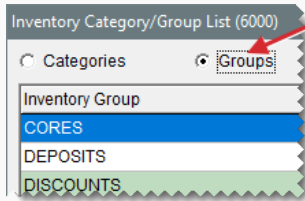
If you no longer use an inventory group, you can make it inactive.

To update an inventory group

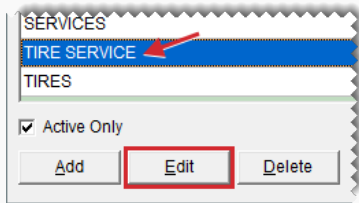
1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.



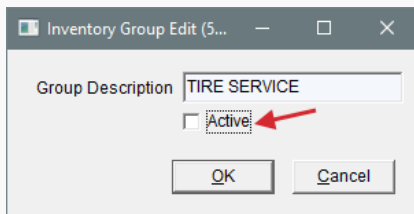
2. Select **Groups**.



3. Select the group you want to make inactive, and click **Edit**. The Inventory Group Edit screen appears.



4. Clear the **Active** check box.



5. To save your changes, click **OK**.
6. Close the Inventory Category/Group List.

DELETE INVENTORY GROUPS

If you have an unused inventory group.

Note: If there is a group that you once used but no longer need, you can inactivate it instead. For more information, see ["Make an Inventory Group Inactive" on the previous page](#).

To delete an inventory group

1. Select **Inventory > Categories & Groups**. The Inventory Category/Group List opens.
2. Select **Groups**.
3. Select the group you want to delete, and click **Delete**. A confirmation message appears.
4. Click **Yes**. The group is removed.

MANUFACTURER CODES

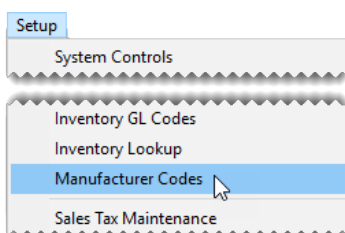
Manufacturer codes identify which manufacturer produced an item. They can be used to look up items and organize information on reports.

ADD A MANUFACTURER CODE

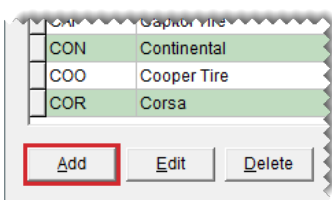
Your available manufacturer codes are displayed on the Manufacturer List. You should set up manufacturer codes for all of the different product lines you sell.

To add or update an existing manufacturer code

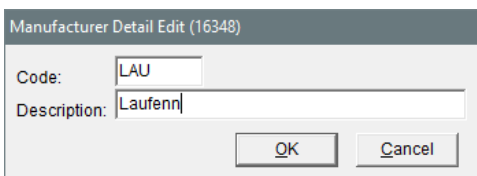
1. Select **Setup > Manufacturer Codes**. The Manufacturer List opens.



2. Click **Add**. The Manufacturer Detail Edit screen opens.



3. Type a code for the manufacturer. It can be up to five characters long.
4. Type a description or the manufacturer's name.



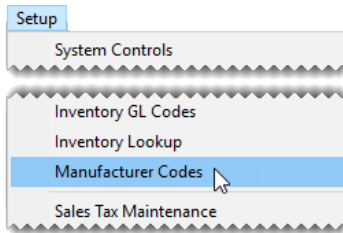
5. To save the new code click **OK**.
6. Close the Manufacturer List.

UPDATE AN EXISTING MANUFACTURER CODE

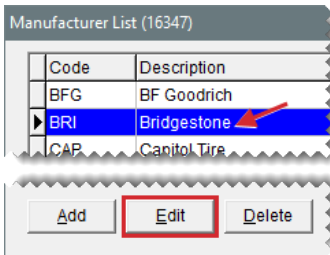
If you need to change the description of a manufacturer code, you can update it.

To update an existing manufacturer code

1. Select **Setup > Manufacturer Codes**. The Manufacturer List opens.



2. Select the code you want to update and click **Edit**. The Manufacturer Detail Edit screen opens.



3. Type a new description for the code.
4. To save your changes, click **OK**.
5. Close the Manufacturer List.

DELETE A MANUFACTURER CODE

If a manufacturer code has never been assigned to any items, you can delete it.

To delete a manufacturer code

1. Select **Setup > Manufacturer Codes**. The Manufacturer List opens.
2. Select the code you want to update and click **Delete**. A confirmation message appears.
3. Click **Yes**. The code is removed from the database.

BAR CODES

Up to three bar codes can be assigned to each item. You can use these bar codes to search for items at point of sale, when ordering and receiving inventory, and when making quantity adjustments.

When you need to look up an item using a bar code, you can scan the bar code with a handheld device or type the bar code number. Scanners with USB connectors are compatible with TireMaster. For additional system requirement information, contact your TireMaster sales representative.

PREPARE TO USE BAR CODES

Before you can assign bar codes to items or search for items by scanning bar codes, you need to set up your scanner and add the bar code search option (prompt) to the first tab on the Custom Inventory Lookup screen.

Note: Assigning the bar code search option to the first tab enables you to put items on work orders, quotes, purchase orders, and receiving documents by pressing (for quotes, it's **Shift +**) and scanning the bar code.

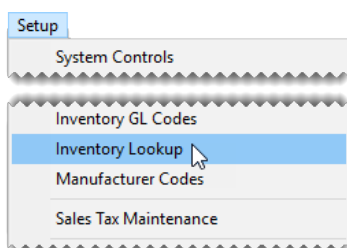
To prepare to use bar codes

1. Set up your scanner.

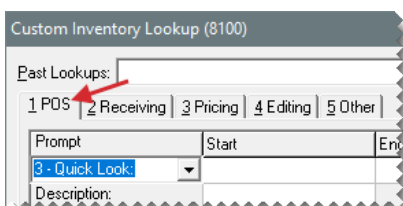
Note: The setup process varies from device to device. Some scanners require installing and configuring software, while others need minimal setup. For more information, see the documentation that shipped with your scanner.

2. Add the bar code search option to the *first* tab on the Custom Inventory Lookup screen:

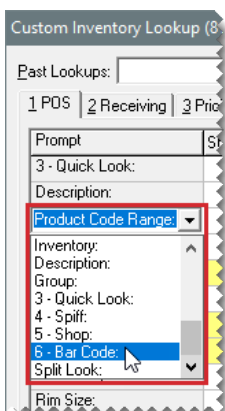
- a. Select **Setup > Inventory Lookup**.



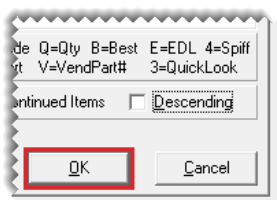
- b. Click the tab to which you want to assign the bar code search option.



- c. In the **Prompt** column, select the row you want to use for the bar code search option and select **6 - Bar Code** from the drop-down. Then update the search options for the other rows if needed.

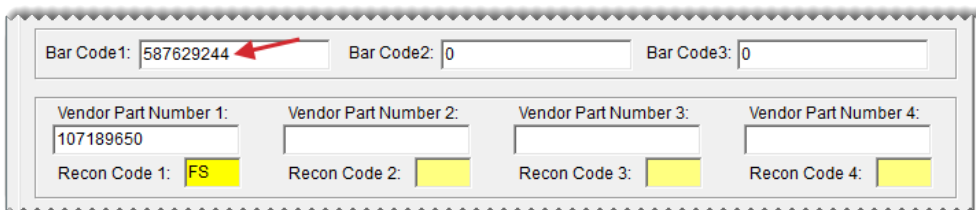


- d. To add the bar code search option to other tabs, repeat steps 2b and 2c.
- e. To save the changes, click **OK**.



3. Assign up to three bar codes to your items:

- For a single item, open the Inventory Maintenance screen, put the cursor in one of the bar code fields, and type or scan the bar code. For more information, see ["Update Information for a Single Item"](#) on page 182



- For a group of items, open the Inventory List Editing screen, select one of the bar code columns, and type or scan the bar codes. For more information, see ["Update Information for Multiple Items"](#) on page 183.

Part No	Size	Prod Code	BarCode 1	Rim
2406	LT235/75R15/6	155470	587630011	0
2556	LT235/75R15/6	184278	587656611	0
2582	LT235/75R15/6	189650	587629244	0
2591	LT235/75R15/6	189837	0	0

Tip: To simplify this task, move the bar code column(s) next to the product code and description columns.

- For a group of items, import the bar codes from an XML spreadsheet. For more information, see ["Update Items with Spreadsheets"](#) on page 185.

BAR CODE ENTRY

You can use bar codes to search for items when creating work orders, quotes, purchase orders, receiving documents, and quantity adjustments. You can enter bar codes by scanning them or typing the bar code number.

Typing partial bar code numbers is allowed. In this scenario, TireMaster retrieves all of the items whose bar codes include the sequence of numbers used for the search. You can then select the item you need from the Inventory List.

ENTER BAR CODES ON WORK ORDERS

There are two ways to add an item to a work order with a bar code:

- Press **↓** to add a line to the Invoice Entry screen. Then type or scan the bar code.
- Click **Add** on the Invoice Entry screen. Then type or scan the bar code in the **6 - Bar Code** field on the Custom Inventory Lookup screen.

ENTER BAR CODES ON QUOTES

There are two ways to add an item to a quote with a bar code:

- Click the **Size** field and type or scan the item's bar code.
- Click **Inventory**. Then type or scan the bar code in the **6 - Bar Code** field on the Custom Inventory Lookup screen.

ENTER BAR CODES ON PURCHASE ORDERS AND RECEIVING DOCUMENTS

There are two ways to add an item to a purchase order or a receiving document with a bar code:

- Press **↓** to add a line to the Purchase Order or Receiving Document screen. Then scan or type the bar code in the **InvNo** field (purchase orders) or **Product Code** field (receiving documents).
- Click **Add** on the Purchase Order or Receiving Document screen. Then type or scan the bar code in the **6 - Bar Code** field on the Custom Inventory Lookup screen.

GL CODES

GL codes connect your inventory items to TireMaster's accounting system. GL codes specify which departments and GL accounts to post to when items are bought, sold, and included in other transactions.

Example: When an item assigned the GL code BAT1 is sold or received, an entry posts to the inventory account 1270-0. This posting occurs because the account 1270-0 is defined as the asset account in the GL code.

GL CODE DESIGN

The manner in which you design your GL codes depends on a variety of factors. If you're required to follow corporate accounting standards, refer to those guidelines to determine how many and what types of GL codes you need.

You also need to decide whether you want nonstock parts to post to the same sales and cost accounts as other similar items. [Table 12-1](#) shows you can post the inventory value of nonstock light truck tires to a general ledger account specifically for noninventoriable items, while the sales and cost amounts post to the same general ledger accounts as your inventoriable light truck tires.

Table 12-1: Posting to the Same Sales and Cost Accounts

GL Code: TLTI (Tires Light Truck Inv.)		GL Code TLTN (Tires Light Truck Non-Inv.)	
Inventory Account	1200–200	Inventory Account	1300–100
Sales Account	4200–200	Sales Account	4200–200
Expense Account	5200–200	Expense Account	5200–200

If you want noninventoriable items to post to different general ledger accounts than inventoriable items, create a GL code that uses different general ledger accounts for inventory, sales, and costs as shown in [Table 12-2](#).

Table 12-2: Posting to Different Sales and Cost Accounts

GL Code: TLTI (Tires Light Truck Inv.)		GL Code TLTN (Tires Light Truck Non-Inv.)	
Inventory Account	1200–200	Inventory Account	1300–100
Sales Account	4200–200	Sales Account	4300–100
Expense Account	5200–200	Expense Account	5300–100

When designing GL codes, keep in mind you need to specify which account federal excise tax posts to for some items. If your state collects a tire fee, you might need to post it to a liability account instead of a sales account. For inventory and cost accounts, the fee posts as usual.

INVENTORY GL CODE MAINTENANCE SCREEN

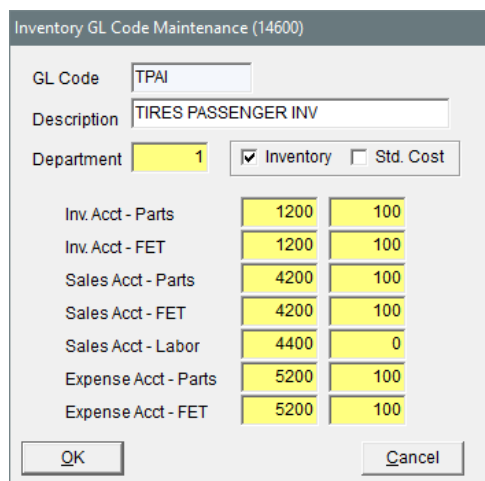


Figure 12-2: GL Code Maintenance Screen

Item	Description
GL Code	Lets you type a new GL code (up to four letters). Once you save a GL Code, you cannot modify it (although you can change its other settings).
Description	Lets you type a description for the GL code.
Department	Lets you specify the department for the items that a GL code will be assigned to.
Inventory	Defines whether the GL code is for inventorable items.
Std. Cost	Defines whether to post items to the general ledger at a standard cost. Clearing the check box prevents items from posting to the GL at a standard cost. Note: Standard cost is a method of forcing TireMaster to maintain a steady cost for an item because its true cost often fluctuates.
Inv. Acct – Parts	Lets you specify which asset account to post to when an item is bought, sold, or included in other transactions.
Inv. Acct – FET	Lets you specify which asset account to use for posting federal excise tax.
Sales Acct – Parts	Lets you specify which income account to use for posting the parts price when an item is bought, sold, or included in other transactions.
Sales Acct – FET	Lets you specify which sales account to use for posting federal excise tax.
Sales Acct – Labor	Lets you specify which income account to use for posting the labor price when an item is bought, sold, or included in other transactions.
Expense Acct – Parts	Lets you specify which account the item's cost will post to when an item is bought, sold, or included in other transactions.
Expense Acct – FET	Lets you specify which expense account to use for posting federal excise tax.
OK	Saves changes and closes the screen.
Cancel	Closes the screen without saving changes.

ADD GL CODES

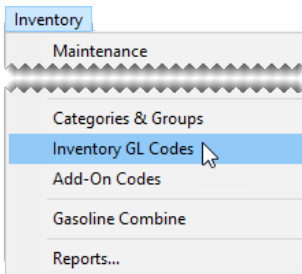
GL codes are typically created during the going online process. However, if you start selling different types of items and services, you might need to create additional GL codes. You can also change most settings for GL codes and delete them if they've never been used. Before you can create new

GL codes, make sure the chart of accounts is set up.

Note: The TireMaster startup database includes more than two dozen GL codes. You can use these codes as is, modify them, or delete them and create your own codes.

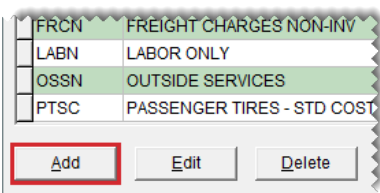
To add a GL code

1. Select **Inventory > Inventory GL Codes**. The Inventory GL Code List opens.

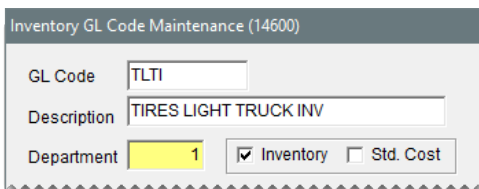


Tip: You can also access the Inventory GL Code List from the **Setup** menu.


2. Click **Add**. The Inventory GL Code Maintenance screen opens.



3. Type a unique code in the **GL code** field.
4. Type a description for the GL code.
5. If you have only one department, leave the department number alone. Otherwise, click the **Department** field and press . Then select a department from the list that appears.
6. If the GL code is for inventoriable items, leave the **Inventory** check box selected. If it's for noninventoriable items, clear the check box. For more information, see ["Inventoriable Items" on page 176](#) and ["Noninventoriable Items" on page 176](#)
7. To post items assigned the GL code to the general ledger at a standard cost, select the **Std Cost** check box. Otherwise, leave it alone.



Note: Standard cost is a method of forcing TireMaster to maintain a steady cost for an item because the true cost fluctuates often.

- Assign general ledger accounts to the GL code. For each account, click the account field and press . Then select an account from the chart of accounts.

Inv. Acct - Parts	1200	200
Inv. Acct - FET	1200	200
Sales Acct - Parts	4200	200
Sales Acct - FET	4200	200
Sales Acct - Labor	4400	0
Expense Acct - Parts		
Expense Acct - FET		

OK Cancel

Note: If the code will be assigned to a tax or a fee, assign a liability account in the **Sales Acct - FET** and **Sales Acct - Labor** fields.

Tip: In the FET account fields, enter the same GL account that you used for the parts account entries. For example, if you entered GL account 5270-0 in the **Expense Acct - Parts** field, also enter GL account 5270-0 in the **Expense Acct - FET** field.

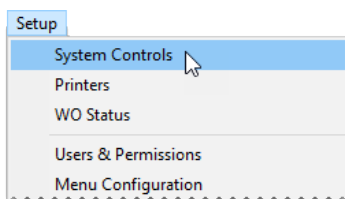
- To save the GL code, click **OK**.

SET THE DEFAULT GL CODE

The default GL code is automatically assigned to new items as they're added to TireMaster. Depending on the item, you can use the default GL code or assign a different one.

To set the default GL code

- Select **Setup > System Controls**. The System Controls screen opens.



- Click the **General Ledger** tab.
- Select **Default Inventory GL Code** and press **Enter**. The Inventory GL Code List appears.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Default GL Class	1	1
Default Inventory GL Code	ZZZZ	1
Department Method	CUSTOMER	1

- Select the code that you want to use as the default GL code and click **OK**.
- Close the System Controls screen.

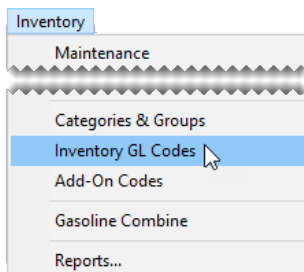
UPDATE A GL CODE

If you change your chart of accounts, you might need to update the settings for some GL codes. You can change all of the settings for a GL code except the four-character code itself.

Note: If you update the accounts assigned to a GL code, you might need to make adjusting journal entries.

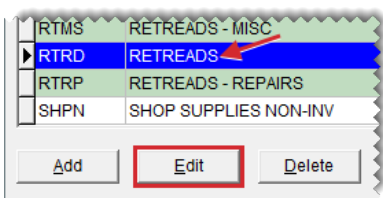
To edit a GL Code

1. Select **Inventory > Inventory GL Codes**. The Inventory GL Code List opens.



Tip: You can also access the Inventory GL Code List from the **Setup** menu.

2. Select the GL code you want to update and click **Edit**. The Inventory GL Code Maintenance screen opens.



3. Change the description, general ledger accounts, department, and inventory and standard cost check boxes as needed.
4. To save your changes, click **OK**.

DELETE A GL CODE

GL codes that have never been assigned to items can be deleted.

To delete a GL code

1. Select **Inventory > Inventory GL Codes**. The Inventory GL Code List opens.

Tip: You can also access the Inventory GL Code List from the **Setup** menu.

2. Select the code you want to delete, and click **Delete**. A confirmation message appears.
3. Click **Yes**. The GL code is removed from the database.

CHAPTER 13

SPECIAL ITEMS

Some items require special configuration so they can be distinguished from other types of items or to ensure they're handled properly at point of sale. This chapter includes the following sections.

Consignment Items	318
Gasoline	319
Discounts	323
Fees	324
Shop Supplies	325
Oil Change Items	329

CONSIGNMENT ITEMS

A consignment is an item that you purchase from a vendor after you sell it.

SET UP CONSIGNMENT ITEMS

Consignments need to be set up as inventoriable items. To define that an item is a consignment, type the letter **C** in the **Type (G, C, F, D)** field on the Inventory Maintenance screen (Figure 13-1).

Figure 13-1: Classify an Item as a Consignment

To establish a stocking level for a consignment item, create a receiving document for the vendor who supplies the item and define the quantity you have to sell. Then receive the item but *do not price it*. Establishing the stocking level in this manner ensures that the item's available quantity is shown on the Inventory List. For more information, see "[Create a Receiving Document](#)" on page 258.

Because the item is unpriced (you haven't bought it from the vendor), it will not affect the sales reports or post to the general ledger (in TireMaster Plus and TireMaster Corporate). The receiving document for establishing a consignment item's stocking level will *never* be priced. If the vendor discontinues the item, reverse the receiving document.

Warning: Do *not* use the Quantity Adjustment Wizard to manage quantities for consignment items.

BUY AND SELL CONSIGNMENT ITEMS

When a customer buys a consignment item, put it on a work order and complete the invoice as usual. The sale will reduce the item's available quantity.

Note: The available quantity is established by putting the consignment item on a receiving document that is never priced. For more information, see "[Set Up Consignment Items](#)" above.

When the vendor comes back to your store to replenish the item, put it on a new receiving document, change the quantity to the number sold, and price the receiving. This process increases the item's available quantity and creates a payable for the vendor. Once a consigned item is purchased from

the vendor, its cost posts to the general ledger and is included on sales reports. For more information, see ["Create a Receiving Document"](#) on page 258.

GASOLINE

TireMaster includes the means to stock and sell gasoline.

ADD GASOLINE TO THE INVENTORY

You can track the amount of gasoline you sell by setting it up as an inventoriable item. To classify an item as gasoline, type the letter **G** in the **Type (G, C, F, D)** field on the Inventory Maintenance screen ([Figure 13-2](#)). If you sell both full-serve and self-serve gasoline from the same reserve, you might want to set up a gas link.

The screenshot shows the 'Inventory Maintenance (12300)' window with the following fields and values:

- Product Code: GAS001
- Size: .
- Rim Size: 0.00
- Description: GAS REGULAR | SELF-SERVE
- Quick Look: GAS
- Group: GASOLINE
- Part#: 1 5236
- Inventory (Y/N): Y
- Type (G,C,F,D): G
- Color/Spiff: [Yellow]
- Commission: [Yellow]
- Force Option Cost:
- Charge Shop: Parts Labor
- Active: Discontinued:

Figure 13-2: Assign the Letter G to Gas Items

GAS LINKS

By linking two different gasoline items, such as self-serve and full-serve, you can maintain separate prices and sale data for each product when both come from the same tank.

GAS LINK MAINTENANCE SCREEN

You can manage your gas links with the Gas Link Maintenance Screen.

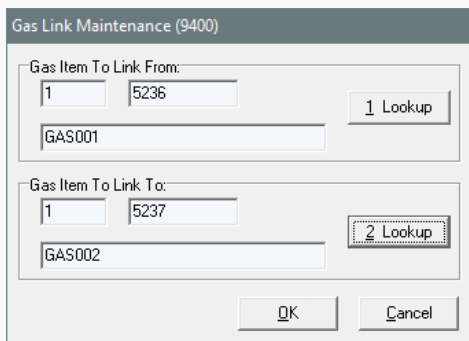


Figure 13-3: Gas Link Maintenance Screen

Item	Description
Gas Item To Link From	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The site where the link-from item was set up ▪ The system-assigned number for the link-from item ▪ The link-from item’s description <p>Note: The Inventory List shows no quantities for this item.</p>
1. Lookup	Lets you look up the item that will be linked to another item.
Gas Item To Link To	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The site where the link-to item was set up ▪ The system-assigned number for the link-to item ▪ The link-to item’s description
2. Lookup	Lets you look up an item that you can link the first item to.
OK	Saves changes and exits the screen.
Cancel	Exits the screen without saving changes.

LINK GAS ITEMS

Linking gas items lets you maintain separate prices and sales data for full-serve and self-serve gas when it comes from the same tank. When one kind of gas item is linked to another, the total gallons available are displayed in the record for the item that one gas item is linked to. For example, if you link full-serve gas to self-serve gas, the number of gallons sold for both kinds of gas is displayed in the record for self-serve (Figure 13-4).

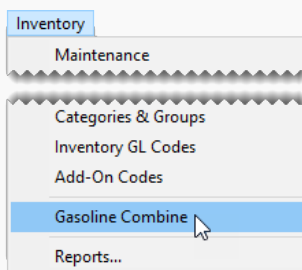
Prod Code	Size	Description	Available	On Order	On WO	Best	Se
GAS001	.	GAS REGULAR SELF-SERV	1487.33	0	0	2.99	
GAS002	.	GAS REGULAR FULL-SERV	0	0	0	3.19	
GAS003	.	GAS PREMIUM SELF-SERV	1187.67	0	0	3.29	
GAS004	.	GAS PREMIUM FULL-SERV	0	0	0	3.49	

Figure 13-4: Linked Gas Items

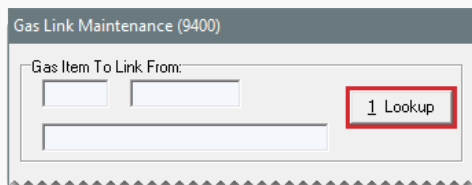
Note: If you set up a gas link before any gas is sold, the number of gallons for the item that's linked to another item will be zero. If the **Available** column displays a quantity other than 0, the gas link was set up after some gas was already sold.

To link gas items

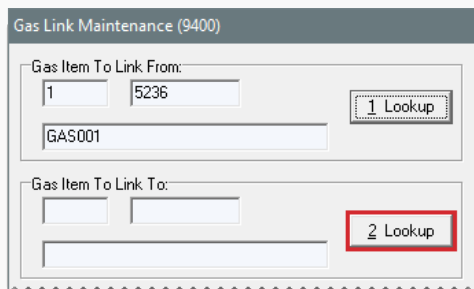
1. Set up at least two gas items. Make sure the letter **G** is entered in the **Type (G, C, F, D)** field on the Inventory Maintenance screen for each gas item. For more information, see ["Add an Inventory Item" on page 177](#).
2. Select **Inventory > Gasoline Combine**. The Gas Link Maintenance screen opens.



3. Select the gas item that you want to link to another gas item.
 - a. Click **1. Lookup**, and search for the gas item. For more information, see ["Inventory Searches" on page 202](#).



- b. When the Inventory List appears, select the item and click **OK**. The item's information is displayed in the **Gas Item to Link From** fields.
4. Select an item for the first gas item to link to.
 - a. Click **2. Lookup**. TireMaster prompts you to search for an item.

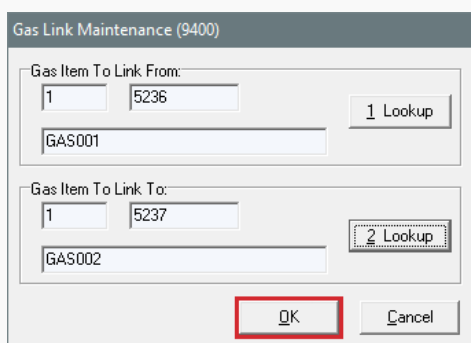


b. Type the gas item’s product code and click **OK**.

Note: On the Inventory List, this item displays the number of gallons available.

c. When the Inventory List appears, select the item and click **OK**. The item's information is displayed in the **Gas Item to Link To** fields.

5. To save the gas link click **OK**.



Note: Because TireMaster does not include a list of all gas links, you might want to keep a record of which gas items are linked or name the items in a way that will help you identify which ones are linked.

VIEW GAS LINKS

If you need to look at a gas link, search for the gas item that is linked to another gas item. Because TireMaster does not include a list of all gas links, you might want to keep a record of which gas items are linked or name the items in a way that will help you identify which ones are linked.

To view a gas link

1. Select **Inventory > Gasoline Combine**. The Gas Link Maintenance screen opens.
2. To find a gas item that is linked to another gas item, click **1. Lookup**. TireMaster prompts you to search for an item.
3. Type the gas item’s product code and click **Product Code**.

Tip: You can use partial size or product codes for the search.

4. Select the item that's linked to another gas item, and click **OK**. TireMaster displays the descriptions for both the link-from and link-to items on the Gas Link Maintenance screen.

BREAK GAS LINKS

If you stop selling a particular type of gas (such as full serve) that is linked to another gas item, you can break the gas link. To break a gas link, make the item you no longer want to use for the gas link inactive. For more information, see ["Make an Item Inactive" on page 191](#).

SELL GASOLINE

When selling gasoline, you don't need to know how many gallons customers have used to fill their tanks. TireMaster automatically calculates the number of gallons sold when you enter the price of the gas on the work order.

To sell gasoline

1. Start a work order and add a gas item to it. For more information, see ["Create a Regular Work Order" on page 396](#).
2. In the row for the gas item, type total amount of gas sold in the **Extend** field and press **Enter**. The number of gallons used appears in the **Quantity** field.

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
20.87		GAS REGULAR SELF-SERV	2.99	0.00	0.00	none	62.39	

3. Add additional items to the work order if needed, and complete it as usual. For more information, see ["Complete an Invoice" on page 410](#).

DISCOUNTS

With discounts, you can sell items at reduced prices without having to set up a sale. On invoices, discounts have a positive quantity and a negative dollar amount. Sometimes, you might want to include discounts in add-on packages.

The price of a discount is the actually the discount amount.

Example: If a customer hands you a \$5 coupon, you would enter \$5 as the price of the discount. TireMaster then turns the \$5 into a negative amount.

Discounts can be useful in the following ways:

- You can show the discount separately on reports (in a different category or group).

- You can ensure that your employees collect a coupon for every discount given.
- You can show both the original selling price and the amount discounted on the invoice.
- You can track coupon discounts separately from advertisement discounts, which helps you compare these two types of advertising.

SET UP DISCOUNTS

Discounts are usually set up as noninventoriable items. To classify an item as a discount, type the letter D in the **Type (G, C, F, D)** field on the Inventory Maintenance screen (Figure 13-5).

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Type (G,C,F,D)' field is set to 'D', indicated by a red arrow. Other fields include Product Code: DISC-COUP, Description: COUPON DISCOUNT, and Group: DISCOUNTS. The 'Inventory (Y/N)' field is set to 'N'. The 'Quick Look' field is set to DISCOUPON, and the 'Active' checkbox is checked. The 'Part#' field is set to 1 and 13. The 'Rim Size' field is set to 0.00. The 'Charge Shop' field has checkboxes for Parts and Labor, both of which are unchecked. The 'Color/Spiff' and 'Commission' fields are set to yellow. The 'Force Option Cost' checkbox is unchecked.

Figure 13-5: Classifying an Item as a Discount

FEES

With fees, you can track money that isn't a tax that's owed to a government entity. Examples of fees include state tire fees and state tire tax. Fees require special handling to ensure the money collected is not included in your income. Like sales tax, fees need to be treated as a payable.

Note: Fee are not same as charges. A charge is an amount you collect from your customers for services, such as tire disposals, to cover your own costs. Charges are income.

SET UP FEES

Fees are usually set up as noninventoriable items. To classify an item as a fee, type the letter **F** in the **Type (G, C, F, D)** field on the Inventory Maintenance screen (Figure 13-6).

Figure 13-6: Classifying an Item as a Fee

SHOP SUPPLIES

You can automatically include shop charges on invoices. These fees, referred to as shop supplies in TireMaster, are used to cover expenses for items such as towels and grease.

You can assess shop charges for all of your inventory items, some of your inventory items, or you might not assess shop charges at all. If you do collect shop charges, the overall shop charge for an invoice is the total of the smaller fees calculated for individual items on the ticket. In TireMaster, those per-item fees are one of the following:

- A percentage of the parts price + FET (if any)
- A percentage of the labor price
- Both of the above

You can define separate parts and labor percentages for calculating shop charges, or the percentage can be the same for both parts and labor. To ensure that your shop charges aren't too low or too excessive, you can set minimum and maximum amounts for them.

SET UP SHOP SUPPLIES

Setting up shop supplies is a three-step process that includes adding a shop supplies item to your inventory, configuring shop charge calculations, and identifying the items for which you'll assess shop charges.

ADD A SHOP SUPPLIES ITEM

The shop supplies item is used for tracking the sales of shop charges.

To add a shop supplies item

The shop supplies item is added to the inventory in the same manner as any other item. Once the product code for the shop supplies item is defined and the Inventory Maintenance screen opens, complete the settings listed below. For more information, see ["Add an Inventory Item" on page 177](#).

- Define basic settings, including product code, description, and group.

Note: The entry in the **Description** field prints in the lower-right corner of invoices. For example, if you call the item *Shop Charge*, the label Shop Charge will appear on your invoices.

- Type **N**, for noninventoriable, in the **Inventory (Y/N)** field.
- Make sure the **Charge ShopParts** and **Labor** check boxes are clear. (Otherwise, you'll assess a shop charge for your shop charge item.)
- Assign an inventory category and GL code.

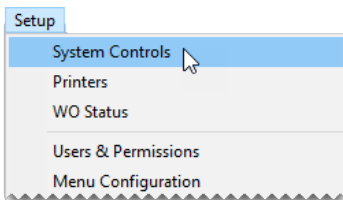
- Leave the parts and labor prices set to \$0.00.

SET THE SHOP SUPPLIES CONTROLS

Most of the system controls for the shop supplies item define how shop charges are calculated.

To set the shop supplies controls

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Enable shop charges.
 - a. Select **Shop Supplies (Yes or No)** and press **Enter**.

A screenshot of the 'System Controls (6400)' window. The 'Inventory' tab is selected. The table below shows various control settings. The row 'Shop Supplies (YES or NO)' is highlighted in blue, and a red arrow points to it.

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
PO System - Re-Open ordered POs	YES	1
Reorder Reports - Include Transfers	NO	1
Shop Supplies (YES or NO)	YES	1
Shop Supplies Amount - Maximum		1

- b. Select **Yes** and click **OK**.
4. Set the maximum and minimum amounts for shop charges.
 - a. Select **Shop Supplies Amount - Maximum** and press **Enter**.
 - b. Type the highest amount to charge and click **OK**.
 - c. Select **Shop Supplies Amount - Minimum** and press **Enter**.
 - d. Type the lowest amount to charge and click **OK**.

A screenshot of the 'System Controls (6400)' window. The 'Inventory' tab is selected. The table below shows the same settings as the previous screenshot, but with 'Shop Supplies Amount - Maximum' and 'Shop Supplies Amount - Minimum' highlighted in blue. The values are 15.00 and 1.00 respectively.

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
PO System - Re-Open ordered POs	YES	1
Reorder Reports - Include Transfers	NO	1
Shop Supplies (YES or NO)	YES	1
Shop Supplies Amount - Maximum	15.00	1
Shop Supplies Amount - Minimum	1.00	1
Shop Supplies Item - Part#		1

5. Define the shop supplies item.
 - a. Select **Shop Supplies Item - Part#** and press **Enter**.
 - b. Look up the shop supplies item. For more information, see ["Inventory Searches"](#) on page 202.

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
PO System - Re-Open ordered POs	YES	1
Reorder Reports - Include Transfers	NO	1
Shop Supplies (YES or NO)	YES	1
Shop Supplies Amount - Maximum	15.00	1
Shop Supplies Amount - Minimum	1.00	1
Shop Supplies Item - Part#	SHPCHRG SHOP CHARGE	1
Shop Supplies Labor Amount - Percentage(%)		1

6. Define the labor price percentage for calculating shop charges.
 - a. Select **Shop Supplies Labor Amount - Percentage (%)** and press **Enter**.
 - b. Type the percentage and click **OK**.
7. Define the parts price percentage for calculating shop charges.
 - a. Select **Shop Supplies Parts Amount - Percentage (%)** and press **Enter**.
 - b. Type the percentage and click **OK**.

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
PO System - Re-Open ordered POs	YES	1
Reorder Reports - Include Transfers	NO	1
Shop Supplies (YES or NO)	YES	1
Shop Supplies Amount - Maximum	15.00	1
Shop Supplies Amount - Minimum	1.00	1
Shop Supplies Item - Part#	SHPCHRG SHOP CHARGE	1
Shop Supplies Labor Amount - Percentage(%)	0	1
Shop Supplies Parts Amount - Percentage (%)	2	1
Shop Supplies Service Checklist	NO	1

8. Close the System Controls screen.

ADD THE SHOP CHARGE TO ITEMS

Once the shop supplies item has been added and the calculation defaults have been set, you can define whether to assess shop charges for inventory items. You can add shop supplies to individual items or a group of items:

- For a single item, look up the item. When the Inventory Maintenance screen opens, click **Edit** and select the **Shop Charge Parts** check box, the **Shop Charge Labor** check box, or both. For more information, see ["Update Information for a Single Item "](#) on page 182.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: 723297011

Size: LT235/60R17/10 Rim Size: 0.00

Description: RADIAL LS

Quick Look: 235601710 Active Discontinued

Group: TIRES Charge Shop: Parts Labor

- For multiple items, select **Inventory > List Editing** and look up a group of items. When the list editing screen opens, select the **Shop Parts** check box, the **Shop Labor** check box, or both for as many items as needed. For more information, see ["Update Information for Multiple Items"](#) on page 183.

Inventory List Editing (16145)

Part No	Size	Prod Code	Rim	Description	Shop Parts	Shop Labor	Ve
1362	235/50ZR18/SL	104706357	18	F1 ASYM A/S	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13
1472	235/50R18/SL	109054366	18	EAG SPORT AS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13
1690	235/50R18/XL	117773373	18	ULTRAGRIP 8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13
2451	235/50R18/XL	166041528	18	GW3 ULT GRIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13
3818	P235/50R18/SL	706018163	18	LS-2 EAGLE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	13
3876	235/50R18/SL	709001281	18	EAG F1 GS-D3	<input type="checkbox"/>	<input type="checkbox"/>	13
3922	P235/50R18/XL	732276500	18	RS-A P EAGLE	<input type="checkbox"/>	<input type="checkbox"/>	13

Tip: You can rearrange the columns on the Inventory List Editing screen so the **Shop Parts** and **Shop Labor** columns are closer to the columns for the items' descriptions.

OIL CHANGE ITEMS

When you add oil change items to the inventory, include the word *oil* in their product codes, descriptions, or both (Figure 13-7). Setting up oil change items in this manner simplifies the process of creating oil change work orders, and it helps you to consistently use the same filter and engine oil every time customers come in for oil changes.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: LOFSRV

Size: .

Description: LUBE, OIL & FILTER SERVICE

Quick Look: LOF

Group: SERVICES

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes

Product Code: LOFOIL

Size: .

Description: [DEFINE TYPE] ENGINE OIL

Quick Look: LOF

Group: SERVICES

Figure 13-7: Items with the Word Oil

Here’s how it works. When you need to add an oil change to a work order, you can retrieve a list of oil-change items previously sold to the customer (Figure 13-8). Then you can select items on the list that you want to reuse, and copy them onto the new work order. For more information, see "Oil Change Work Orders" on page 400.

Invoice	Date	Vehicle	Description	Product Code/Size	Qty	Add
103	05-29-2019	06-NISSAN-ALTIMA S/	LUBE, OIL & FILTER SERVICE	LOFSRV/	1	<input checked="" type="checkbox"/>
			5W-30 ENGINE OIL	LOFOIL/	4.5	<input checked="" type="checkbox"/>
			WIX OIL FILTER #51358	LOFFILT/	1	<input checked="" type="checkbox"/>
622	09-09-2019	06-NISSAN-ALTIMA S/	LUBE, OIL & FILTER SERVICE	LOFSRV/	1	<input type="checkbox"/>
			5W-30 ENGINE OIL	LOFOIL/	4.5	<input type="checkbox"/>
			WIX OIL FILTER #51358	LOFFILT/	1	<input type="checkbox"/>

Figure 13-8: List of Oil Change Items Previously Sold to a Customer

When populating the list, TireMaster looks at the customer’s prior sale invoices to see if any of them include items with the word *oil* in their product codes or descriptions. If the word *oil* exists, the items from those invoices are included on the list and they can be reused for new work orders.

OIL CHANGE ITEM EXAMPLES

To be included on the Oil History Invoices screen, an item’s product code, description, or both must include the word *oil*. Here are some examples of oil-change items that would be available for reuse:

- **Product Code** LOFSRV and **Description** Lube, Oil & Filter Service
- **Product Code** LOFOIL and **Description** 0W-20 Engine Oil
- **Product Code** LOFILT and **Description** Wix Oil Filter

CHAPTER 14

COSTING METHODS

TireMaster includes a variety of options for tracking the cost of the items you sell. The costing method used depends on whether an item is classified as inventoriable or noninventoriable. This chapter includes the following sections:

Inventoriable Costing Methods	332
Noninventoriable Costing Methods	333
Standard Cost	341

INVENTORIABLE COSTING METHODS

Inventoriable costing methods calculate changes in an item's value when it's sold and received. To determine an item's next cost, you need to use *one* of three inventoriable costing methods.

FIRST IN, FIRST OUT

With the first in, first out (FIFO) costing method, TireMaster uses the cost of the first item received as the next cost of the item.

Example: If you receive a tire in January at a cost of \$50 and a tire in February at a cost of \$60, the next cost of the item will be \$50—the cost of the tire that was received first. The next time you sell one of the tires, a \$50 cost is used to calculate the value of the tire.

LAST IN, FIRST OUT

With the last in, first out (LIFO) costing method, TireMaster uses the cost of the last item received as the item's next cost.

Example: If you receive a tire in January at a cost of \$50 and a tire in February at a cost of \$60, the next cost of the item will be \$60—the cost of the tire that was received last. The next time you sell one of those tires, a \$60 cost is used to calculate the value of the tire.

AVERAGE

With the average (AVG) costing method, TireMaster averages the various costs at which an item is received and then uses that average as the item's next cost.

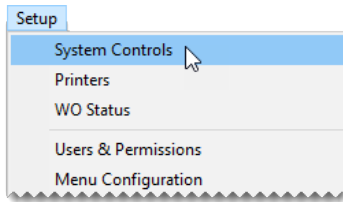
Example: If you receive a tire in January at a cost of \$50 and a tire in February at a cost of \$60, the next cost of the item will be \$55—the average of the two costs. The next time you sell one of those tires, a \$55 cost is used to calculate the value of the tire.

DEFINE THE INVENTORIABLE COSTING METHOD

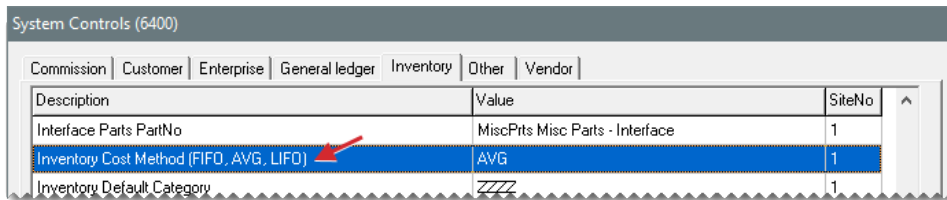
To define the inventoriable costing method, you need to set a system control. The costing method that you choose is used to track the cost of *all inventoriable* items.

To set the inventoriable costing method

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Select **Inventory Cost Method (FIFO, AVG, LIFO)** and press **Enter**.



4. Select one of the following:
 - FIFO
 - AVG
 - LIFO

Note: Once you set the inventoriable costing method, it cannot be changed.
5. Click **OK**.
6. Close the System Controls screen.

NONINVENTORIAL COSTING METHODS

With noninventoriable costing methods, you define the amount to use as an item's cost. In TireMaster Plus and TireMaster Corporate systems, you also define when to post the cost to the general ledger. The costing method for noninventoriable items is defined in the inventory records for those items. Three noninventoriable costing methods are available, and you can use one, two, or all of them.

EXPENSE METHOD

The expense method is often used for low cost items and labor items. In TireMaster Plus and TireMaster Corporate systems, the cost of an expense method item posts to the general ledger when you buy the item from a vendor.

To set up an expense method item

1. Add the item to the inventory. For more information, see ["Add an Inventory Item" on page 177](#).
2. On the Inventory Maintenance screen, do the following.
 - a. Type the letter **N** in the **Inventory(Y/N)** field.

- b. Make sure the **Force Option Cost** check box is clear.

2411 Prev Next

Inventory (Y/N):

Type (G,C,F,D):

Color/Spiff:

Commission:

Force Option Cost

Track

- c. If you want to track the item, select the **Track** check box. Otherwise, leave it alone. For more information, see ["Item Tracking"](#) on page 266.

- 3. Open the pricing screen.

- a. Click the **Qty/Pricing** tab.

Inventory Maintenance (12300)

General Qty/Pricing History Notes

Product Code: 24

Size:

- b. Click **Detail/Edit**.

Detail/Edit

- 4. Make sure the entry in the **Relief %** field is set to 0 . 00.

: 24 : .

Last FET:	<input type="text" value="0.0000"/>	Parts:	<input type="text" value="0.0000"/>
Next FET:	<input type="text" value="0.0000"/>	Labor:	<input type="text" value="80.0000"/>
Price Matrix:	<input type="text" value="None"/>	EDL:	<input type="text" value="80.0000"/>
Relief %:	<input type="text" value="0.0000"/>	Flat Rate:	<input type="text" value="0.0000"/>

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

A dialog box with three input fields: "Sale Parts:" with value "0.0000", "Sale Labor:" with value "0.0000", and "Sale Price:" with value "0.0000". At the bottom are "OK" and "Cancel" buttons. The "OK" button is highlighted with a red rectangular box.

6. Close the open screens.

RELIEF PERCENT METHOD

With the relief percent method, TireMaster calculates an estimated cost using the following formula:

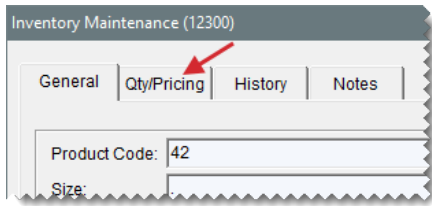
Estimated Cost = Parts Price x Relief Percent. The relief percent method is often used to handle the cost of small parts that you usually keep in stock but for which you don't track quantities. In TireMaster Plus and TireMaster Corporate, an estimated cost for a relief percent item posts to the general ledger when the item is sold.

To set up a relief percent item

1. Add the item to the inventory. For more information, see ["Add an Inventory Item" on page 177](#).
2. On the Inventory Maintenance screen, do the following.
 - a. Type the letter **N** in the **Inventory(Y/N)** field.
 - b. Make sure the **Force Option Cost** check box is clear.

A screenshot of the Inventory Maintenance screen for item 721. The screen shows a list of fields: "Inventory (Y/N):" with the value "N", "Type (G,C,F,D):" with an empty field, "Color/Spiff:" with a yellow field, "Commission:" with a yellow field, "Force Option Cost" with an unchecked checkbox, and "Track" with an unchecked checkbox. Red arrows point to the "N" in the "Inventory (Y/N)" field and the "Force Option Cost" checkbox.

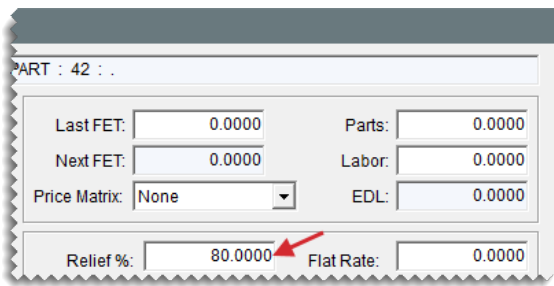
- c. If you want to track the item, select the **Track** check box. Otherwise, leave it alone. For more information, see ["Item Tracking" on page 266](#).
3. Open the pricing screen.
 - a. Click the **Qty/Pricing** tab.



b. Click **Detail/Edit**.

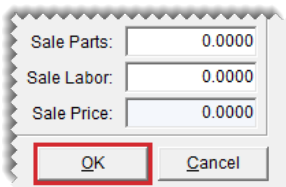


4. Type the percentage of the parts price that you want to use as the item's cost in the **Relief %** field.



Note: This value needs to be as a whole number (for example, **80 . 00**).

5. To save your changes, click **OK**.



6. Close the open screens.

OPTION COST METHOD

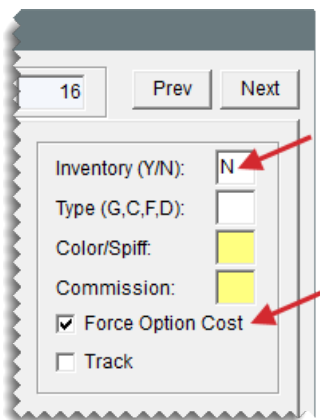
With the option cost method, you enter an item's actual cost, including federal excise tax, at point of sale. The option cost method should be used when you perform outside purchases. That is, when you buy items you normally don't stock, such as service parts and special order tires.

Note: If you've set up a cost replacement code, you can enter an item's cost at point of sale by typing the item's cost (numbers) or you can use letters from the cost replacement code. For more information, see ["Cost Replacement Codes" on page 340](#).

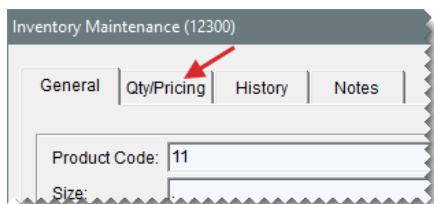
To set up an option cost item

1. Add the item to the inventory. For more information, see ["Add an Inventory Item" on page 177](#).

2. On the Inventory Maintenance screen, do the following.
 - a. Type the letter **N** in the **Inventory(Y/N)** field.
 - b. Select the **Force Option Cost** check box.



- c. If you want to track the item, select the **Track** check box. Otherwise, leave it alone. For more information, see ["Item Tracking"](#) on page 266.
3. Open the pricing screen.
 - a. Click the **Qty/Pricing** tab.



- b. Click **Detail/Edit**.



4. Do one of the following:
 - Leave the **Relief %** set to **0 . 0000**.

E ROTOR : 11 : .

Last FET:	0.0000	Parts:	0.0000
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	0.0000
Relief %:	0.0000	Flat Rate:	0.0000

- Type a relief percent for the item. This value will be used to calculate the item's cost when its cost is not entered at point of sale.

E ROTOR : 11 : .

Last FET:	0.0000	Parts:	0.0000
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	0.0000
Relief %:	80.0000	Flat Rate:	0.0000

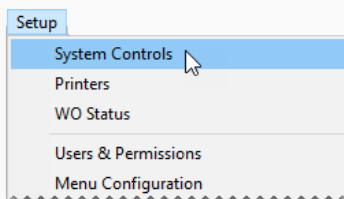
Note: You can define whether entering an item's cost is mandatory by setting a system control. For more information, see "[Force Option Cost Control](#)" below.

FORCE OPTION COST CONTROL

With a system control, you can force users to enter the cost of items for outside purchases at point of sale.

To set the Force Option Cost control

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Other** tab.
3. Select **Force Option Cost Required** and press **Enter**.

Description	Value	SiteNo
Force Mechanics	NO	1
Force Option Cost Required	YES	1
Force PQ System to Create New PD	NO	1

4. Select one of the following:

- To require users to enter an item's cost at point of sale, select **Yes**. This setting prevents users from entering a cost of **\$0 . 00**.
- To allow users complete an invoice without entering an item's cost, select **No**. With this setting, users will receive a reminder about entering the item's cost.

5. Close the System Controls screen.

ENTER AN ITEM'S COST AT POINT OF SALE

If an item is assigned the option cost costing method, you need to enter its cost, including federal excise tax, at point of sale. The option cost method is typically assigned to service parts and special order tires obtained through outside purchases.

When you add an option cost item to a work order, TireMaster prompts you for the cost by turning the item's line pink. To enter the cost, select the item and click **Option Cost** (Figure 14-1).

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend
1.00	.	NON-STOCK WATER PUMP	89.99	0.00	0.00	parts	89.99
1.50	.	LABOR - UNDERHOOD	0.00	80.00	0.00	parts	120.00

<input type="radio"/> No Status <input checked="" type="radio"/> On Site <input type="radio"/> Special Ordr <input type="radio"/> In Process <input type="radio"/> Done	<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="Casings"/> <input type="button" value="Gr"/>
	<input type="button" value="Deposit"/> <input type="button" value="Svc Intervals"/> <input type="button" value="Corgs"/> <input type="button" value="Rewards"/>
	<input type="button" value="Promised 00:00"/> <input type="button" value="Parts & Labor"/> <input type="button" value="Inspect Sheet"/> <input type="button" value="Work Order"/> <input type="button" value="Complete"/>

Figure 14-1: Option Cost Entry Prompt

When the Option Cost screen opens, type the item's cost or its corresponding cost replacement code in the **Option Cost** field (Figure 14-2). If entering the item's cost is required, the amount must be greater than **\$0 . 00**. For more information, see and "Force Option Cost Control " on the previous page.

Figure 14-2: Entering an Item's Option Cost

Note: If the item included FET when it was received, include the FET in the item's cost.

Note: Cost replacement codes are case sensitive.

Once the item's cost is entered, you can put the item on a receiving document. For items with tracking enabled, putting the item on a receiving document is required. For more information, see ["Perform Outside Purchases" on page 281](#) and ["Outside Purchases for Tracked Items" on page 281](#).

COST REPLACEMENT CODES

A cost replacement code lets you print a noninventoriable item's cost on an invoice without revealing the cost to the customer. If the customer returns the item, the code makes it easy for you to record the item's actual cost. Cost replacement codes can be used for items assigned the option cost and relief percent costing methods. For option cost items, you enter the cost replacement code at point of sale.

A cost replacement code is comprised of a series of ten letters that represent numbers. Each letter in the code must be unique.

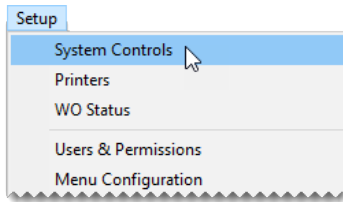
Example: For the code HEAVYSTOCK, the letter H is 0, the letter E is 1, the letter A is 2, and so on.

Set Up a Cost Replacement Code

The cost replacement code is configured in System Controls. First, create the code. Then define whether to print it on invoices and display it on the Option Cost screen at point of sale.

To set up a cost replacement code

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Define the cost replacement code.
 - a. Select **Cost Replacement Code** and press **Enter**.

 A screenshot of the 'System Controls (6400)' window. The 'Inventory' tab is selected. The table below shows the current state of the system controls.

Description	Value	SiteNo
Core - Non-inventory Core Item		1
Cost Replacement Code (10 unique alphas)		1
Cost Replacement Code - Show on Invoices	NO	1

- b. Type a ten letter code. Each letter in the code must be unique. (**Example: HEAVYSTOCK.**)

Note: Cost replacement codes are case sensitive, so whether you type uppercase or lowercase letters here affects how you enter the code at point of sale.
 - c. Click **OK**.
4. Define whether to print the code on invoices.
 - a. Select **Cost Replacement Code - Show on Invoices** and press **Enter**.

 A screenshot of the 'System Controls (6400)' window. The 'Inventory' tab is selected. The 'Cost Replacement Code (10 unique alphas)' field now contains the text 'HEAVYSTOCK'.

Description	Value	SiteNo
Core - Non-inventory Core Item		1
Cost Replacement Code (10 unique alphas)	HEAVYSTOCK	1
Cost Replacement Code - Show on Invoices	NO	1
Custom Inventory Lookup	YES	1

- b. Select **Yes** or **No**, and click **OK**.
5. Close the System Controls screen.

STANDARD COST

Standard cost is a method of forcing TireMaster to maintain a steady cost for an item because the item's true cost often fluctuates. When an item is sold, its standard cost posts to the general ledger.

TireMaster can also use an item's standard cost as the ordering price for purchase orders and receiving documents. This happens when **Base Price - Use Instead of Last Cost in PO/RD Line** is set to **No** in System Controls (**Inventory** tab). Unless the cost is changed on a receiving document or vendor invoice document, the standard cost posts to the general ledger when an item is received.

SET UP STANDARD COST ITEMS

To maintain a standard cost for items, do the following:

- Define which GL codes can be used for tracking a standard cost.
- Assign those GL codes to the items for which you want to track a standard cost.
- Define the standard cost amount for items that are assigned the GL codes for standard cost.

To set up standard cost items

1. Select the **Std. Cost** check box (on the Inventory GL Code Maintenance screen) for each GL code that will be assigned to standard cost items. For more information, see ["Add GL Codes"](#) on page 313 and [Inventory GL Code Maintenance Screen](#).

Inventory GL Code Maintenance (14600)

GL Code: PTSC

Description: PASSENGER TIRES - STD COST

Department: 1

Inventory Std. Cost

2. Assign a standard cost GL code to each item for which you want to maintain a standard cost. For more information, see ["Add and Manage Items"](#) on page 177 and ["Inventory Maintenance Screen"](#) on page 192.

Taxable: Parts Labor

Category: TIPA GL: PTSC

OK Cancel

3. On the Site Prices and Quantity screen, type the standard cost in the **Std. Cost** field.

Parts: 112.0133

Labor: 0.0000

EDL: 112.0133

Flat Rate: 0.0000

Factor: 0.7500

Std Cost: 81.8900

Next Cost: 84.0100

CHAPTER 15

PRICING

TireMaster includes a variety of options for pricing items and offering special prices to individual customers. This chapter includes the following sections:

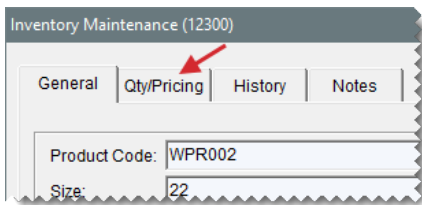
Fixed Prices	344
Factor Based Price Calculations	345
Site Prices and Quantity Screen	353
Pricing Wizard	356
Pricing Wizard Screen	367
Price Levels	371
A–E Price Levels	380
Price Matrices	387

FIXED PRICES

When you add or update an item, you can set a fixed price for the it. A fixed price is an amount you type in a price field. The steps for setting fixed prices are the same for both inventoriable and noninventoriable items.

To set a fixed price an item

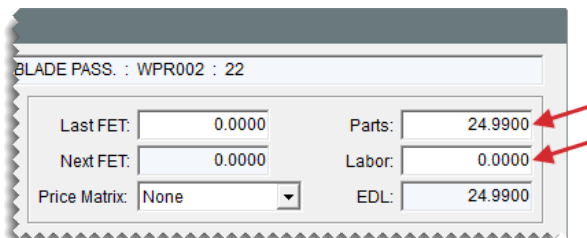
1. Look up the item whose price you want to set. For more information, see ["Inventory Searches"](#) on page 202.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen opens.

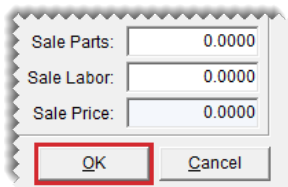


4. Type the item's price, excluding labor, in the **Parts** field.
5. Type the item's labor price, if any, in the **Labor** field. TireMaster displays the sum of the parts price and the labor price in the **EDL** field.



Note: EDL stands for everyday low.

6. To save the updated prices, click **OK**.



7. Close the Inventory Maintenance screen.

FACTOR BASED PRICE CALCULATIONS

You can calculate an item's parts price with a markup or a margin. For these types of price calculations, you need to specify a factor, which is the number that's used to compute 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. Once a factor and an operator have been assigned to an item or a group of items, you need to recalculate the parts price.

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 in the item's price configuration on the Site Prices and Quantity screen (Figure 15-1):

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

Last FET:	0.0000	Parts:	41.6000
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	41.6000
Relief %:	0.0000	Flat Rate:	0.0000
Price By:	B	Op:	M
		Factor:	1.3000
Base Price:	32.0000	Std Cost:	0.0000
Last Cost:	32.0000	Next Cost:	0.0000
Core Cost:	0.0000		

Figure 15-1: An Item's Markup Settings

In Figure 15-1, TireMaster calculates a 30% markup for an item. The **M** in the **Op** field tells TireMaster to multiply the item's cost of **\$32.00** (the base price) by the factor of **1.30**. The result is the new parts price of **\$41.60**.

To determine which number to type in the **Factor** field for markups, add 100% to the markup percent you want to use. The sum is the factor.

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 for the item's price settings.

Table 15-1 shows you the amount to type in the **Factor** field to calculate various markups:

Table 15-1: 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 defined the operator and factor in an item's price settings, recalculate the item's parts price. For more information, see ["Recalculate Factor Based Prices" on page 349](#).

Note: For a group of similar items (such as those from the same product line), use Inventory List Editing to define the operator and factor. For more information, see ["Update Information for Multiple Items" on page 183](#). If you have a group of items for which only the factors need to be updated, use the Pricing Wizard instead. For more information, see ["Assign a Factor to a Group of Items" on the facing page](#).

MARGINS

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

For margins, enter the following in the item's price configuration on the Site Prices and Quantity screen ([Figure 15-2](#)):

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

Figure 15-2: An Item's Margin Settings

In [Figure 15-2](#), TireMaster calculates a 20% margin for an item. The **D** in the **Op** field tells TireMaster to divide the item's cost of \$38.00 (the base price) by the factor of .80. The result is the new parts price of \$47.50.

Example: To determine which number to type in the **Factor** field for margins, subtract the margin percent from 100%. The difference is the factor. Therefore, if you want a 40% margin, use the following calculation: **100% - 40% Markup = 60% Factor**. Then change the factor to a decimal. In this scenario, you'd type .60 in the **Factor** field.

[Table 15-2](#) shows the amount to type in the **Factor** field to calculate various margins:

Table 15-2: Margin Factors

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

Once you have defined the operator and factor, recalculate the item's parts price. For more information, see ["Recalculate Factor Based Prices" on page 349](#).

Note: For a group of similar items (such as those from the same product line), use Inventory List Editing to define the operator and factor. For more information, see ["Update Information for Multiple Items" on page 183](#). If you have a group of items for which only the factors need to be updated, use the Pricing Wizard instead. For more information, see ["Assign a Factor to a Group of Items" below](#).

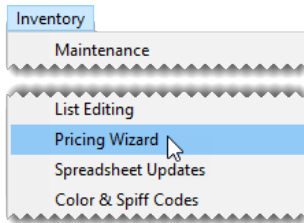
ASSIGN A FACTOR TO A GROUP OF ITEMS

If you want to assign the same factor to a group of items, you can reduce the amount of time this task requires by using the Pricing Wizard.

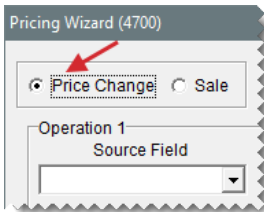
Note: If you need to change both the factor and operator for a group of items, use Inventory List Editing instead. Only the factor can be updated with the Pricing Wizard.

To assign a factor to a group of items

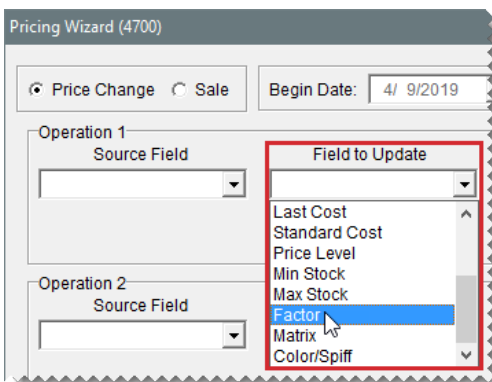
1. Select **Inventory > Pricing Wizard**.



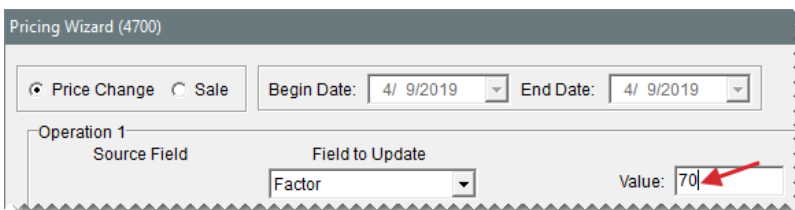
2. When the Pricing Wizard opens, make sure **Price Change** is selected.



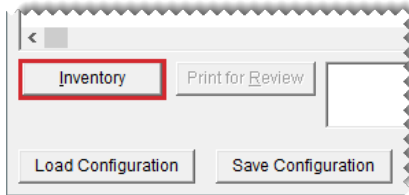
3. Leave the **Source Field** field alone for the operation being used to update factors.
4. From the **Field to Update** drop-down, select Factor. The **Value** field appears and replaces the price change fields.



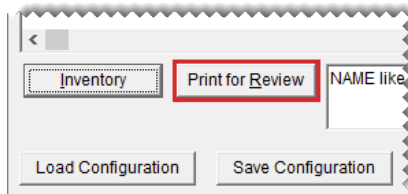
5. Type the factor you want to assign in the **Value** field. (**Example:** For a 30% margin, type **70**.)



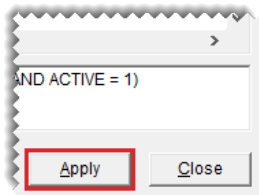
6. If you want to recalculate the selling price now, select the **Item Factor** check box for the next operation. Otherwise, disregard this step. For more information, see ["Recalculate Prices for a Group of Items"](#) on page 351.
7. Click **Inventory**, and search for the item or items to which you want to assign the factor. For more information, see ["Inventory Searches"](#) on page 202.



8. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.



- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.
 - d. Make adjustments to the update criteria and the selected items if needed, and print the report again.
9. Click **Apply**. A confirmation message appears.



10. Click **Yes**. A second message verifies the update has been completed.
11. Click **OK**.

To view the factor for a single item, look at the **Factor** field on the Site Prices and Quantity screen. For multiple items, select **Inventory > List Editing**, and look up the same items you just updated. The factor is listed in the lower-right half of the Inventory List Editing screen. If you can't see it, scroll to the right.

RECALCULATE FACTOR BASED PRICES

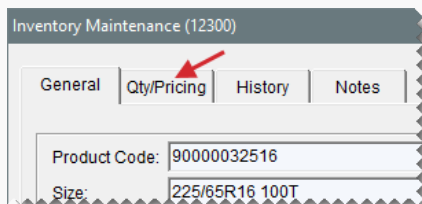
Once an item's factor is assigned or updated, you need to recalculate the item's price. You can recalculate factor based prices for an individual item or a group of items.

RECALCULATE PRICES FOR INDIVIDUAL ITEMS

When the factor for a single item is changed, you can recalculate its selling price right away.

To recalculate an item's factor based price

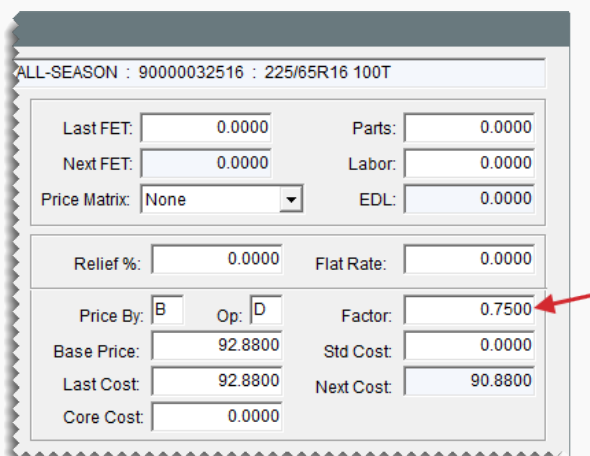
1. Search for the item whose price you want to update. For more information, see ["Inventory Searches" on page 202](#)
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen opens.



4. Change the base price, last cost, price by method, and operator if needed. For more information, see ["Site Prices and Quantity Screen" on page 353](#).
5. Change the item's factor.



6. Click **Recalculate**. Depending on a system control setting, a confirmation message appears or the item's parts price updates immediately. For more information, see ["Show Recalculate/Update EDL Message" on page 962](#).

Location: []
 Misc Sort: 0.0000
 Sale Begin: []
 Sale End: []
 Levels [] Recalculate []

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

Sale Parts: 0.0000
 Sale Labor: 0.0000
 Sale Price: 0.0000
 OK [] Cancel []

- Close the Inventory Maintenance screen.

RECALCULATE PRICES FOR A GROUP OF ITEMS

Once the factors have been updated for a group of items, you can use the Pricing Wizard to recalculate the parts prices for the items in that group.

To recalculate factor based prices for a group of items

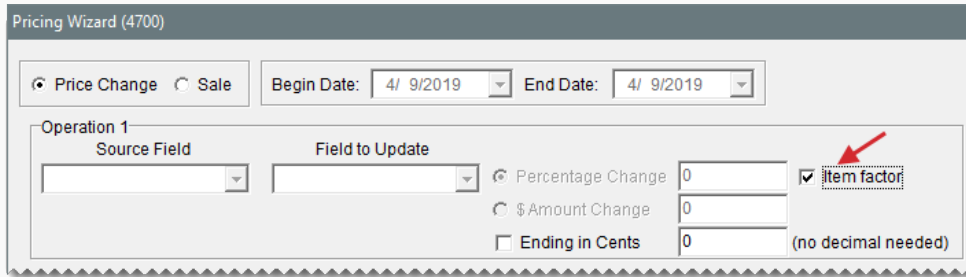
- If you haven't already done so, define the operator, factor, or both for the items. For more information, see ["Site Prices and Quantity Screen" on page 353](#)
- Select **Inventory > Pricing Wizard**.

Inventory
 Maintenance
 List Editing
 Pricing Wizard
 Spreadsheet Updates
 Color & Spiff Codes

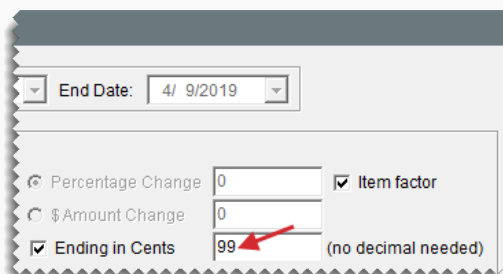
- When the Pricing Wizard opens, make sure **Price Change** is selected.

Pricing Wizard (4700)
 Price Change Sale
 Operation 1
 Source Field []

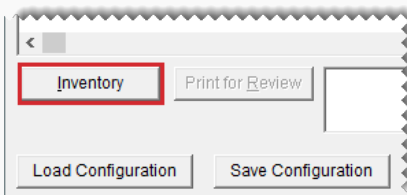
- Select the **Item factor** check box for the operation being used to recalculate prices.



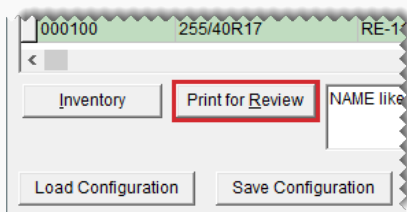
5. If you want to end the prices for all updated items with the same amount after the decimal, select the **Ending in Cents** check box. Then type the cents amount as a whole number. For example, if you type **99**, the prices of all updated items would end in 99 cents (\$5.99, \$34.99, and \$199.99).



6. Click **Inventory**. TireMaster prompts you to search for items.

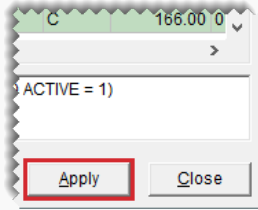


7. Look up the items whose factor based prices you want to recalculate. For more information, see ["Inventory Searches" on page 202](#).
8. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.



- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.

9. To change the prices, click **Apply**. A confirmation message appears.



10. Click **Yes**. A second message verifies the update has been completed.

11. Click **OK**.

You can view the updated prices on the Inventory List or by printing an Inventory Master List.

SITE PRICES AND QUANTITY SCREEN

With the Site Prices and Quantity screen (Figure 15-3), you can manage stocking levels and set prices for items.

Description: RS-AEAGLE : 732804500 : P235/70R16/SL	
On Hand: 7.0000	Last FET: 0.0000 Parts: 212.4200
Not Priced: 0.0000	Next FET: 0.0000 Labor: 0.0000
Work Order: 0.0000	Price Matrix: None EDL: 212.4200
On Order: 0.0000	
At Recap: 0.0000	Relief %: 0.0000 Flat Rate: 0.0000
Min Stock: 4.0000	Price By: C Op: D Factor: 0.7500
Max Stock: 0.0000	Base Price: 202.4200 Std Cost: 0.0000
Location:	Last Cost: 202.4200 Next Cost: 202.4200
Misc Sort: 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
Levels	Recalculate OK Cancel

Figure 15-3: Site Prices and Quantity Screen

Item	Description
OnHand	Displays the system-generated quantity that has been received and priced, minus any on work orders.
NotPriced	Displays the system-generated quantity that has been received, but not priced.

Item	Description
Workorder	Displays the system-generated quantity that has been added to one or more open work orders.
OnOrder	Displays the system-generated quantity that has been ordered, but not delivered. Note: This value can also include items on consignment.
AtRecap	Not used.
Min Stk	Lets you set a minimum stocking level for an inventoriable item.
Max Stk	Lets you set a maximum stocking level for an inventoriable item.
Location	Lets you define where the item is kept.
Misc. Sort	Lets you define an alternative sort order for the Inventory List. Tip: To list items with the highest profit margins first, you could rank them with a 1 to represent the highest profit margin.
Last FET	Lets you enter the federal excise tax you paid for the item the last time it was received. TireMaster updates this amount after you price each new receiving. Note: To use this amount on receivings and work orders, the system control Use Next FET for POS/Receivings (Inventory tab) needs to be set to No .
Next FET	Displays the system-generated average cost of the item's federal excise tax. Note: To use this amount on receivings and work orders, the system control Use Next FET for POS/Receivings (Inventory tab) needs to be set to Yes .
Price Matrix	Lets you assign a price matrix to the item. For more information, see "Price Matrices" on page 387 .
Parts	Lets you set the price, excluding labor, for the item.
Labor	Lets you set a labor price for the item.
EDL	Displays the item's everyday low price, which is the sum of the parts price and the labor price.
Relief %	Lets you define a percentage (as a decimal) that is used to estimate the cost of noninventoriable items.

Item	Description
Flat Rate	<p>Lets you define the amount of time it takes an average mechanic to perform a service or repair. Flat rates are used for labor items only.</p> <p>Note: This entry enables you to calculate the number of hours mechanics spend completing services and repairs.</p>
Price By	<p>Lets calculate a markup or margin for the item based on either its base price or last cost.</p> <p>Note: The price change using the specified margin or markup takes effect once you recalculate the item's price. For more information, see "Recalculate Factor Based Prices" on page 349.</p>
Op	<p>Lets you define which factor to use when recalculating the item's price:</p> <ul style="list-style-type: none"> ▪ M for markup (multiplies the item's cost by the factor) ▪ D for margins (divides the item's cost by the factor) <p>Note: Op stands for operator.</p>
Base Price	<p>Lets you enter an amount that parts price calculations are based on. Using a base price instead of last cost prevents prices from fluctuating with each receiving.</p> <p>Note: To use the base price as the ordering price for purchase orders and receiving documents, set the system control Base Price - Use Instead of Last Cost for POs/RDs (Inventory tab) to Yes.</p>
Last Cost	<p>Displays the amount that the item last cost you. You can manually update this amount if needed.</p> <p>Note: If the last cost is \$0 . 00, the amount of the base price will be copied into this field.</p>
Core Cost	<p>Lets you assign a core cost to an item. For more information, see "Maintain Core Cost Information" on page 776.</p>
Factor	<p>Lets you define a percentage (as a decimal) to use for updating the item's price with factor based price calculations.</p> <p>Note: Depending on which operator you use, the item's cost is either multiplied or divided by the number in this field.</p>
Std. Cost	<p>Lets you set a standard cost for the item.</p> <p>Note: Standard cost is available in TireMaster Plus and TireMaster Corporate systems. Standard cost forces TireMaster to maintain a steady cost for an item because its true cost often fluctuates.</p>

Item	Description
Next Cost	Displays the amount that will be the item's cost the next time it's sold. The item's costing method defines how the item's next cost is calculated.
Sale Begin	Lets you set the date when a sale price for the item will go into effect.
Sale End	Lets you set the date when the item's sale price ends. Normal pricing resumes the next days.
Sale Parts	Lets you set a temporary price for an item, excluding labor.
Sale Labor	Lets you set a temporary price for labor.
Sale Price	Displays the sale price for the item, which is the sum of the sale parts and sale labor prices.
Levels	Lets you offer special pricing for an item by setting up to five, arbitrary prices. These prices are known as A–E price levels. For more information, see " A–E Price Levels " on page 380.
Recalculate	Lets you recalculate an item's parts price when the factor, cost, or both are changed.
OK	Saves your changes and exits the screen.
Cancel	Exits the screen without saving any changes.

PRICING WIZARD

With the Pricing Wizard, you can update price and cost information for a single item or a group of items. The types of changes you can make include updating selling prices and vendor prices (your cost), assigning factors for calculating margins and markups, recalculating factor based prices, and putting items on sale.

In addition to price changes, the Pricing Wizard can be used to assign price matrices, set stocking levels, and assign color/spiff codes.

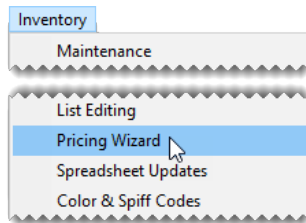
The Pricing Wizard allows you to make up to three changes, known as *operations*, at one time. For example, you could update cost information, assign a factor, and recalculate the selling prices for a group of items.

CHANGE PRICES FOR A GROUP OF ITEMS

When you need to update selling prices, costs, or A–E price levels for a group of items, you can make the changes with the Pricing Wizard.

To make price changes to a group of items

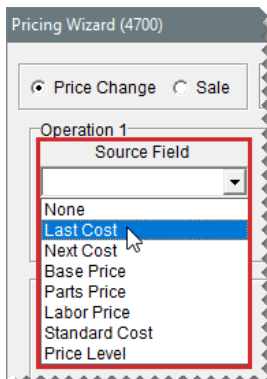
1. Select **Inventory > Pricing Wizard**.



2. When the Pricing Wizard screen opens, make sure **Price Change** is selected.

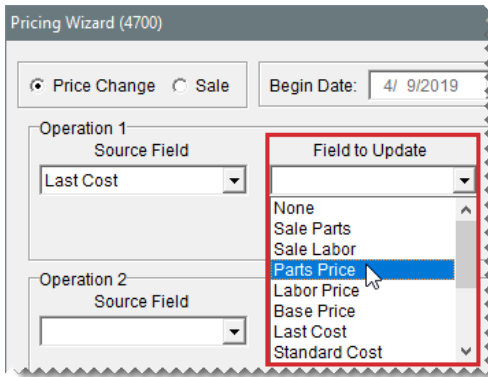


3. From the **Source Field** drop-down for the first operation, select the field that the changes will be based on.



Note: If you select Price Level, you'll be prompted to define which price level and whether to update the parts or labor price for that level

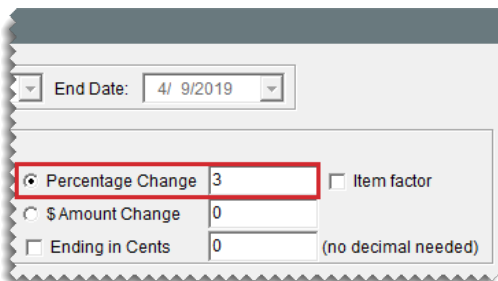
4. From the **Field to Update** drop-down, select the field that will be updated.



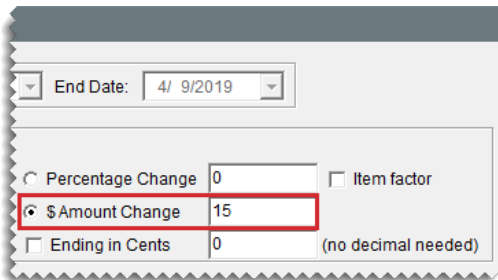
Note: If you select Price Level, you'll be prompted to define which price level and whether to update the parts or labor price for that level

5. Define whether the change will be a percentage or a fixed dollar amount:

- For a percentage, select **Percentage Change** and type the percentage (with no decimals).



- For a fixed dollar amount, select **\$ Amount Change** and type the amount.



Note: For increases, use positive numbers. For decreases, use negative numbers (such as -2).

6. To end the prices of all updated items with the same amount after the decimal, select the **Ending in Cents** check box. Then type the cents amount as a whole number.

Example: By typing **99**, the prices of all updated items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

7. Click **Inventory**, and look up the item or items you want to update. For more information, see ["Inventory Searches" on page 202](#).

Warning: Search only for the items you want to update. Retrieving a set of items that's too broad can result in unwanted changes.

8. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.

- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.
 - d. Make changes to the update criteria and look up different items if needed. Then print the report again.
9. Implement the update.
 - a. Click **Apply**. A confirmation message appears.

- b. Click **Yes**. A second message verifies the update has been completed.

- c. Click **OK**.

You can view the new prices on the Inventory List or by printing an Inventory Master List.

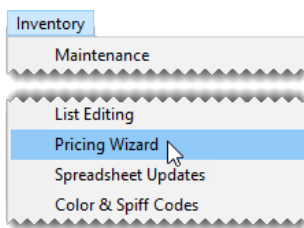
MAKE MULTIPLE CHANGES TO A GROUP OF ITEMS

With the Pricing Wizard, you can make up to three changes to a group of items. Each change is called an *operation*. Because TireMaster processes operations sequentially, define them in a logical order.

Example: You would update the cost of items before recalculating their parts prices.

To make multiple changes to a group of items

1. Select **Inventory > Pricing Wizard**.



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



3. Define the criteria for two or three operations. Depending on the types of changes you want to make, refer to the following:
 - "Change Prices for a Group of Items" on page 356
 - "You can calculate an item's parts price with a markup or a margin. For these types of price calculations, you need to specify a factor, which is the number that's used to compute 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. Once a factor and an operator have been assigned to an item or a group of items, you need to recalculate the parts price." on page 345
 - "Assign a Price Matrix" on page 391
 - "Update Stocking Levels for a Group of Items " on page 362
 - "Update Stocking Levels for a Group of Items " on page 362

Pricing Wizard (4700)

Price Change Sale Begin Date: 4/ 9/2019 End Date: 4/ 9/2019

Operation 1

Source Field: Last Cost Field to Update: Last Cost

Percentage Change: 2 Item factor

\$ Amount Change: 0

Ending in Cents: 0 (no decimal needed)

Operation 2

Source Field: Field to Update: Factor Value: 70

Operation 3

Source Field: Field to Update: Percentage Change: 0 Item factor

\$ Amount Change: 0

Ending in Cents: 89 (no decimal needed)

4. Click **Inventory** and look up the items you want to update. For more information, see "[Inventory Searches](#)" on page 202.

Inventory Print for Review

Load Configuration Save Configuration

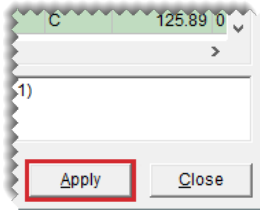
5. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.

104097357 225/45ZR17/SL F1 AS

Inventory Print for Review MFG = 'GD'

Load Configuration Save Configuration

- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.
 - d. Make adjustments to the update criteria and the selected items if needed, and print the report again.
6. Implement the changes.
 - a. Click **Apply**. A confirmation message appears.



- b. Click **Yes**. A second message verifies the update has been completed.
- c. Click **OK**.

UPDATE THE FACTOR FOR A GROUP OF ITEMS

The Pricing Wizard can be used to assign a factor (for a margin or markup) to a group of items and recalculate the selling prices of those items. For more information, see ["Assign a Factor to a Group of Items"](#) on page 347 and ["Recalculate Prices for a Group of Items"](#) on page 351.

UPDATE THE PRICE MATRIX FOR A GROUP OF ITEMS

The Pricing Wizard can be used to assign a price matrix to a group of items. For more information, see ["Assign a Matrix to a Group of Items"](#) on page 392.

UPDATE STOCKING LEVELS FOR A GROUP OF ITEMS

The Pricing Wizard can be used to set minimum stocking levels, maximum stocking levels, or both for a group of items. For more information, see ["Assign Stocking Levels to a Group of Items"](#) on page 188.

UPDATE THE COLOR/SPIFF CODE FOR A GROUP OF ITEMS

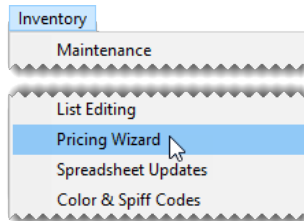
The Pricing Wizard can be used to assign a color/spiff code to a group of items. For more information, see ["Assign the Same Color/Spiff Code to a Group of Items"](#) on page 724.

PUT ITEMS ON SALE

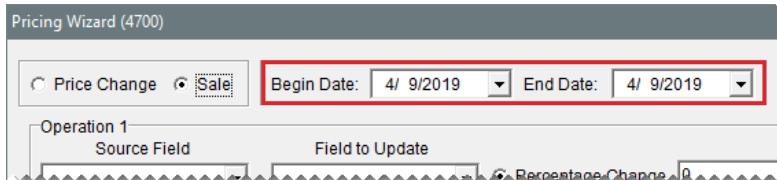
You can use the Pricing Wizard to set temporary selling prices for a group of items.

To set up a sale with the Pricing Wizard

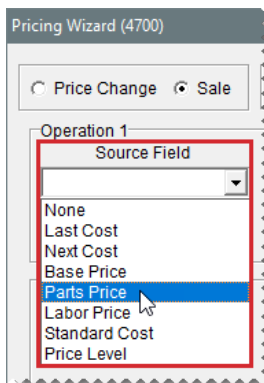
1. Select **Inventory > Pricing Wizard**.



- When the Pricing Wizard opens, select **Sale**. The **Begin Date** and **End Date** fields become active.

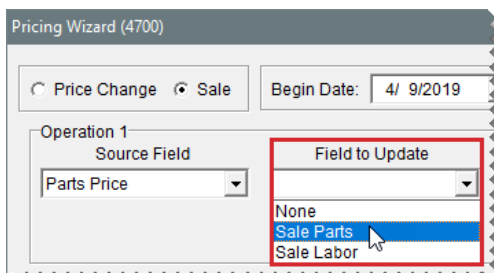


- Enter the dates when the sale will start and end.
- From the **Source Field** drop-down for the first operation, select the field that the sale prices will be based on.



Note: If you select Price Level, you'll be prompted to define which price level and whether to update the parts or labor price for that level

- From the **Field to Update** drop-down, select Sale Parts or Sale Labor.



- Define whether the sale price will be calculated with a percentage or a fixed dollar amount:
 - For a percentage, select **Percentage Change** and type the percentage (with no decimals).

End Date: 4/ 9/2019

Percentage Change -20 Item factor

\$ Amount Change 0

Ending in Cents 0 (no decimal needed)

- For a fixed dollar amount, select **\$ Amount Change** and type the amount.

End Date: 4/ 9/2019

Percentage Change \$ Amount Change -20 Item factor

Ending in Cents 0 (no decimal needed)

Note: For increases, use positive numbers. For decreases, use negative numbers (such as -2).

7. To end the prices of all sale items with the same amount after the decimal, select the **Ending in Cents** check box. Then type the cents amount as a whole number. For example, by typing **79**, the prices of all sale items would end in 99 cents (\$5.79, \$34.79, and \$199.79).

End Date: 4/ 9/2019

Percentage Change -20 Item factor

\$ Amount Change 0

Ending in Cents 79 (no decimal needed)

8. If you're putting both parts and labor on sale, repeat steps 4 through 7 for the second operation.

9. Click **Inventory** and look up the item or items you want to put on sale. For more information, see ["Inventory Searches" on page 202](#).

10. Review the pending sale prices.
- Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.

- Verify that the changes you want will be made.
 - Print the report if needed, and close the Report Window.
 - Make adjustments to the sale criteria and the selected items if needed, and print the report again.
11. Implement the sale prices.
- Click **Apply**. A confirmation message appears.

- Click **Yes**. A second message verifies the update has been completed.
- Click **OK**.

When the sale goes into effect, the sale items will be highlighted in cyan on the Inventory List and they'll be included on the Items on Sale Report.

PRICING WIZARD CONFIGURATIONS

If you frequently use the same parameters to update a group of items, you can simplify future Pricing Wizard updates by saving and reusing the settings selected for the current update.

SAVE PRICING WIZARD CONFIGURATIONS

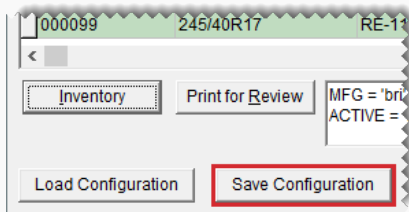
When you define the criteria for updating items with the Pricing Wizard, you can save those settings and the list of items updated by those settings for future use.

To save Pricing Wizard configurations

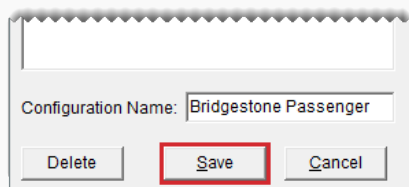
1. On the Pricing Wizard screen, define the parameters you want to use and the items you want to update.

Note: If you don't look up any items, the Pricing Wizard retrieves all items from your inventory.

2. Click **Save Configuration**. TireMaster The Save/Load Configuration screen opens.



3. Type a name for the configuration.
4. Click **Save**. The Save/Load Configuration screen closes.



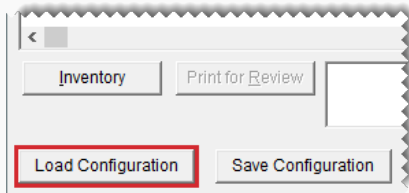
5. Finish updating the items as usual. The saved configuration is available for future updates.

REUSE PRICING WIZARD CONFIGURATIONS

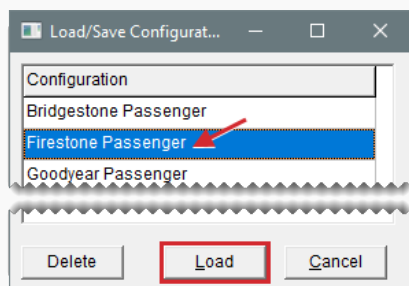
When you save Pricing Wizard configurations, you can easily retrieve and reuse them for updates that are the same or similar to past updates.

To reuse pricing wizard configurations

1. If the Pricing Wizard isn't already open, select **Inventory > Pricing Wizard**.
2. Click **Load Configuration**. The Save/Load Configuration screen opens.



3. Select the configuration you want to reuse, and click **Load**. The Pricing Wizard is populated with the settings from the saved configuration.



4. Make adjustments to the update criteria or items if needed.
5. To review the pending changes, click **Print for Review** and look at the report that's generated.
6. Click **Apply** and finish updating the items as usual.

DELETE PRICING WIZARD CONFIGURATIONS

If you no longer need a Pricing Wizard configuration, you can delete it.

To delete a pricing wizard configuration

1. If the Pricing Wizard isn't already open, select **Inventory > Pricing Wizard**.
2. Click **Load Configuration**. The Save/Load Configuration screen opens.
3. Select the configuration you want to remove, and click **Delete**. A confirmation message appears.
4. Click **Yes**. The configuration is deleted.
5. Close the Save/Load Configuration screen.

PRICING WIZARD SCREEN

The Pricing Wizard (Figure 15-4) includes tools for updating price information and inventory settings.

Pricing Wizard (4700)

Price Change Sale
 Begin Date: End Date:

Operation 1
 Source Field: Field to Update:
 Percentage Change: Item factor
 \$ Amount Change:
 Ending in Cents: (no decimal needed)

Operation 2
 Source Field: Field to Update: Value:

Operation 3
 Source Field: Field to Update:
 Percentage Change: Item factor
 \$ Amount Change:
 Ending in Cents: (no decimal needed)

Prod. Code	Size	Name	Cat.	Add-On	Price By	Base Price	P
000174	LT245/70R17/10	M/T DESTINATION	TILT	LT	C	193.56	0
000175	LT285/70R17/10	M/T DESTINATION	TILT	LT	C	220.73	0
000176	LT315/70R17/10	M/T DESTINATION	TILT	LT	C	273.21	0
155470	LT235/75R15/6	M/T DESTINATION	TILT	LT	C	145.43	0
155543	LT245/75R16/10	M/T DESTINATION	TILT	LT	C	179.97	0
155586	LT235/85R16/10	M/T DESTINATION	TILT	LT	C	173.53	0
155594	30X9.50R15/6	M/T DESTINATION	TILT	LT	C	157.76	0
155608	31X10.50R15/6	M/T DESTINATION	TILT	LT	C	165.02	0
155616	33X12.50R15/6	M/T DESTINATION	TILT	LT	C	200.06	0

Figure 15-4: Pricing Wizard

Item	Description
Price Change	Lets you implement price changes or update items' settings.
Sale	Lets you put items on sale.
Begin Date	Defines the starting date for a sale.
End Date	Defines the ending date for a sale.
Operation 1	Lets you define criteria for the first change you'll make to the selected item or items.
Operation 2	Lets you define criteria for the second change you'll make to the selected item or items.
Operation 3	Lets you define criteria for the third change you'll make to the selected

Item	Description
<p>Source Field</p>	<p>item or items.</p> <p>Lets you base a price update on one of the following:</p> <ul style="list-style-type: none"> ▪ Last Cost ▪ Next Cost ▪ Base Price ▪ Parts Price ▪ Labor Price ▪ Standard Cost (in TireMaster Plus and TireMaster Corporate) ▪ Price Level (A, B, C, D, or E parts or labor price level) <p>The Source Field drop-down is available for each of the three operations.</p>
<p>Field to Update</p>	<p>Lets you update one of the following for one or more items:</p> <ul style="list-style-type: none"> ▪ Sale Parts ▪ Sale Labor ▪ Parts Price ▪ Labor Price ▪ Base Price (the item's cost) ▪ Last Cost ▪ Standard Cost (in TireMaster Plus and TireMaster Corporate) ▪ Price Level (A, B, C, D, or E parts or labor price level) ▪ Min Stock ▪ Max Stock ▪ Factor ▪ Matrix ▪ Color/Spiff <p>The Field to Update drop-down is available for each of the three operations.</p>
<p>Percentage Change</p>	<p>Lets you update the price of one or more items by a percentage. The Percentage Change field is available for each of the three operations.</p> <p>Note: For an increase, type a positive number. For a decrease, type a negative number (such as -5).</p>
<p>\$Amount Change</p>	<p>Lets you update the price of one or more items by a fixed dollar</p>

Item	Description
	<p>amount. The \$Amount Change field is available for each of the three operations.</p> <p>Note: For an increase, use a positive number. For a decrease, use a negative number (such as -5 . 50).</p>
Ending in Cents	<p>Lets you end the prices of all updated items with the same amount after the decimal point. For example, the prices of all updated items could end with 99 cents (\$5.99, \$34.99, and \$199.99). The Ending in Cents field is available for each of the three operations.</p> <p>Note: Type the cents amount <i>without</i> a decimal.</p>
Item Factor	<p>Lets you update the price of items assigned factor calculations. The Item Factor field is available for each of the three operations.</p>
Value	<p>Lets you define the following:</p> <ul style="list-style-type: none"> ▪ The minimum stocking level for items ▪ The maximum stocking level for items ▪ The factor for items <p>The Value field is available for each of the three operations, but it's visible only when Min Stock, Max Stock, or Factor are selected from the Field to Update drop-down.</p>
Unlabeled Drop-Down	<p>Lets you assign a price matrix to items. This drop-down is available for each of the three operations when Matrix is selected from the Field to Update drop-down.</p>
Prod. Code	<p>Displays the product code for each of the selected items.</p>
Size	<p>Displays the size of each of the selected items.</p>
Name	<p>Displays the descriptions for each of the selected items.</p>
Cat	<p>Displays the inventory categories assigned to each of the selected items.</p>
Add-On	<p>Displays the add-on codes assigned to each of the selected items.</p>
Price By	<p>Defines whether markups or margins are calculated by base price or last cost for each of the selected items:</p> <ul style="list-style-type: none"> ▪ B = Base Price ▪ C = Last Cost

Item	Description
Base Price	Displays the base price for each of the selected items.
Percent	Displays the relief percent for each of the selected items. If there is no relief percent, TireMaster displays 0.
Parts	Displays the parts price for each of the selected items.
Labor	Displays the labor price for each of the selected items.
Sale Price	Displays the sale parts price for each of the selected items.
Sale Labor	Displays the sale labor price for each of the selected items.
Sale Begin	Displays the beginning sale date for each of the selected items.
Sale End	Displays the ending sale date for each of the selected items.
Inventory	Lets you look up the items to which changes will be made.
Print for Review	Lets you preview the pending changes on a report.
Load Configuration	Lets you reuse the parameters from a previous update.
Save Configuration	Lets you save the parameters from an update so they can be retrieved and used for future updates.
Apply	Lets you implement the changes you've defined with the Pricing Wizard.
Close	Lets you exit the Pricing Wizard.

PRICE LEVELS

With price levels, you can offer customers special pricing for one item, a group of items, or all of the items you sell. You can assign price levels to individual customers or set up global price levels that are available to all customers at point of sale.

Note: Although price levels are typically used to give customers discounts, they can also be used to increase the prices some customers pay.

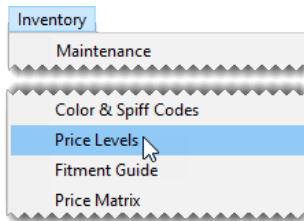
A price level includes a price level code and one or more price level discounts that are associated with the code. The purpose of price level discounts is to define which items to sell at special prices and how to calculate the special prices.

CREATE PRICE LEVEL CODES

The first step in setting up a price level is to create the price level code.

To create a price level code

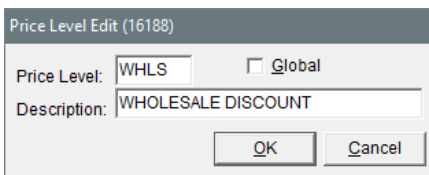
1. Select **Inventory > Price Levels**. The Price Levels screen opens.



2. Click **Add**. The Price Level Edit screen opens.



3. Type a code for the price level in the **Price Level** field.
Note: The price level code can be up to four characters long.
4. If you want the price level to be available to all customers at point of sale, select the **Global** check box. Otherwise, leave it clear.
5. Type a description for the price level.



6. To save the new price level, click **OK**.

Now you can create one or more price level discounts for the code. For more information, see ["Add Price Level Discounts"](#) on page 375.

PRICE LEVEL DISCOUNT EDIT SCREEN

On the Price Level Discount Edit screen (Figure 15-5), you can define which item or items a price level discount applies to and whether the special pricing available with the price level discount is calculated by TireMaster or is a fixed dollar amount.

Price Level Discount Edit (6700)

Price Level: Description:

Type

Product Code Inventory Group

Inventory Category Manufacturer Code

Search

Range Search Single Search

Lower Range:

Upper Range:

Parts Operator

Multiply Divide

Parts Factor:

Labor Operator

Multiply Divide

Labor Factor:

Base

EDL

Base

Last Cost

Next Cost

Standard Cost

Fixed

Parts

Labor

Always Use

Parts Dollar: Labor Dollar:

Figure 15-5: Price Level Discount Edit

Item	Description
Price Level	Displays the price level that the price level discount is assigned to.
Description	Lets you define the name of the price level discount.
Product Code	Lets you offer special pricing for an item with a specific product code or multiple items included within a range of product codes.
Inventory Category	Lets you offer special pricing for items assigned a specific inventory category or multiple items included within a range of inventory categories.
Inventory Group	Lets you offer special pricing for items assigned a specific inventory group or multiple items included within a range of inventory groups.
Manufacturer Code	Lets you offer special pricing for items assigned a specific manufacturer code or multiple items that fall within a range of manufacturer codes.
Range Search	Lets you offer special pricing for a range of items.
Single Search	Lets you offer special pricing for an item with a one product code or all items assigned the same inventory category, inventory group, or manufacturer code.
Lower Range	Displays the code for the beginning of a range of items.
1 Lookup	Lets you look up the product code, category, or manufacturer code for the beginning of a range of items.
Upper Range	Displays the code for the end of a range of items.

Item	Description
2 Lookup	Lets you look up the product code, category, or manufacturer code for the end of a range of items.
Multiply (Parts Operator)	Calculates the price level discount by multiplying the parts factor by an item's EDL (the sum of an item's parts price and labor price), base price, last cost, next cost, or standard cost.
Divide (Parts Operator)	Calculates the price level discount by dividing an item's EDL (the sum of an item's parts price and labor price), base price, last cost, next cost or standard cost by the parts factor.
Parts Factor	Lets you define the factor for calculating an item's parts price.
Parts Dollar	<p>Lets you define a dollar amount that will be subtracted from or added to an item's parts price.</p> <p>Note: To increase an item's price, type a negative dollar amount.</p>
Multiply (Labor Factor)	<p>Calculates the price level discount by multiplying an item's labor price by the labor factor.</p> <p>Note: When calculating the labor price using a factor, always select EDL under Base.</p>
Divide (Labor Factor)	<p>Calculates the price level discount by dividing an item's labor by the labor factor.</p> <p>Note: When calculating the labor price using a factor, always select EDL under Base.</p>
Labor Factor	Lets you define the factor for calculating an item's labor price.
Labor Dollar	<p>Lets you define a dollar amount that will be subtracted from or added to an item's labor price.</p> <p>Note: To increase an item's price, type a negative dollar amount.</p>
EDL	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's EDL (everyday low, which is the sum of the parts price and labor price).
Base	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's base price.
Last Cost	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's last cost.
Next Cost	Lets you calculate a special price for an item by multiplying or dividing a

Item	Description
Standard Cost	factor by that item's next cost. Lets you calculate a special price for an item by multiplying or dividing a factor by that item's standard cost (only in TireMaster Plus and TireMaster Corporate).
Fixed	Lets you charge a fixed price for an item's parts, labor, or both when the price level is used.
Parts	Lets you define a fixed parts price
Labor	Lets you define a fixed labor price.
Always Use	Lets you do one of the following: <ul style="list-style-type: none"> ▪ To always use the price level price, even if the EDL or sale price is lower, select the check box. ▪ To use the lowest price available, clear the check box. That price could be the price level price, sale price, or the EDL.
OK	Lets you save changes and exit the screen.
Cancel	Lets you exit the screen without saving changes.

ADD PRICE LEVEL DISCOUNTS

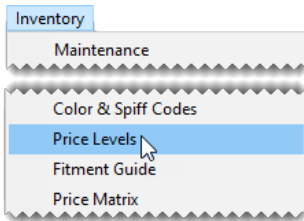
Once you've created a price level code, you need to set up one or more price level discounts for the code. Price level discounts define which items to sell at a special price and how to set the pricing for those items. Price level discounts are typically used for giving customers discounts, however, they can be also used to charge some customers higher prices.

There are three ways to set up a price level discount:

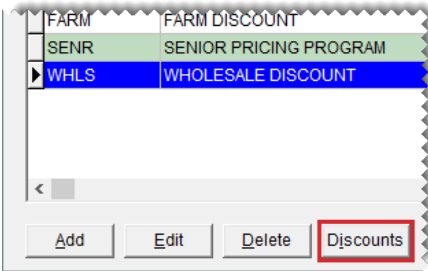
- You can add a markup or a margin to an item's regular price or cost.
 - Note:** When calculations are based on last cost or next cost, the price one customer pays can vary from another customer's price, depending on how much and how often the item's receiving cost fluctuates. Therefore, ASA recommends that you talk to your accountant before setting up price level discounts using last cost or next cost.
- You can deduct a specific dollar amount from the item's regular price or cost.
- You can set a fixed price for parts, labor, or both.

To create a price level discount

1. If the Price Levels screen isn't already open, select **Inventory > Price Levels**.



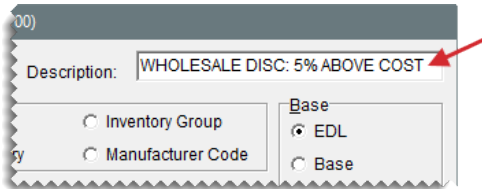
2. Select the price level for which you'll create a price level discount, and click **Discounts**. The Price Level Discounts screen opens.



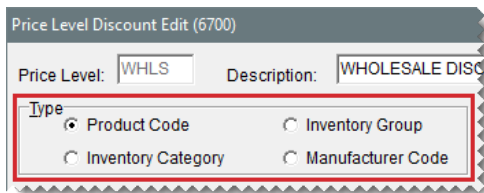
3. Click **Add**. The Price Level Discount Edit screen opens.



4. Type a description for the price level discount.



5. Identify which items are eligible for the price level discount.
 - a. Select one of the options under **Type**, to search by product code, inventory category, inventory group, or manufacturer code.



- b. To define whether the price level discount is for a range of items or a single product code, category, group, or manufacturer, select **Range Search** or **Single Search**.

- c. Click **1 Lookup** and search for a specific item or select a category, group, or manufacturer code. If the price level discount is for a range of items instead, click **1 Lookup** to define the product code, category, group, or manufacturer for the beginning of the range.

Note: You can also type full or partial product codes, categories, groups, or manufacturer codes in the **Lower Range** and **Upper Range** fields.

- d. If the price level discount is for a range of items, click **2 Lookup** and select the product code, category, group, or manufacturer for the end of the range. Otherwise, disregard this step.

6. For a price level discount that adds a markup or a margin to your cost, do the following. Otherwise, disregard this step.

- a. Under **Base**, select **Base** (for base price), **Last Cost**, **Next Cost**, or **Standard Cost**. Standard cost is available only in TireMaster Plus and TireMaster Corporate.

- b. Select **Multiply** or **Divide** for the parts operator and then type the parts factor. For information about operators, see ["Markups" on page 345](#) and ["Margins" on page 346](#).

Example: To charge wholesale customers 5% above your cost, you'd select **Last Cost** as the base for the price level discount. Then, to define the parts operator, you'd select **Multiply** and type the factor **1.05**. With these settings, TireMaster would multiply an item's last cost by 1.05 to determine the price level discount.

Note: Disregard the *labor* operator if the price level discount is based on base price, last cost, next cost, or standard cost.

- For a price level discount that subtracts a set dollar amount from an item's regular price, type the discount amount in the **Parts Dollar** field, **Labor Dollar** field, or both. Otherwise, disregard this step.

Example: To deduct \$10 from a tire's everyday low price (the sum of the parts and labor prices), you'd select **EDL** and type **10** in the **Parts Dollar** field. With these settings, TireMaster would subtract \$10 from the tire's selling price.

Note: If you want to increase an item's price instead, type a negative dollar amount.

- For a price level discount that's a fixed dollar amount, select **Fixed** (right side of the screen). Then type the price that the customer will be charged in the **Parts** field, **Labor** field, or both.

Example: To charge a customer \$20 an hour for labor regardless of the kind of work being done, you'd select **Fixed** and type **20** in the **Labor** field.

- To use the price level price, even if the EDL price or sale price is lower, select **Always Use**.

- To save the price level discount, click **OK**.

ASSIGN PRICE LEVELS TO CUSTOMERS

By assigning a price level to a customer, you can ensure that the customer is automatically charged

the price specified by the price level instead of the item's regular price. There are two ways you can assign price levels to customers:

- For a single customer, look up the customer. When the Customer Maintenance screen opens, click **Edit**. Then click the **Price Level** field, press \downarrow , and select a price level from the list. For more information, see "[Customer Searches](#)" on page 86 and "[Update Multiple Customer Records](#)" on page 69.

Customer Maintenance screen showing the Price Level field set to WHLS. The Price Level field is highlighted in yellow and has a red arrow pointing to it. Other fields include Tax Level - Parts (1), Type (3), and Tax ID.

- For multiple customers, select **Customers > List Editing** and look up a range of customers. When the Customer List Editing screen opens, scroll to the **PLEVEL** column and choose a price level from the list for each customer. For more information, see "[Update Multiple Customer Records](#)" on page 69.

CUCD	SITENO	NAME	TAXLEVEL	LTAXLEVEL	PLEVEL	CU
138	1	WADE'S SERVICE SHOP	1	1	-10T	3
163	1	WALKER, DAN	1	1		1
258	1	WHARTON'S WHOLESALE	1	1	WHLS ...	1

Note: If you plan to assign price levels to national account customers, make sure prices levels have been enabled for this customer type. For more information, see "[Price Levels for National Account Customers](#)" on page 682.

Tip: You can rearrange the columns on this screen. For more information, see "[Rearrange Table Columns](#)" on page 10.

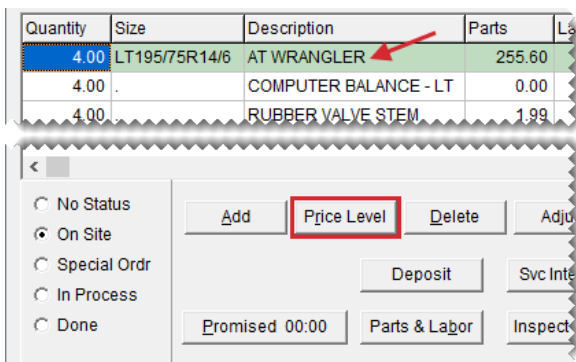
SELECT PRICE LEVELS AT POINT OF SALE

With global price levels, you can give customers special pricing at point of sale by selecting price levels for the items you've put on work orders.

To select a price level at point of sale

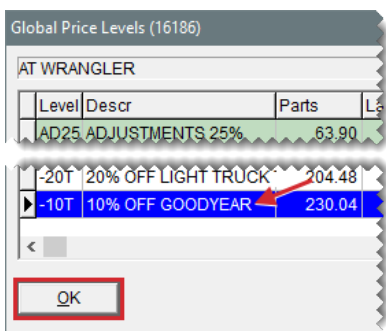
- Start a work order and add one or more items to it. For more information, see "[Create a Regular Work Order](#)" on page 396.

2. Select the item for which you want to use the price level, and click **Price Level**. The Global Price Levels screen opens.



Note: If no price levels are listed, none of your price levels include the selected item.

3. Select the level with the price you want to charge the customer and click **OK**.



A–E PRICE LEVELS

With A–E price levels, you can assign up to five arbitrary, fixed prices to the items you sell. Then, depending on which price level is assigned to customers, you charge them price A, price B, price C, price D, or price E instead of the item’s regular price. In TireMaster, the regular price is referred to as EDL, which means everyday low price.

Example: Karen Oliver is assigned price level B. The regular price for a Goodyear Wrangler tire is \$250.95, and price B for that same tire is \$240. Because Karen is assigned price level B, she’s charged \$240 dollars for the tire instead of \$250.95.

Note: If an item’s sale price is lower than the A–E price level, customers receive the sale price instead.

To set up A–E price levels, you need to do the following:

- Assign A–E prices to the items for which you want to use A–E pricing.
- Update the descriptions for price levels A, B, C, D, and E and define whether those price levels are global (available to all customers at point of sale).

- Assign an A–E price level to customers for whom you want to use A–E pricing

Once you complete these steps, customers who are assigned price levels A, B, C, D, or E will receive special pricing.

ASSIGN A–E PRICES TO ITEMS

The first step in setting up A–E price levels is to assign A–E prices to items. You can assign A–E prices to individual items or a group of items. In TireMaster Corporate environments, A–E prices can be set up at the Corporate site only and are effective at all stores.

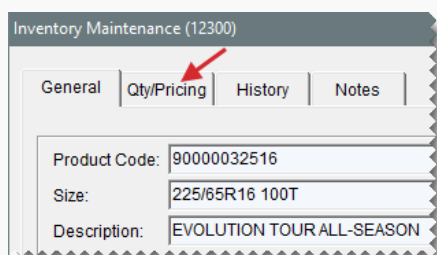
Note: The first time you set A–E prices for an item, TireMaster automatically creates up to five new price levels (named A, B, C, D, and E). These price levels are listed along with any other price levels that you use on the Price Levels screen.

ASSIGN A–E PRICES TO A SINGLE ITEM

If you need to assign A–E prices to a single item or only a few items, you can set the A–E prices for each item one at a time.

To assign A–E prices to a single item

1. Search for the item to which you want to assign A–E price levels. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



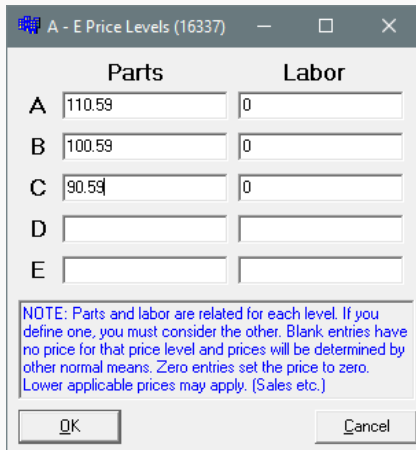
3. Click **Detail/Edit**. The Site Prices and Quantity screen opens.



4. Click **Levels**. The A–E Price Levels screen opens.



5. Type up to five parts and labor prices for the item.



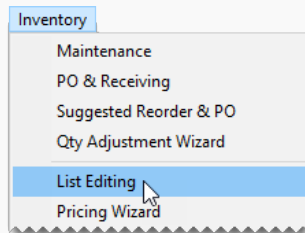
6. Click **OK**.

ASSIGN A–E PRICES TO MULTIPLE ITEMS

When you need to assign A–E prices to many items, you can use Inventory List Editing.

To assign A–E Prices to multiple items

1. Select **Inventory > List Editing**. TireMaster prompts you to search for items.



2. Look up the items whose A–E prices you want to set. For more information, see ["Inventory Searches" on page 202](#).
3. When the Inventory List Editing screen opens, scroll to the **A Parts** column and type an item's level A parts price.

Force OC	Prod Code	Description	A Parts	A Labor	B
	773007415	ST WRANGLER	175.59		
	773017415	ST WRANGLER			
	773017431	ST WRANGLER			
	773430430	ST WRANGLER			

Tip: Rearrange the columns so item descriptions, product codes, or some other identifying information is displayed next to the columns for the A–E prices. To move a column, click its heading and drag it to a different position

4. Move to the **A Labor** price column, and type the item's level A labor price.
5. Type parts and labor prices in the B–E columns.
6. Repeat steps 3 through 5 for each additional item whose A–E price levels you want to set.

Force OC	Prod Code	Description	A Parts	A Labor	B Parts	B Labor	C Parts	C Labor	D Parts
	773007415	ST WRANGLER	185.59	0.00	175.59	0.00	165.59	0.00	155.59
	773017415	ST WRANGLER	165.59	0.00	155.59	0.00	145.59	0.00	135.59
	773017431	ST WRANGLER	165.59	0.00	155.59	0.00	145.59	0.00	135.59
	773430430	ST WRANGLER	195.59	0.00	185.59	0.00	175.59	0.00	165.59

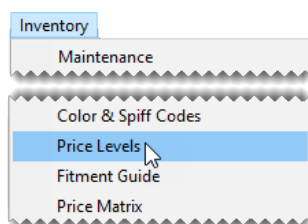
7. Close the Inventory List Editing screen.

UPDATE A–E PRICE LEVELS

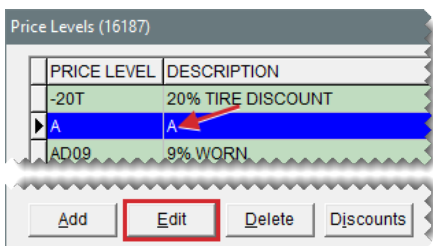
When you assign A–E prices to an item, TireMaster creates up to five new price levels (named A, B, C, D, and E). For ease of use, you might want to edit the descriptions for these new price levels. You can also define whether any of your A–E price levels should be available to all customers at point of sale.

To edit A–E Price Levels

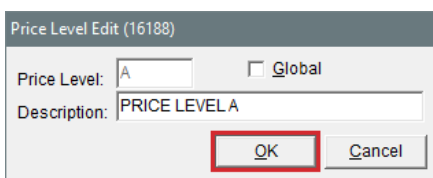
1. Select **Inventory > Price Levels**. The Price Levels screen opens.



2. Select price level **A** and click **Edit**. The Price Level Edit screen opens.



3. Change the description as needed. **Example: Price Level A.**
4. If you want to make the price level available to all customers at point of sale, select the **Global** check box. Otherwise, leave it alone.
5. Click **OK**.



6. Repeat steps 2 through 5 for price levels B, C, D, and E.

CREATE PRICE LEVEL DISCOUNTS FOR A–E PRICE LEVELS

Occasionally, you might want to create a price level discount for one of your A–E price levels. For example, if a vendor gives you a temporary discount on several items, you can pass the savings on to your customers by setting up price level discounts for one or more of your A–E price levels. For more information, see ["Add Price Level Discounts" on page 375](#).

The advantage of creating a price level discount for an A–E price level is that you don't have to manually update the A–E prices for each of the affected items. When you want to resume using price A, price B, price C, price D, or price E, you can delete the price level discount.

When the price generated by a price level discount is less than the A–E price assigned to the item, TireMaster highlights it in yellow and displays it at the bottom of the Inventory List instead of the A–E price.

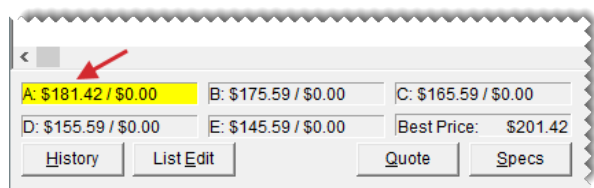


Figure 15-6: Price A Replaced by the Price Level Discount

Note: Whether A–E prices are displayed on the Inventory Lists depends on a pair of system control settings. For more information, see ["Show Price Levels" on page 962](#) and ["Show Price Level Question" on page 962](#).

If an item has a sale price, an A–E price, and a price generated by a price level discount, the customer receives the lowest price available.

ASSIGN A–E PRICE LEVELS TO CUSTOMERS

Once you've established your A–E price levels, you can assign them to customers. While you can assign these price levels to customers individually, it's easier to assign them to a range of customers with Customer List Editing. For more information, see ["Update Customer Records" on page 68](#).

VIEW AN ITEM'S A–E PRICES

An item's A–E prices and best price can be displayed at the bottom of the Inventory List ([Figure 15-7](#)) some of the time, all of the time, or never.

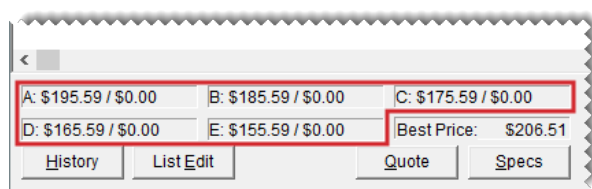


Figure 15-7: A–E Prices Levels at the Bottom of the Inventory List

If the **Show Price Level** check box is included on the Inventory List, you can show or hide price levels by doing either of the following:

- Selecting or clearing the check box
- Clicking each of the fields for the A–E prices and the best price

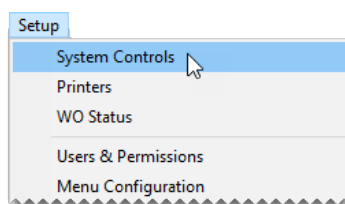
You can define whether the A–E prices are included on the Inventory by setting a pair of controls. For details on setting these controls, see ["Show and Hide A–E Prices" below](#).

SHOW AND HIDE A–E PRICES

You can define when to show or hide A–E prices on the Inventory List by setting two controls.

To show or hide A–E prices

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Inventory** tab.
3. Depending on what you want to show or hide, set the controls **Show Price Level Question** and **Show Price Levels** in one of the following ways:

- If you want to show A–E price levels at all times, set **Show Price Level Question** to **No** and set **Show Price Levels** to **Yes**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
Shop Supplies Service Checklist	NO	1
Show Price Level Question	NO	1
Show Price Levels	YES	1
Show Recalculate/Update Parts Price Message	YES	1
Track Cores	YES	1

- If you want hide price levels until the **Show Price Levels** check box is selected, set **Show Price Level Question** to **Yes** and set **Show Price Levels** to **No**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
Shop Supplies Service Checklist	NO	1
Show Price Level Question	YES	1
Show Price Levels	NO	1
Show Recalculate/Update Parts Price Message	YES	1
Track Cores	YES	1

- If you want to show price levels until the **Show Price Levels** check box is cleared, set **Show Price Level Question** to **Yes** and set **Show Price Levels** to **Yes**.

System Controls (6400)

Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
Shop Supplies Service Checklist	NO	1
Show Price Level Question	YES	1
Show Price Levels	YES	1
Show Recalculate/Update Parts Price Message	YES	1
Track Cores	YES	1

- If you never want to show price levels, set **Show Price Level Question** to **No** and set **Show Price Levels** to **No**.

Description	Value	SiteNo
Inventory Default Category	ZZZZ	1
Shop Supplies Service Checklist	NO	1
Show Price Level Question	NO	1
Show Price Levels	NO	1
Show Recalculate/Update Parts Price Message	YES	1
Track Cores	YES	1

To set a control, select it and press **Enter**. Then select **Yes** or **No**.

4. Close the System Controls screen.

PRICE MATRICES

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.

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.

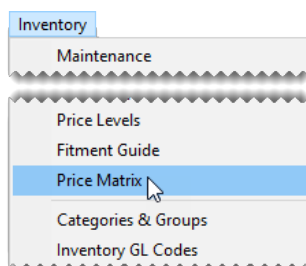
Note: A markup is an amount that's added to an item's cost. Matrix price changes are calculated with the items' next cost. If an item doesn't have a next cost, its last cost is used for the calculation instead.

SET UP A PRICE MATRIX

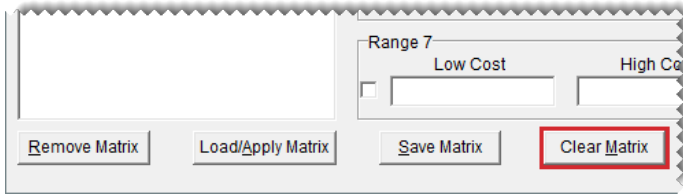
Setting up a price matrix includes creating cost ranges and defining how prices will be calculated for those ranges. Each matrix can have up to seven cost ranges.

To set up a price matrix

1. Select **Inventory > Price Matrix**. The Price Matrix screen opens with the first matrix on the list selected (unless none have been set up).

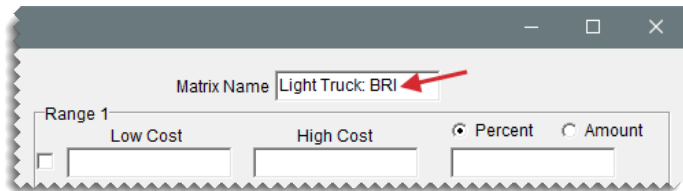


2. Click **Clear Matrix** to reset the screen.



Note: This step is unnecessary if there are no existing price matrices in TireMaster.

3. Type a name for the matrix.

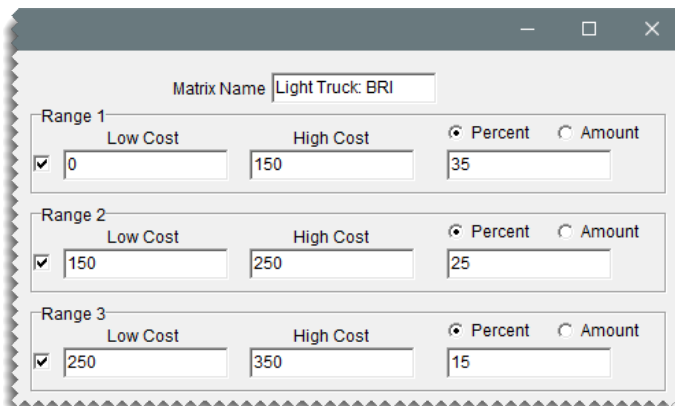


4. For *each* range in the matrix, do the following.

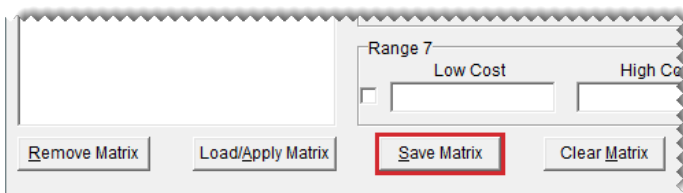
- a. Define the low and high cost amounts.

Note: Prices do not update when there are gaps between matrix ranges. Therefore, when you add the second range and any additional ranges to a matrix, the amount in the **Low Cost** field needs to match the amount in the **High Cost** field for the previous range.

- b. For price changes based on a percentage, make sure **Percent** is selected. To change prices by a fixed dollar amount, select **Amount**.
- c. Type the percentage or amount for the range.



5. When you're finished setting up the matrix ranges, click **Save Matrix**.



MANAGE EXISTING PRICE MATRICES

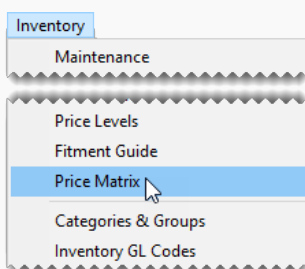
When you decide to change price calculations or that a matrix is no longer needed, you can make changes to existing price matrices or delete them.

UPDATE A PRICE MATRIX

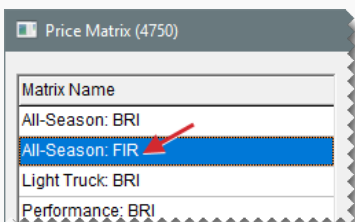
If you need to adjust the way in which a matrix calculates prices, update the matrix.

To update a price matrix

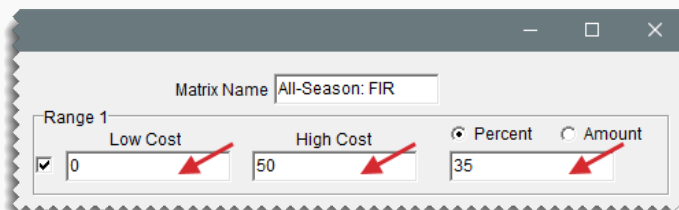
1. Select **Inventory > Price Matrix**. The Price Matrix screen opens.



2. Select the name of the matrix you want to update. The cost ranges and price change information for the selected matrix appears.

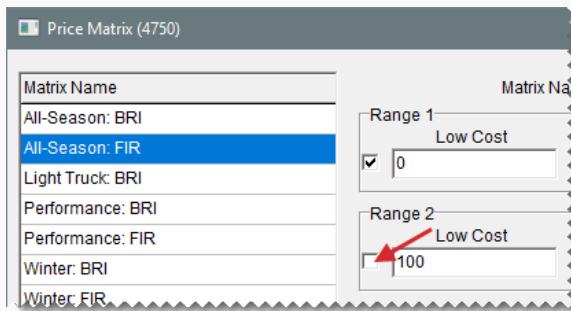


3. For each existing range that needs to be updated, do the following as needed:
 - Change one or more cost amounts.
 - Change the pricing method to **Percent** or **Amount**.
 - Change the percentage or fixed dollar amount.

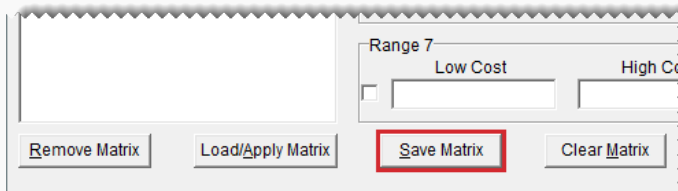


4. Add a new range if needed, define the cost amounts, the pricing method, and the percentage or dollar amounts.

- To remove a range from the matrix, clear its check box.



- Click **Save Matrix**.

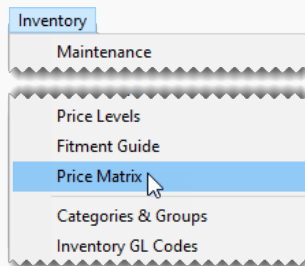


COPY A PRICE MATRIX

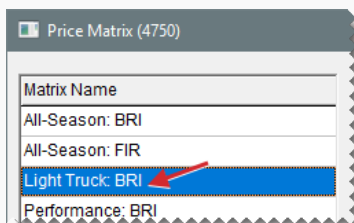
If many of the settings for an existing price matrix are similar to those you want to assign to a new matrix, make a copy of the existing matrix and then make the needed changes.

To copy a price matrix

- Select **Inventory > Price Matrix**. The Price Matrix screen opens.



- Select the name of the matrix you want to copy.



- Change the matrix name to the name of the new matrix you're creating.

4. Change the settings for one or more matrix ranges, add ranges, or remove ranges. For more information, see ["Update a Price Matrix" on page 389](#).
5. Click **Save Matrix**. The name of the new matrix is added to the list.

DELETE 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 the items it was assigned to.

To delete a price matrix

1. Select **Inventory > Price Matrix**. The Price Matrix screen opens.
2. Select the name of the matrix you want to delete.
3. Click **Remove Matrix**. A confirmation message appears.
4. Click **Yes**. The matrix is removed from the database.

ASSIGN A PRICE MATRIX

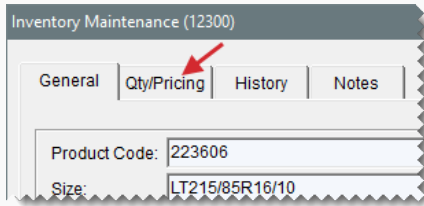
A matrix can be assigned to individual items or a group of items.

ASSIGN A MATRIX TO A SINGLE ITEM

If a price matrix needs to be assigned to a single item or a just few items, you can define the matrix in the price and quantity settings.

To assign a matrix to a single item

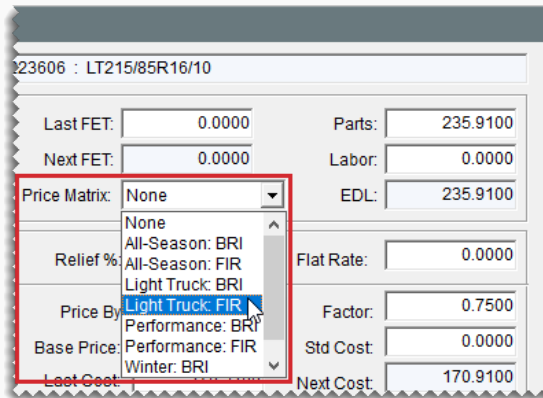
1. Search for the item to which you want to assign a matrix. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



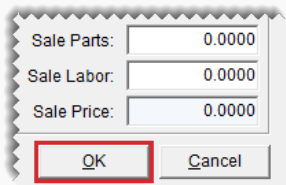
3. Click **Detail/Edit**. The Site Prices and Quantity screen opens.



4. Select the matrix you want to assign from the **Price Matrix** drop-down.



5. Click **OK** to save your changes. The screen closes and the item's part price is updated based on the calculation set up in the assigned matrix.



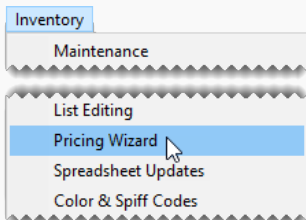
Note: To see the updated price, reopen the Site Prices and Quantity screen.

ASSIGN A MATRIX TO A GROUP OF ITEMS

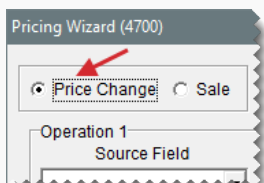
If assigning price matrices to individual items is not practical, you can assign a matrix to a group of items with the Pricing Wizard.

To assign a matrix to a group of items

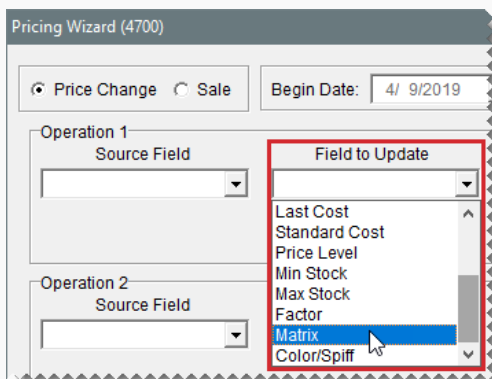
1. Select **Inventory > Pricing Wizard**. The Pricing Wizard opens.



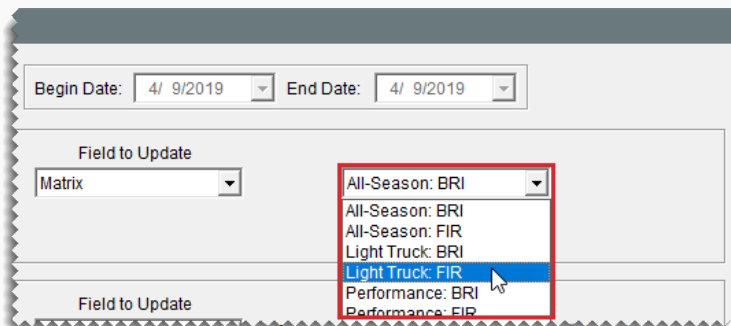
2. Make sure **Price Change** is selected.



3. Select **Matrix** from the **Field to Update** drop-down for the operation you're using to update matrices. A second drop-down with a matrix list appears.

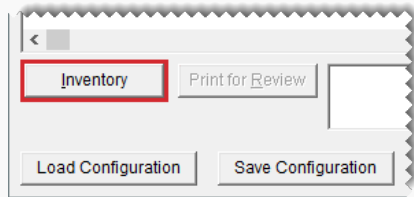


4. Select the matrix you want to assign from the second drop-down.



5. Define the items to which you'll assign the matrix.

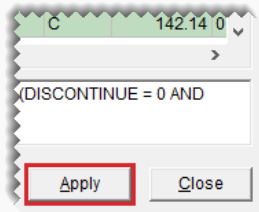
a. Click **Inventory**. TireMaster prompts you to search for items.



b. Look up the items. For more information, see ["Inventory Searches" on page 202.](#)

6. Implement the matrix assignments.

a. Click **Apply**. A confirmation message appears.



b. Click **Yes**. The update notification message appears.

c. Click **OK**. The parts prices for the selected items are updated based on the calculations set up in the assigned matrix.

7. Close the Pricing Wizard, or repeat steps 3 through 6 to assign a matrix to other items.

Note: To verify price changes for a group of items, open Inventory List Editing and search for the items in the group. The updated prices are listed in the **Parts** column.

UPDATE SELLING PRICES WITH A PRICE MATRIX

Updating prices with a price matrix is a hands-off process. Parts prices are automatically recalculated in the following scenarios:

- When you assign a price matrix to an individual item
- When you assign a matrix to a group of items
- When you update your cost for items that you're receiving into inventory (In this scenario, price matrices were previously assigned to the items.)

To see price changes for a single item, look at the entry for the parts price. To see updated prices for a group of items, open Inventory List Editing and look up the items in that group. The updated prices are listed in the **Parts** column.

CHAPTER 16

POINT OF SALE

Many daily tasks performed in TireMaster occur at point of sale. This chapter discusses various parts of the Invoicing module and how to use them.

Work Orders and Invoices	396
Open Work Order List	414
Invoice Entry Screen	418
Deposits	422
Returns and Trade-Ins	426
Transfers	440

WORK ORDERS AND INVOICES

When a customer needs to purchase items and services, you'll usually start a work order, which will be turned into an invoice upon completion of the sale.

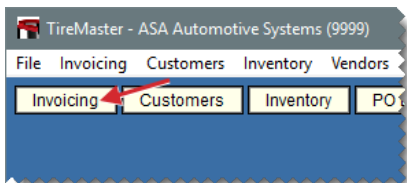
Note: If you've created a quote for a customer, you can turn that quote into a work order. You can also use information from a scheduled appointment to create a work order. For more information, see ["Turn an Appointment into a Work Order" on page 536](#) or ["Turn a Quote into a Work Order" on page 485](#).

CREATE A REGULAR WORK ORDER

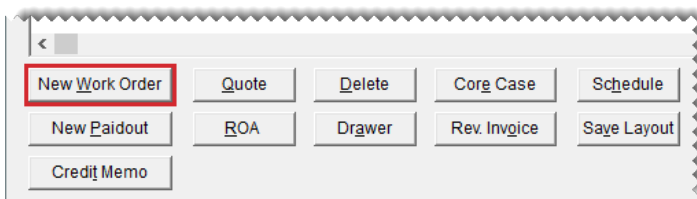
When a sale requires little or no special handling, create a regular work order. Creating a work order includes gathering customer and vehicle information and defining which items to sell.

To create a regular work order

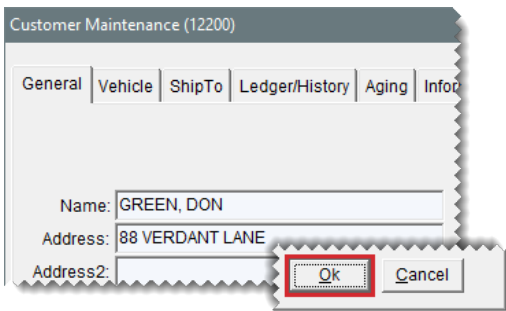
1. Click **Invoicing**. The Open Work Order List opens.



2. Click **New Work Order**. TireMaster prompts you for the customer's name.



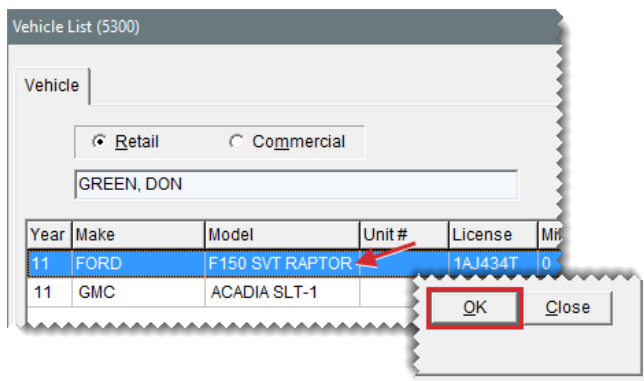
3. Enter the customer information:
 - For a returning customer, look up the customer. For more information, see ["Customer Searches" on page 86](#).
 - For a new customer, click **Cancel** and add the customer. For more information, see ["Add a Cash Customer" on page 64](#) or ["Add an AR Customer" on page 66](#).
4. Click **OK** to close the Customer Maintenance screen. If TireMaster prompts you for a vehicle, go to step 5. If the Work Order screen opens instead, go to step 6.



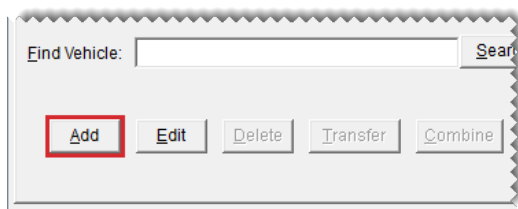
Note: If there is already at least one open work order for the customer, TireMaster prompts you to select an existing work order or to create a new work order.

5. Enter vehicle information if needed:

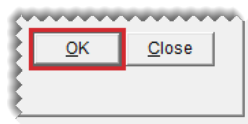
- For an existing vehicle, select it from the list and click **OK**.



- For a new customer, click **Add** and set up the vehicle. Then click **OK** to continue. For more information, see .



- If there is no vehicle, click **OK** to continue.

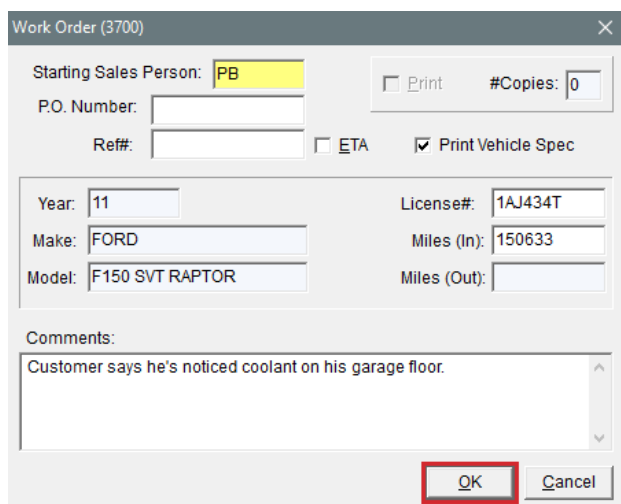


Note: Whether the Vehicle List appears at point of sale depends on the customer type assigned to the customer. For more information, see ["Add a Customer Type" on page 92](#) and ["Customer Type Edit Screen" on page 96](#).

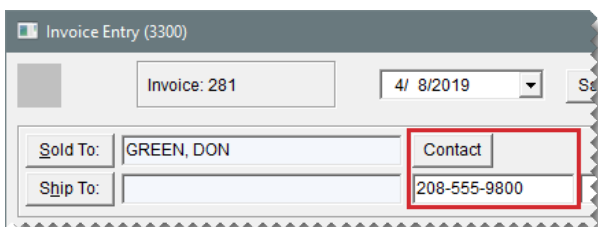
6. Do the following on the Work Order screen as needed. Then click **OK**.

- Enter your user ID (in the **Starting Salesperson**) field. To enter this information, press  and select a name from the list.

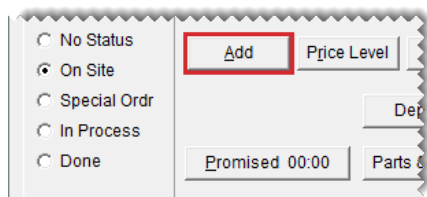
- Type the customer's PO number, reference number, the vehicle's mileage, and comments or notes about the job. (Up to four thousand characters are allowed.)
 - Note: Depending on how the system controls are set, you might be required to enter the mileage. For more information, see ["Force in Mileage" on page 964](#).
- Select the **Print Vehicle Spec** check box if you want a hard copy of Epicor's specifications for the vehicle. The specs will print on a separate sheet of paper.
 - Note: Epicor's vehicle specs can be printed if they've already been retrieved and saved with the vehicle's information in TireMaster. Specifications are available for retrieval if your TireMaster system is integrated with the Epicor Integrated Service Estimator.



7. If you need to change the contact information, type the customer's phone number in the **Contact** field or click **Contact** and make a selection from the list that appears.



8. Add one or more items to the work order, using the following methods as needed:
 - Click **Add** and look up an item or scan its bar code. For more information, see ["Inventory Searches" on page 202](#), or ["Enter Bar Codes on Work Orders" on page 311](#).



- Click the **Size** field and type the item's quick look (or another) code or scan its bar code.

Quantity	Size	Description
	3157017	

Note: To put additional items on the work order using this method, press **↓** to add a new line. For more information, see ["Down Arrow Lookup Method" on page 10](#).

- Click **Fitment** to look up tires for the vehicle (if you have a subscription to Tire Guide Pro Plus). For more information, see ["Look Up Tire Sizes at Point of Sale" on page 507](#).

9. For each item, type the quantity and press **Enter**. If add-ons are assigned to an item, they appear below the parent item. For more information, see ["Add-On Packages" on page 225](#).

Note: If you decide to remove an item from the work order, select the item and press the **Delete** key.

10. Change the parts price, labor price, and FET for the items if needed.

Note: Depending on how the system controls are set, an item's FET is either the average cost of its federal excise tax or the FET used on its last receiving. For more information, see ["Use Next FET for POS/Receivings" on page 962](#).

11. Assign salespeople and mechanics to the items if needed, using one or both of the following methods.

- Type the employee's user ID in the top row for the **Sales**, **Mech 1**, or **Mech 2** column and press **Enter** or press **↵** and make a selection from the list that appears. Depending on how a system control setting, the user ID will be entered for additional rows. For more information, see ["Work Orders - Mechanic Autofill" on page 970](#).
- Type the employee's user ID in the **Sales**, **Mech 1**, or **Mech 2** field for the applicable row or press **↵** and make a selection from the list that appears.

	Tax	Extend	Sales	Mech 1	Mech 2	Flat Rate	Cor
0.00	both	1103.76	PB	RS		0.00	
0.00	parts	51.96	PB	RS		0.00	
0.00	parts	7.96	PB	RS		0.00	
0.00	none	12.00	PB	RS		0.00	
0.00	parts	110.36	PB	RS		0.00	
0.00	parts	12.00	PB	RS		0.00	

12. Set the promised time and job status if needed. For more information, see "Set the Promised Time" on page 541 and "Change a Vehicle's Job Status" on page 540.

13. Follow the steps below to print a copy of the work order, or click **Quit**:

a. Click **Work Order**. The Work Order screen opens.

The screenshot shows a software interface with several buttons and a summary table. The buttons include 'Option Cost', 'Casings', 'GM Viewer', 'Corgs', 'Rewards', 'TPMS', 'Shop', 'Work Order', 'Complete', and 'Quit'. The 'Work Order' button is highlighted with a red box. The summary table on the right contains the following data:

Parts:	1246.08
Labor:	51.96
Shop:	1.00
Tax:	74.10
Total:	1373.14

b. Make sure the **Print** check box is selected and type the number of copies you need.

The screenshot shows a small dialog box with a close button (X) in the top right corner. It contains a checked checkbox labeled 'Print' and a text input field labeled '#Copies' with the value '1' entered.

Note: If the number of copies is set to 0, TireMaster displays the work order on the screen.

c. Update the remaining information on the screen if needed.

d. Click **OK**.

The screenshot shows a dialog box with a scrollable list area containing the text 'Floor, Front Air'. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box.

OIL CHANGE WORK ORDERS

When you need to add an oil change to a customer's work order, you can copy oil change items from one of the customer's historical invoices to the new work order. Reusing oil change information from a previously-completed invoice helps to ensure that you consistently use the same oil filter, the same type of oil, and the correct amount of oil every time a customer comes in for oil changes.

Note: If you've never performed an oil change for the customer's vehicle, you need to add the oil change via an inventory search. Once the first oil change is sold, you'll be able to create subsequent work orders by copying items from the first oil change invoice.

To reuse oil change work order information

1. Start a work order. For more information, see ["Create a Regular Work Order" on page 396](#).
2. On the Invoice Entry screen, click **Oil History**. The Oil History Invoices screen opens. It lists oil change items that were sold during the past two years.

Parts:	0.00
Labor:	0.00
Shop:	0.00
Tax:	0.00
Total:	0.00

Note: To be included on the Oil History Invoices screen, an item's product code, description, or both must include the word *oil*. For more information, see ["Oil Change Items" on page 329](#).

3. To see additional items sold on an invoice with an oil change, select the **Show Invoice** check box.

Example: If you sold a set of wiper blades on the same invoice as an oil change, selecting the check box would allow you to see the wiper blades along with the oil-change items.

4. Make sure the **Add** check boxes for the oil change items you want to copy to the work order are selected, and the check boxes for the items you want to exclude are clear. By default, the check boxes for only a single invoice are selected.

Vehicle	Description	Product Code/Size	Qty	Add
18-SUBARU-OUTBACK	LUBE, OIL & FILTER SERVICE	LOFSRV/.	1	<input checked="" type="checkbox"/>
	0W-20 ENGINE OIL	LOFOIL/.	5.1	<input checked="" type="checkbox"/>
	STP MAX LIFE OIL FILTER	LOFFILT/.	1	<input checked="" type="checkbox"/>
	CLEAN WINDOWS	OILWIND/.	1	<input checked="" type="checkbox"/>
	FILL WINDSHIELD WASHER FLUID	OILWASH/.	1	<input checked="" type="checkbox"/>
	VACUUM INTERIOR	OILVAC/.	1	<input checked="" type="checkbox"/>
18-SUBARU-OUTBACK	LUBE, OIL & FILTER SERVICE	LOFSRV/.	1	<input type="checkbox"/>
	0W-20 ENGINE OIL	LOFOIL/.	5.1	<input type="checkbox"/>
	STP MAX LIFE OIL FILTER	LOFFILT/.	1	<input type="checkbox"/>
	CLEAN WINDOWS	OILWIND/.	1	<input type="checkbox"/>

5. Click **Add to WO**. TireMaster adds the selected items to the work order.



Note: The items are all added to the work order as parent items, regardless of whether they were originally part of an oil change package with a single parent item and one or more add-on items.

Note: If your TireMaster system is integrated with the Epicor Integrated Service Estimator, the Epicor ordering screen opens instead. If the vehicle uses a part (such as a filter) that is not stocked, you can check to see if a vendor has the item and order it.

6. Update quantities, descriptions, and prices for the items you just added, if needed.

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
1.00	.	LUBE, OIL & FILTER SERVIC	0.00	15.99	0.00	both	15.99	PG
5.10	.	0W-20 ENGINE OIL	2.99	0.00	0.00	both	15.25	PG
1.00	.	MOBIL 1 M1-110 OIL FILTER	11.99	0.00	0.00	both	11.99	PG
1.00	.	CLEAN WINDOWS	0.00	0.00	0.00	both	0.00	PG
1.00	.	FILL WINDSHIELD WASHER	0.00	0.00	0.00	both	0.00	PG
1.00	.	VACUUM INTERIOR	0.00	0.00	0.00	both	0.00	PG

7. Do the following as needed:

- Add other items to the work order.
- Click **Quit** to close the work order.
- Complete the invoice. For more information, see ["Complete an Invoice"](#) on page 410.

CREATE A SERVICE CALL WORK ORDER

Creating work orders for service calls differs from creating work orders in a store, because you need to record the address where the service call occurred. Including that address on the final invoice creates a paper trail that you can use for a tax audit. Depending on the service call location, you might also need to change the tax level to ensure the proper amount of sales tax is collected.

Note: On the completed invoice, the service call address is listed to the right of the customer's regular address.

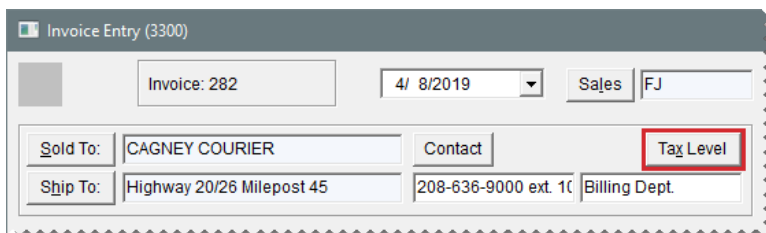
To create a service call work order

1. Start a work order and add items to it. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Record the address of the service call location:
 - a. Click **Ship To**. The Ship-To Type Selection screen opens.

- b. Select one of the following:
 - If the service call occurred at a location that's on the customer's Ship-To List, such as a fleet warehouse or branch office, select **Reusable Address** and click **OK**. Then select the appropriate address from the list.

- If the service call occurred at a location that's not on the customer's Ship-To List, select **One-Time Address** and click **OK**. Then type the temporary address on the Ship-To Maintenance screen, and click **OK**.

3. Change the tax level if needed:
 - a. Click **Tax Level**. The Invoice Tax Level Selection screen opens.



- b. For both the parts and labor levels, click **Lookup** and make a selection from the list.

Note: If the tax level for the service call location is different than the one assigned to the customer, you need to change the tax level. Selecting a different tax level for the work order does not affect the settings in the customer's record. To change tax levels, users need to be assigned the **Customer Edit** permission.
- c. Click **OK**. TireMaster recalculates the sales tax.
4. Make additional changes to the work order if needed, print it, or complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).

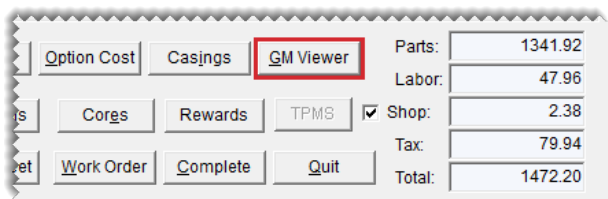
GM VIEWER

If you want to know the profit a sale will generate, you can view the gross profit margin for the corresponding work order.

Note: By setting a system control, you can define whether the viewer displays an item's last cost or next cost and whether that value includes FET. For more information, see ["GM Viewer Cost Options" on page 965](#).

To view a work order's gross profit margin

1. If the Invoice Entry screen isn't already open, click **Invoices**. Then select the work order whose gross profit margin you want to view and click **Select**.
2. On the Invoice Entry screen, click **GM**. The **GM Viewer** opens and provides the following information:



- The **GM\$** and **GM%** columns display the gross margin for each item.
 - The **GM\$** and **GM%** fields at the bottom of the screen display the total gross margin amount and percentage.
- Note:** The cost displayed on the viewer is the cost of the item at the time it was added to the work order. Therefore, the cost displayed on an older work order might differ from the cost for that same item if you just added it to a new work order.

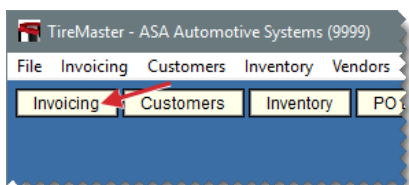
3. To close the viewer, click **Cancel**.

RETRIEVE A CUSTOMER'S WORK ORDER

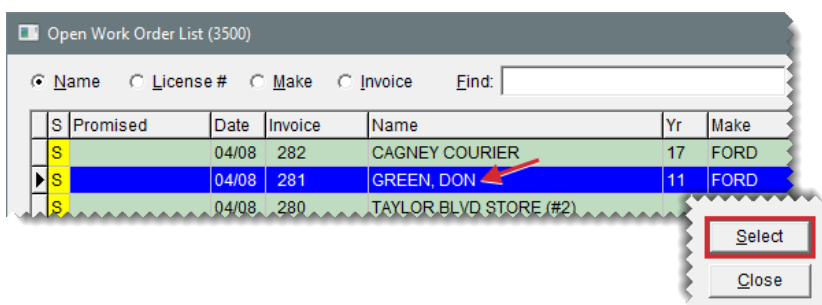
When you need to print or make changes to an existing work order, you can retrieve it from the Open Work List.

To retrieve a customer's work order

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



2. Select the work order, you want to update or print and click **Select**.



MANAGE EXISTING WORK ORDERS

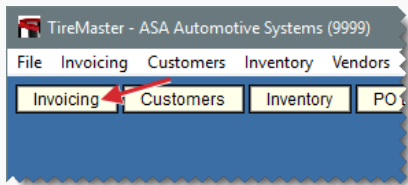
Once a work order is started, you will likely to need to make changes to it before turning it into a sale invoice or you might find that it's not longer needed.

UPDATE A WORK ORDER

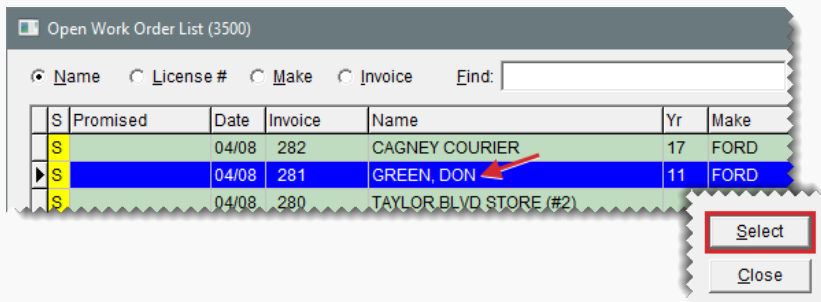
When you need to sell additional products or services, you can add those items to a work order. Likewise, when items aren't needed, you can delete them. You can also update a work order by making additional changes, such as changing the customer's tax level or changing the job status.

To update the work order

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

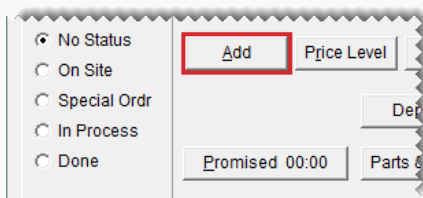


2. Select the work order, and click **Select**.



3. Add an item to the work order, if needed, using one of the following methods. Then enter the quantity.

- Click **Add** and look up an item or scan its bar code. For more information, see ["Inventory Searches"](#) on page 202, or ["Enter Bar Codes on Work Orders"](#) on page 311.



- Press **↓**, and type an item's quick look (or another) code in the **Size** field or scan its bar code. For more information, see ["Down Arrow Lookup Method"](#) on page 10.

Quantity	Size	Description	Parts	La
4.00	LT315/70R17/10	A/T DESTINATION	275.94	
4.00	.	COMPUTER BALANCE - LT	0.00	
4.00	.	RUBBER VALVE STEM	1.99	
4.00	.	STATE TIRE TAX (FEE)	3.00	
4.00	.	LT ROAD HAZARD WARRANT	27.59	
4.00	.	TIRE DISPOSAL - LT.	3.00	
	WIPER			

- Click **Fitment** to look up tires for the vehicle (if you have a subscription to Tire Guide Pro Plus). For more information, see ["Look Up Tire Sizes at Point of Sale"](#) on page 507.

Invoice Entry (3300)

Invoice: 281 4/ 8/2019 Sales PB

Sold To: GREEN, DON Contact Tax Level

Ship To: 208-555-9800

Vehicle: 11 F150 SVT RAPTOR FORD 1AJ434T (150633) SVC Chk Fitment

- To delete an item select it and click **Delete**. Then click **Yes** when confirmation message appears.

Quantity	Size	Description	Parts	Labor
4.00	LT315/70R17/10	A/T DESTINATION	275.94	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	27.59	0.00
4.00	.	TIRE DISPOSAL - LT.	3.00	0.00
1.00	22	ICON 22 IN WIPER BLADE D	28.99	0.00
1.00	22	ICON 22 IN WIPER BLADE P	24.99	0.00

No Status
 On Site
 Special Ordr
 In Process
 Done

- Make additional changes to the work order if needed. For information about the options available, see ["Invoice Entry Screen" on page 418](#).
- To close the Invoice Entry screen, click **Quit**.

BAR CHANGE ENTRIES

If your state's Bureau of Automotive Repair requires you to notify customers of changes to their work orders, you can remind your employees to gather the information at point of sale.

Note: This feature is activated with a system control. For more information, see ["Enforce BAR for Work Orders" on page 964](#).

To complete a BAR change entry

- After making a change to a work order, click **Quit** or **Complete**. The BAR Change Entry screen opens and displays the work order's original and updated prices.
- Type an explanation for the change in the **Reason** field.

3. Type the name and phone number for the person who authorized the change.
4. To verify that the customer approved the change, select the **Signature Acquired** check box.

BAR Change Entry (12700)

Date: 4/ 8/2019 Time: 23:59

Original
Parts: 1300.06 Labor: 51.96

Modified
Parts: 1460.05 Labor: 51.96

Reason:
Tech found reason for leaking. New water pump is needed.

Original Total: 1430.70
Total Difference: 169.59
New Total: 1600.29

Authorization:
Contact: Don Green Phone#: 208-555-9800

Signature Acquired

OK Cancel

5. To save the BAR change entry, click **OK**.

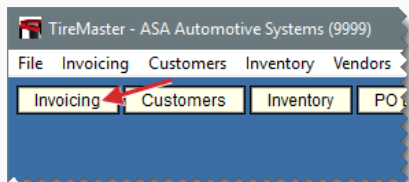
DELETE A WORK ORDER

If you have a work order for a sale that will not be completed, you can delete the work order.

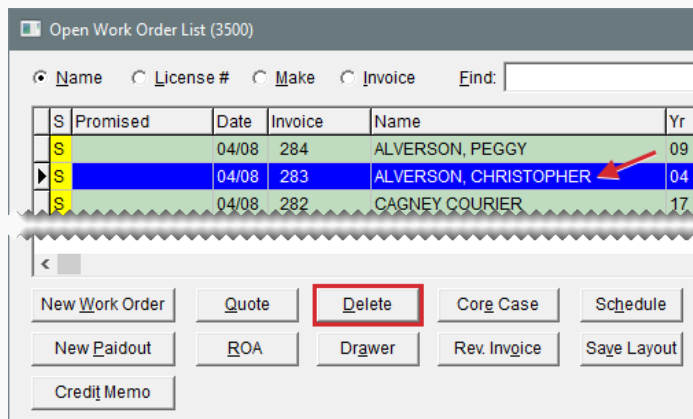
Note: With system controls settings, you can require employees to document their reasons for deleting work orders, and you can specify whether to print deleted work orders automatically. For more information, see ["Work Orders - Require Comments When Deleting" on page 971](#) and ["Work Orders - Print When Deleting" on page 971](#).

To delete a work order

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



2. Select the work order you want to delete and click **Delete**.



3. If the Deleted Work Order Comment screen opens, type the reason for deleting the work order and click **OK**. If the confirmation message appears instead, click **Yes**. The deleted work order prints automatically or is displayed in the Report Window.

4. If the Report Window is open, close it.

Tip: For additional copies of the deleted work order, click **Print** again before closing the Report Window.

AT-A-GLANCE SALES HISTORY

By pressing a single key, you view a customer's sales history at point of sale. Having quick access to this information makes it easy to track down the date of the customer's last visit, along with a list of items the customer has already bought, returned, or traded-in.

Note: At-a-glance customer sales history is displayed on the same screen that's used for tracking returns and trade-ins.

To view at-a-glance sales history

1. If the customer's work order isn't open, click **Invoicing**. Then select the work order and click **Select**. The Invoice Entry screen opens.
2. Press **F8**. The Customer Sales History screen opens.
3. To define which items are displayed, select the following as needed:
 - **Match Inventory** to display only the item selected on the Invoice Entry screen (if the customer previously bought, returned, or traded-in that item)
 - **Match Vehicle** to display only the vehicle selected for the current work order
 - **Under 90 Days** to display only invoices that are less than 90 days old
 - **Under 180 Days** to display only invoices that are less than 180 days old
 - **All** to displays all invoices

Customer Sales History (11000)

Invoice	Date	Qty	Description	Mileage	Vehicle	Return	CoreAmt
247	02/28/2019	4	DM-V1 BLIZZAK	98221	13-DODGE CHARGER		0.00
247	02/28/2019	4	COMPUTER BALANCE - PASS.	98221	13-DODGE CHARGER		0.00
247	02/28/2019	4	RUBBER VALVE STEM	98221	13-DODGE CHARGER		0.00
247	02/28/2019	4	STATE TIRE TAX (FEE)	98221	13-DODGE CHARGER		0.00
247	02/28/2019	4	PASS ROAD HAZARD WARRANTY	98221	13-DODGE CHARGER		0.00
247	02/28/2019	4	TIRE DISPOSAL - PASS.	98221	13-DODGE CHARGER		0.00

Mark Return
 Match Inventory
 Match Vehicle
 Cgres

 Include Invoices
 Under 90 Days
 Under 180 Days
 All

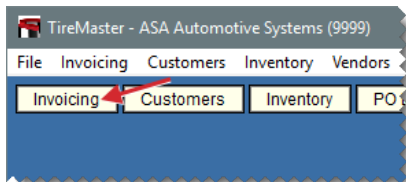
4. To exit the customer's history, click **Cancel**.

COMPLETE AN INVOICE

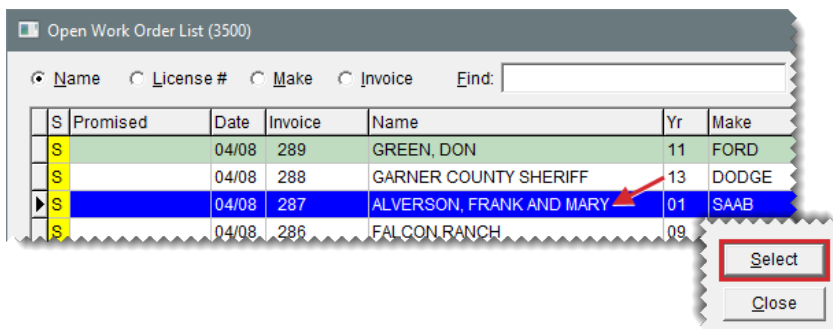
In most cases, you create a work order when a customer arrives and leave it open while the work is performed. When the work is finished, you need to complete the work order to create the final invoice.

To complete an invoice

1. Select the work order that you want to complete:
 - a. If the Open Work Order List is not already open, click **Invoicing**.



- b. Select the work order and click **Select**. The Invoice Entry screen opens.

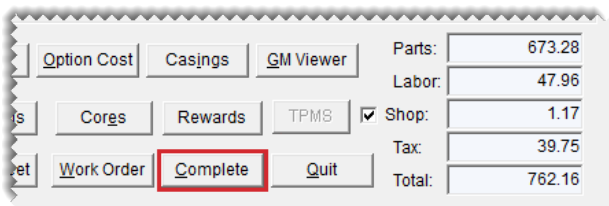


Tip: To narrow your search for a work order, select **Name**, **License #**, or **Make**. Then type the customer's name, vehicle license plate number, or the manufacturer in the **Find** field.

2. Update the work order if needed. This can include adding or removing items, making sure that quantities have been entered, assigning mechanics and salespeople for each item, updating the

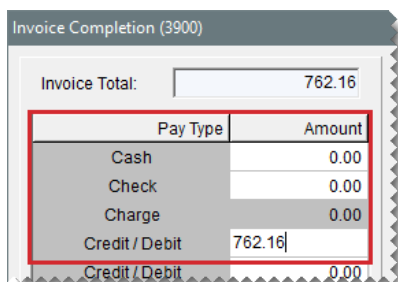
comments in the **WO Notes** tab, or updating the amount in the **Flat Rate** column. For more information, see ["Calculate Mechanic Productivity" on page 717](#).

3. Click **Complete**. The Invoice Completion screen opens.



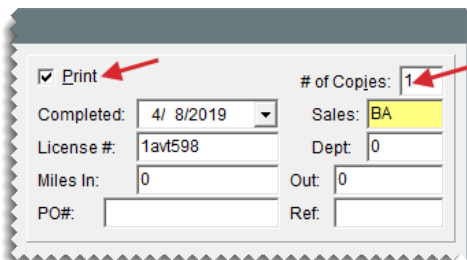
Note: If you use the DOT Interface, you'll be prompted to enter tire identification numbers for tire sales. For more information, see ["Record Tire Identification Numbers" on page 514](#).

4. Enter the payment information:
 - a. Click the field for the type of payment the customer is using.
 - b. Type the payment amount or press to enter the invoice total.



Note: If the customer is paying with a debit or credit card, see ["Complete a Credit or Debit Card Sale" on page 654](#) for more information.

5. Make sure the **Print** check box is selected and the number of copies is set.



6. Enter the following information as needed:
 - The vehicle's license plate number
 - The ending salesperson's user ID (type it or press and select it from a list)
 - The vehicle's beginning and ending mileage

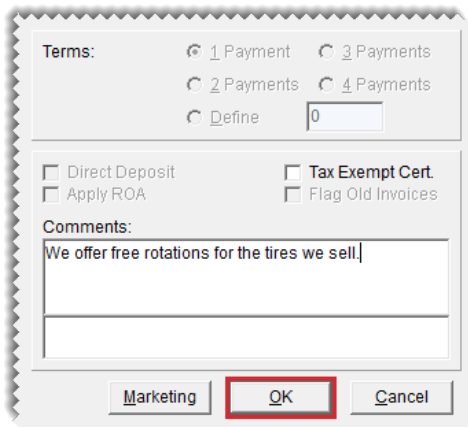
Note: Entering the ending mileage is required if **Force in Mileage** is set to Yes. This setting is on the **Other** tab of the System Controls screen.

- A PO or reference number

- A message for the customer
7. If you need to include a tax exemption certificate on the invoice, select the **Tax Exempt Cert** check box. Otherwise, leave it blank.
 8. If you want to associate the invoice with up to three postcards, click **Marketing**. For more information, see ["Associate an Invoice with a Postcard" on page 560](#).

Note: The Marketing Module is an optional program that can be used with TireMaster Point of Sale.

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



10. Click **Yes**.

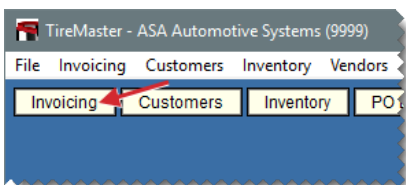
REVERSE AN INVOICE

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.

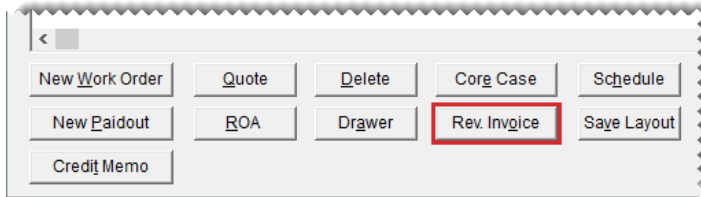
Note: Invoices that included deposits need to be reversed manually with a return. Invoices for transfer and interstore transfer sales cannot be reversed. For more information, see ["Deposits" on page 422](#), ["Transfers" on page 440](#), or [Create an Interstore Transfer Invoice](#).

To reverse an invoice

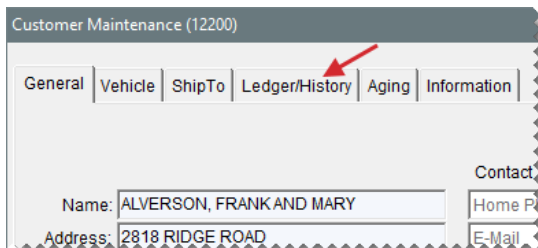
1. Click **Invoicing**. The Open Work Order List opens.



2. Click **Rev. Invoice**. TireMaster prompts you to look up an invoice to reverse.

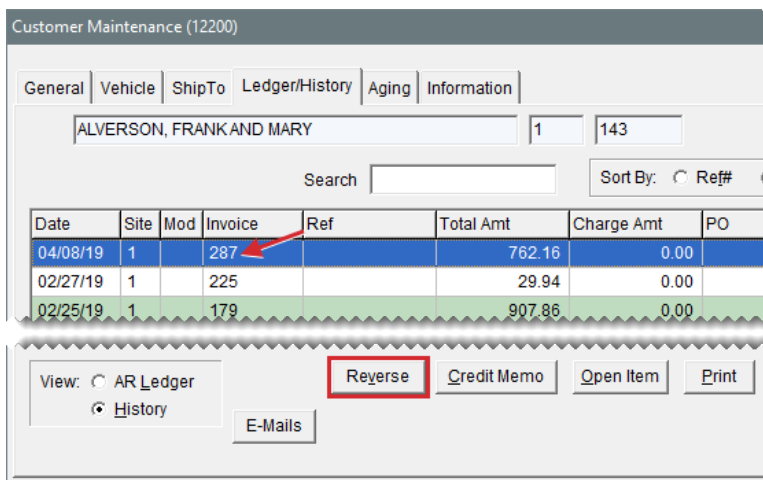


3. Click **Yes**. The Name Lookup/Entry screen opens.
4. Search for the customer whose invoice you want to reverse. The Customer Maintenance screen opens. For more information, see "[Customer Searches](#)" on page 86.
5. Click the **Ledger/History** tab.



Note: If the **AR Ledger** view is selected, the invoice you need to reverse might not be visible. Select the **History** view instead.

6. Select the invoice you want to reverse and click **Reverse**. A confirmation message appears.



7. Click **Yes**. TireMaster prompts you to create a new work order that is a duplicate of the reversed invoice.

Note: If any sales tax rates affecting the invoice have changed in the time since the original sale, you will not be allowed to reverse the invoice. In this scenario, create an invoice with negative quantities. Then make journal entries to account for the difference in the amount of sales tax collected.
8. If you want to create a duplicate work order, click **Yes**. TireMaster reverses the current invoice and creates a work order with the same items and quantities. If you don't want to duplicate the

work order, click **No** instead. Regardless of whether you click **Yes** or **No**, all previous charges are reversed.

Note: Reversed invoices remain in the customer’s historical subledger.

OPEN WORK ORDER LIST

All customer transactions can be started on the Open Work Order List.

OPEN WORK ORDER LIST PROPERTIES

The Open Work Order List includes the following properties.

Note: Because the columns on the Open Work Order List can be moved and resized, the columns for your TireMaster system might be arranged differently than those described below. To see additional columns, scroll to the right.

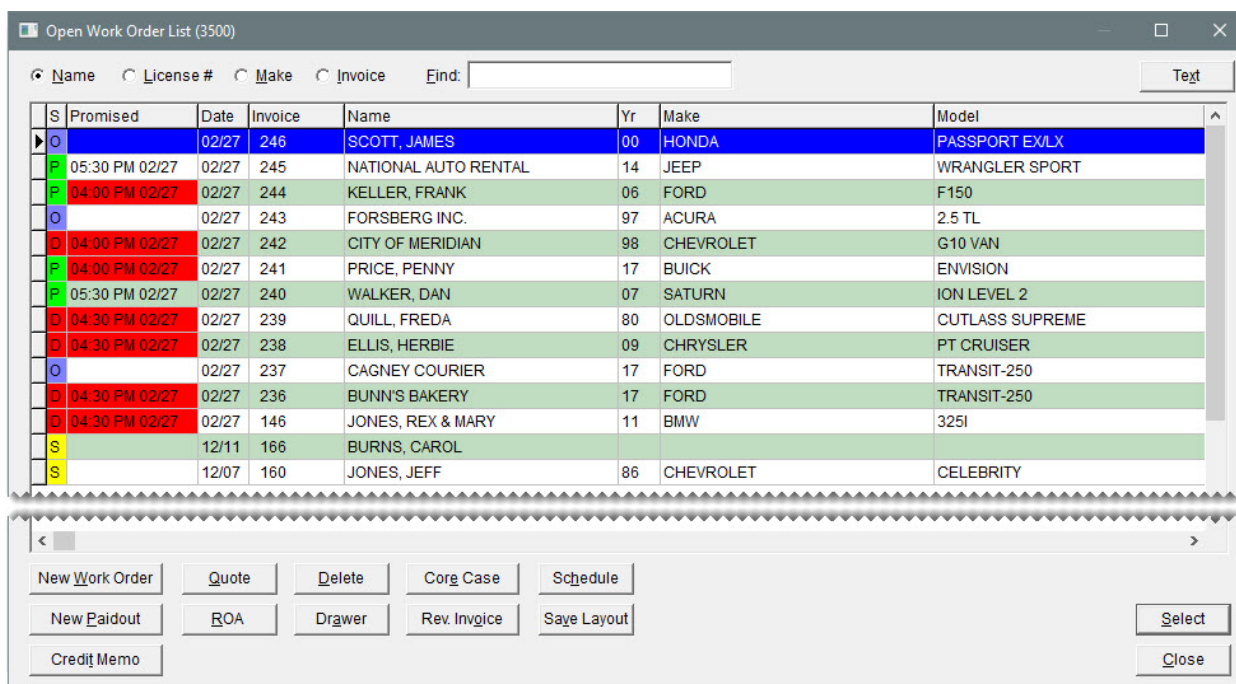


Figure 16-1: Open Work Order List

Item	Description
Name	Lets you look up a work order by customer name.
License #	Lets you look up a work order by license plate number.
Make	Lets you look up a work order by the vehicle make.

Item	Description
Invoice	Lets you look up a work order by invoice number.
Find	Lets you enter a customer's name, license plate number, or vehicle manufacturer and searches for the closest match.
S	Identifies the status of a job by displaying the color and the letter or number that represent a status. Examples of statuses include On Site, In Progress, and Done. For more information, see " Work Order Status Indicator " on page 537.
Promised	Displays the date and time when a customer was promised that the vehicle would be ready for pickup. Color coding indicates whether the promised time for a job is approaching or has passed. If the promised time is within an hour, the entry in the Promised column is yellow. For jobs whose promised time has passed, the entry is red.
Date	Displays the date the work order was started.
Invoice	Displays the work order's document number.
Name	Displays the name of the customer associated with a work order.
Yr	Displays the year for a vehicle. This column is blank if no vehicle is selected.
Make	Displays the make of a vehicle. This column is blank if no vehicle is selected.
Model	Displays the model of a vehicle. This column is blank if no vehicle is selected.
License	Displays a vehicle's license plate number. This column is blank if no vehicle is selected or if no license number has been entered for the vehicle.
Unit	Displays the unit number for a vehicle. This column is blank if no vehicle is selected or if no unit number has been entered for the vehicle.
Sales	Displays the starting salesperson for a work order.
Phone	Displays the customer's phone number.
Site#	Displays the site where the work order or quote was started. In TireMaster Plus and TireMaster Point of Sale systems, this number is always 1.

Item	Description
Reference	Displays the reference number, if any, entered on a work order.
PO#	Displays the purchase order number, if any, entered on a work order.
Mod	Displays a document type code. No code is displayed for work orders created for normal sales.
Comments	Displays the notes, if any, entered on a work order.
Total	Displays the total of all the items, plus sales tax, on a work order.
Contact	Displays the phone number or email at which the client can be reached.
New Work Order	Lets you create a new work order.
Quote	Lets you create a new quote or look up a quote that has already been started.
Delete	Lets you deleted work orders.
Core Case	Lets you access Casing Manager or the Core Manager if one of those features are enabled.
Schedule	Lets you schedule appointments for customers.
New Payout	Lets you pay an expense from the till.
ROA	Lets you process a payment from a customer.
Drawer	Opens the till drawer. Note: The till drawer must be set up on the Printer Selection screen for this button to work.
Rev. Invoice	Lets you reverse a completed invoice.
Save Layout	Lets you save your changes after you rearrange the columns on the screen.
Credit Memo	Lets you issue a credit memo to a customer.
Select	Lets you open the highlighted work order.
Close	Closes the screen.

SORT THE OPEN WORK ORDER LIST

To sort the Open Work Order List, click the column headings. For example, if you want to arrange work orders by document number, click the **Invoice** heading (Figure 16-2). By default, the newest

work orders are listed at the top of the screen.

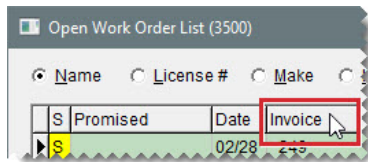


Figure 16-2: *Sorting the Open Work Order List*

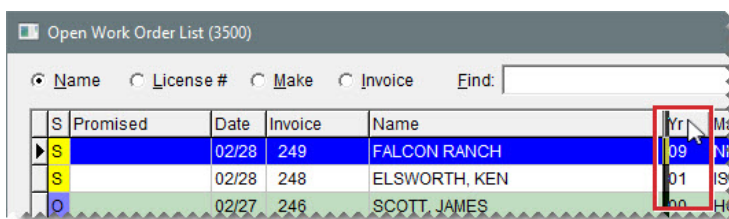
MOVE AND RESIZE OPEN WORK ORDER LIST COLUMNS

You can customize the layout of the Open Work Order List by moving and resizing the columns.

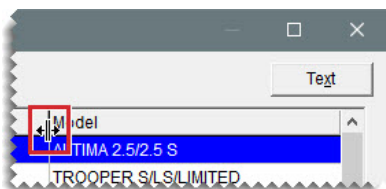
Note: The new layout affects only the workstation on which changes were made. Therefore, the columns on the Open Work Order List can be moved and resized differently for each computer.

To move and resize Inventory List columns

1. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



2. To resize a column, move the pointer (↔) to the boundary for the column heading. When the pointer turns into ↔, drag the boundary to the new width.



3. When you're done moving and resizing the columns, click **Save Layout**.



The Open Work Order List columns will be displayed in the new arrangement until their positions are changed.

Note: Users do not need to be granted permission to update the layout of the Open Work Order List.

INVOICE ENTRY SCREEN

Detailed information for a work order, including the items sold and their prices, is entered on the Invoice Entry screen.

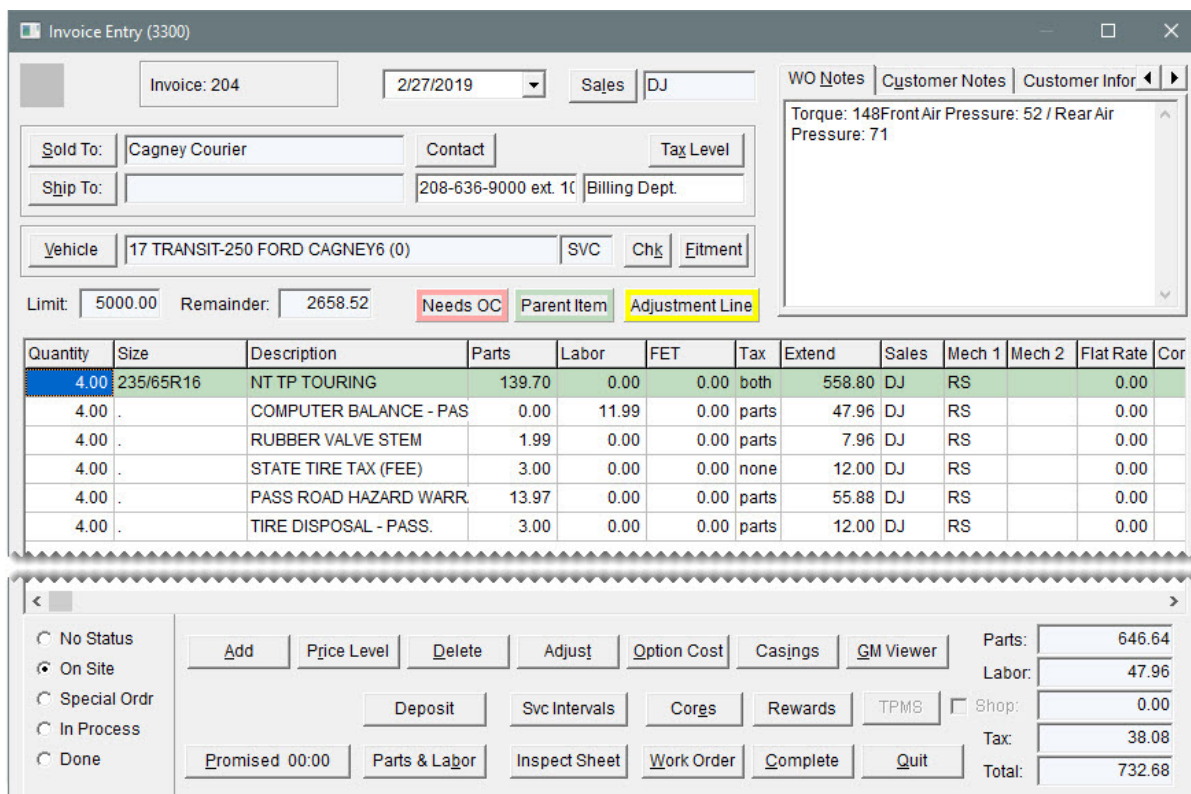


Figure 16-3: Invoice Entry Screen

Item	Description
Reconciliation Code Button	Displays the reconciliation code assigned to a work order. This button is visible only for national account and government support work orders.
Date	Displays the date the work order was started. This date can be changed for work orders that need to be backdated.
Sales	Displays the user ID for the salesperson who started the work order.
Sold To	Displays the customer's name. If you selected the wrong customer when starting the work order, you can click this button and look up the correct customer.

Item	Description
Contact	Lets you select a phone number or email address for contacting the customer from a list.
Tax Level	Lets you change the tax level used for calculating the customer's sales tax.
Ship To	Displays an alternate shipping or billing address, if any. To select a shipping address, click this button. Then select Reusable Address when prompted, and choose the address from the list. If you need to enter the address for a roadside location where a service call occurred, see " Create a Service Call Work Order " on page 403 for more information.
Unlabeled Contact Fields	Displays the phone number or email address selected from a list, along with the name or description assigned to the selected contact method. You can also type a customer's contact number and a description in these fields. (Example: 555-333-9393. Anne's Cell Phone.)
Vehicle	Displays the vehicle's year, make, and model, along with the mileage entered.
Chk	Lets you access a service checklist for tracking recommended services.
Fitment	Lets you look up tire sizes that are compatible with the selected vehicle, along with other tire and wheel specifications such as PSI and torque values. Note: This button is active only if you've installed the fitment guide. For more information, see " Fitment Guide " on page 506.
WO Notes	Displays the notes that were entered in the Comments field on the Work Order screen. The content of this tab can be updated, and it prints on completed invoices.
Customer Notes	Displays the content that was entered in the Notes field on the General tab of the Customer Maintenance screen. These notes can be updated on the Customer Maintenance screen only.
Customer Information	Displays the content that was entered on the Information tab on the Customer Maintenance screen. These notes can be updated on the Customer Maintenance screen only.

Item	Description
Quantity	Lets you enter the number of items being sold.
Size	Displays an item's size.
Description	Displays an item's description. Note: Only the description of noninventoriable items can be updated at point of sale.
Parts	Displays an item's parts price, if any. This number can be changed at point of sale.
Labor	Displays an item's labor price, if any. This number can be changed at point of sale.
FET	Displays the federal excise tax assessed for the item. This number can be changed at point of sale.
Tax	Lets you define whether to assess sales tax on parts, labor, or both. To cycle through the options for this field, press repeatedly.
Extend	Displays the total price for an item. This amount is calculated by multiplying the total of the parts, labor, and FET prices by the item's quantity.
Sales	Displays the user ID for the salesperson who sold the item.
Mechanic 1	Displays the user ID of the primary mechanic for an item sold.
Mechanic 2	Displays the user ID of the secondary mechanic for an item sold.
Flat Rate	Displays the default flat rate assigned to labor items. This value can be updated with the actual number of hours taken to complete the job. For more information, see "Calculate Mechanic Productivity" on page 717 .
Core Return	Lets you define the core charge that a vendor assessed when you bought a part that can be remanufactured. If a customer is buying a part from you, this field can also be used to record a core charge that you're collecting from the customer. This amount can be refunded if the customer returns the old core. For more information, see "Record Core Charges" on page 770 . If you cannot see the Core Return field, scroll to the right.
Product Code	Displays the product code assigned to an item. If you cannot see this field, scroll to the right.

Item	Description
Work Order Status Settings (lower-left corner)	Lets you select the status of the services and repairs associated with the work order. (For example, <i>In Progress</i> or <i>Done</i> .) Work order statuses can be customized for each dealer. For more information, see "Work Order Status Indicator" on page 537 .
Add	Lets you add a item to the work order.
Price Level	Lets you access a list of available price levels, which can be used to offer the customer special pricing for an item.
Delete	Lets you remove an item from the work order.
Adjust	Lets you adjust the price of the replacement item that's sold when a customer returns an item that's defective. For more information, see "Adjustment Sales" on page 690 .
Option Cost	Lets you enter the actual cost, including federal excise tax, of noninventoriable items. For more information, see "Option Cost Method" on page 336 .
Casings	Lets you record information about casings that a customer has brought in for retreading.
GM Viewer	Lets you access the GM Viewer, which shows the gross profit that a sale will generate.
CC Application	Lets you access one or more credit card application screens and the configuration screen for the Merchant Partners electronic card processing system. This button is available only when the Merchant Partners credit card processing system is installed.
Svc Intervals	Lets you access service interval information for the selected vehicle on systems that are integrated with the Epicor® ISE™.
Promised	Lets you set a promised time for when the job will be finished.
Parts & Labor	<p>Lets you access integrated parts and labor guides, such as those distributed by Mitchell 1® and Epicor®.</p> <p>Note: This button is active only if you've installed an integrated parts and labor guide. If you're interested in using one of these products, contact your sales representative.</p>
Inspect Sheet	Lets you access an inspection sheet for the selected vehicle on systems that are integrated with the Epicor® ISE™.

Item	Description
Work Order	Lets you generate hard copies of the work order.
Complete	Let you collect payment for the sale and generate a completed invoice.
Quit	Let you close the screen.
Parts	Displays the total parts price for the items on the work order.
Labor	Displays the total labor price for the items on the work order.
Shop	Lets you do one of the following: <ul style="list-style-type: none"> ▪ To assess a shop charge for the work order, select the check box. ▪ To exclude a shop charge from the work order, clear the check box.
Tax	Displays the amount of sales tax assessed for the items on the work order.
Total	Displays the sum of the total parts price, total labor price, and sales tax.

DEPOSITS

When a customer makes a partial payment or a prepayment toward a purchase, the transaction is processed as a deposit. Depending on the payment method, a deposit is added to the day end cash, check, or payment card totals. A deposit is also deducted from the sale total when the final invoice is completed. A single deposit or multiple deposits can be made toward a purchase.

PREPARE TO TAKE DEPOSITS

Before you can accept deposits at point of sale, you need to do the following:

- Define a minimum dollar amount for deposits in System Controls. For more information, see ["Deposit - MIN Dollar Amount" on page 956](#).
- Define a minimum percentage for deposits in System Controls. For more information, see ["Deposit - MIN Percentage \(%\)" on page 956](#).

Note: When the minimum deposit *percentage* for an invoice is less than the minimum dollar amount for deposits, the customer is required to pay the minimum deposit dollar amount.

In addition to completing these settings, you might want to add an inventory item for assessing a service charge (such as a restocking fee) when customers back out of purchases and ask for refunds of their deposits. For more information, see ["Add an Inventory Item" on page 177](#) and ["Set Up Fees" on page 324](#).

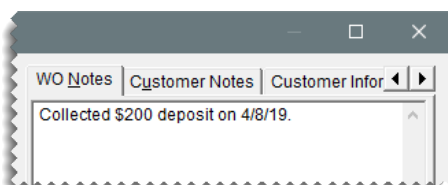
PROCESS DEPOSITS

When a customer needs to make a partial payment or an advance payment toward a purchase, you can add a deposit to a new or existing work order. Multiple deposits can be collected for a single work order.

Note: Deposits need to meet or exceed a minimum percentage and a minimum dollar amount. Both of these values are defined in System Controls. For more information, see "[Deposit - MIN Dollar Amount](#)" on page 956 and "[Deposit - MIN Percentage \(%\)](#)" on page 956.

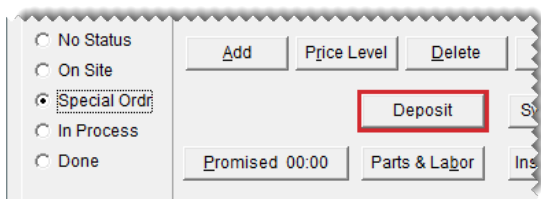
To process deposits

1. Start a work order and add items to it, or look up an existing work order. For more information, see "[Create a Regular Work Order](#)" on page 396 or "[Update a Work Order](#)" on page 405.
2. On the **WO Notes** tab, type a comment about the payment being collected.

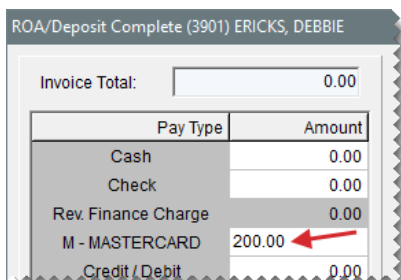


Note: Adding a comment about the deposit is not required. However, this type of note can be helpful, because the total on the screen does not include deposits.

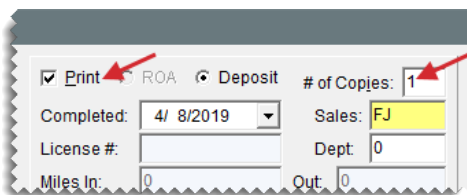
3. Click **Deposit**. The ROA/Deposit Complete screen opens.



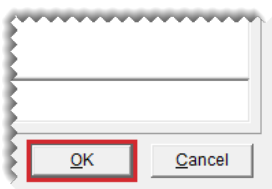
4. Click the field for the payment method the customer is using, and type the payment amount.



5. Make sure the **Print** check box is selected, and define the number of copies you want to print.



6. If you need to include your user ID on the invoice, click the **Sales** field. Then press and select your name from the list that appears.
7. Type a comment about the deposit invoice if needed.
8. Click **OK**. A confirmation message appears.



9. Click **Yes** to complete the deposit and print the deposit invoice.
10. Close the Invoice Entry screen. The work order for which you collected the deposit will remain on the Open Work Order List until the final sale invoice is completed.

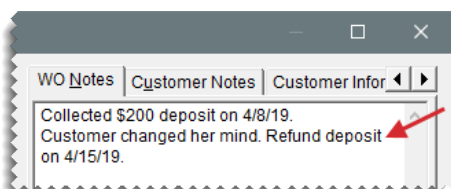
Note: To see which customers have made deposits for pending purchases, generate an Open Work Order Deposits Report. For instructions, see ["Open Work Order Deposits" on page 832](#).

REFUND DEPOSITS

When a customer no longer wants to buy layaway or special order items, refund all or part of the deposit. You can also charge the customer a restocking fee for the inconvenience of holding the items or placing a special order. When you refund a deposit, you can reimburse the customer with cash, credit, check, or payment card.

To refund deposits

1. Retrieve the work order that includes the deposit or deposits you need to refund.
2. Type a note stating the customer has changed his or her mind on the **WO Notes** tab.



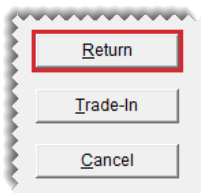
Note: Adding a comment is not required. However, this type of note can be helpful for research.

3. Perform a return for each item the customer was going to purchase.

- a. Look up the item and enter the quantity as a *negative* number. The Customer Sales History screen opens.

Quantity	Size	Description	Parts	Lab
4.00	P225/60R16	AWP II T/PAW	133.94	
-4	P225/60R16	AWP II T/PAW	133.94	

- b. Click **Return**.



Note: The items should be listed twice on the work order to show that the customer intended to buy them (positive quantities) and then backed out of the purchase (negative quantities).

4. If you assess a service charge (such as a restocking fee), add it to the work order.

Quantity	Size	Description	Parts	Lab
4.00	P225/60R16	AWP II T/PAW	133.94	
-4.00	P225/60R16	AWP II T/PAW	133.94	
1.00	.	RESTOCKING FEE	35.00	

5. Click **Complete**.

Option Cost	Casings	GM Viewer	Parts:	35.00	
			Labor:	0.00	
Plans	Corgs	Rewards	TPMS	<input checked="" type="checkbox"/> Shop:	1.00
Sheet	Work Order	Complete	Quit	Tax:	2.16
				Total:	38.16

6. On the Invoice Completion screen, define the reimbursement amount and method.
- For cash reimbursements, click the **Cash** field and press to fill in the amount.
 - For credit reimbursements, click the **Charge** field and press to fill in the amount.
 - For check reimbursements, click the **Charge** field and press to fill in the amount.
 - For payment card reimbursements, click the **Credit/Debit** field and press to fill in the amount.
7. Click **OK**. TireMaster prompts you to complete and print the invoice.
8. Click **Yes**.
9. Issue the refund, using one of the following methods:
- For cash reimbursement, give the customer change out of the till.

- For credit reimbursement, there is nothing else to do. The credit is available in the customer's open item ledger.
- **Note:** Deposit refund credits post to the open item ledger regardless of whether the customer has a charge account or is classified as cash-only.
- For check reimbursement, write a check with your bookkeeping application .
- For payment card reimbursement, process the card. The customer's account with the card company will be credited for the refund amount.

RETURNS AND TRADE-INS

Returns and trade-ins are started in the same way as regular sales. However, you need to enter negative quantities for the items being returned or traded in. When dealing with returns, the type of item being returned and its costing method affect how you perform the return.

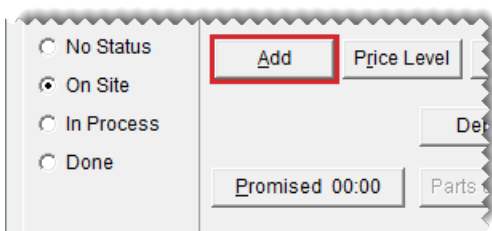
Note: When customers return items, you can flag the products that are being returned. Items that were flagged during previous returns are highlighted in yellow on the screen for processing returns and trade-ins. Flagging items helps to prevent fraud, because you can quickly determine whether a customer is trying to return an item that was already returned in a previous transaction.

INVENTORIAL ITEM RETURNS

Returns of inventoriable items that you keep on hand are the simplest returns to perform.

To process the return of an inventoriable item

1. Start a work order for the customer who is returning the item. For more information, see "[Create a Regular Work Order](#)" on page 396.
2. Click **Add** and look up the item being returned.



3. Type the quantity of the item being returned in as a negative number and press **Enter**.

Quantity	Size	Description	Parts	Lot
-4	P205/55R16	MICHELIN DEFENDER	128.33	

Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

4. If you want to flag the item being returned, make sure the **Mark Return** check box is selected. Otherwise, clear the check box and go to step 7.
5. Locate the item you want to flag.
 - To display only the item being returned, select **Match Inventory**.
 - To display the items sold for the vehicle selected for the current work order, select **Match Vehicle**.
 - To display only items for which the core value has been defined, select the **Cores** check box.
 - To change the number of items displayed by invoice date, select **Under 90 Days**, **Under 180 Days** or **All**.
6. Select the returned item. It will be highlighted in yellow the next time you process a return for the same customer.
7. Click **Return**. The Invoice Entry screen opens, and the returned item's add-ons (if any) are added to the work order.

Customer Sales History (11000)

Invoice	Date	Qty	Description	Mileage	Vehicle	Return
110778	10/03/2019	4	MICHELIN DEFENDER	0		

Return

Trade-In

Cancel

8. Delete the add-on items as needed.
9. Click **Complete**. Then complete the invoice and reimburse the customer with the original payment method. For more information, see "[Complete an Invoice](#)" on page 410

NONINVENTORABLE ITEM RETURNS

The method for handling noninventoriable item returns depends on the returned item's costing

method and whether it is tracked.

RETURN TRACKED OPTION COST ITEMS

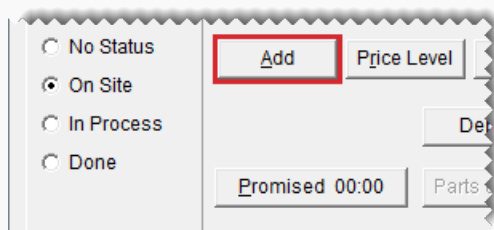
When a customer returns a tracked option cost item, you record its cost at point of sale and put it on a (negative) receiving document. Because negative receiving documents are used for returning items to vendors (negative RDs remove items from inventory), the returned item will not be available to sell to another customer. Option cost items are typically obtained through outside purchases before being sold to customers.

To process tracked outside purchase returns

1. Review the customer's original sale invoice and the item's receiving document. With this information, you can:
 - Confirm the item was sold to the customer.
 - Identify the vendor who sold you the item and the price you paid for it.

For more information, see "[Verify Noninventoriable Item Returns](#)" on page 272.

2. Start a work order for the customer who is returning the outside purchase item.
3. Add the returned item to the work order.
 - a. Click **Add** and look up the item.



- a.
 - b. Type the quantity as a negative number (-) and press **Enter**.

Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists the items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

Quantity	Size	Description
-1	.	NONSTOCK WATER PUMP

- c. Select the item being returned and click **Return**.

Customer Sales History (11000)

Invoice	Date	Qty	Description	Mileage	Vehicle	Return
110774	09/24/2019	1	Master Pro Water Pump #C203041	99999	01-DODGE RAM WAGON E	

Return

Trade-In

Cancel

Note: If you do not see the item being returned, select the **Match Inventory** check box (upper-right corner).

- d. Type the returned item's description and original selling price.

Quantity	Size	Description	Parts	Lab
-1.00	.	Master Pro Water Pump #C203041	60.89	

4. Enter the returned item's cost.

- a. Click **Option Cost**. The Option Cost screen opens.

No Status

On Site

In Process

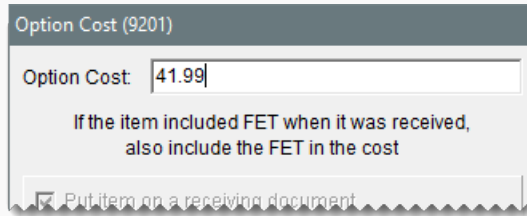
Done

Add
Price Level
Delete
Adjust
Option Cost

Deposit
Svc Intervals

Promised 00:00
Parts & Labor
Inspect Sheet

- b. Type the item's cost.



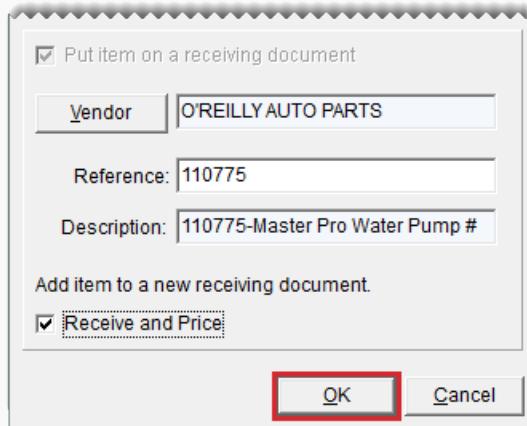
Option Cost (9201)

Option Cost: 41.99

If the item included FET when it was received, also include the FET in the cost

Put item on a receiving document

5. Create the negative receiving document
 - a. Click **Vendor** and search for the vendor who sold you the item.
 - b. Select the **Receive and Price** check box.
 - c. Click **OK**. The Receiving Document screen opens.



Put item on a receiving document

Vendor: O'REILLY AUTO PARTS

Reference: 110775

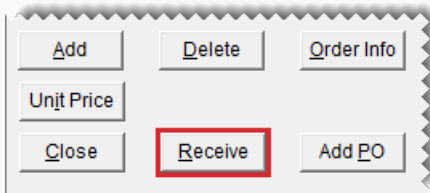
Description: 110775-Master Pro Water Pump #

Add item to a new receiving document.

Receive and Price

OK Cancel

- d. Click **Receive**. TireMaster prompts you to price the receiving.

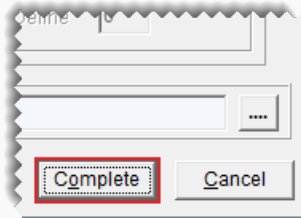


Add Delete Order Info

Unit Price

Close **Receive** Add PO

- e. Do one of the following:
 - If the vendor has issued a return invoice to you, click **Yes**. The Vendor Invoice screen opens.
 - If you do not have a return invoice from the vendor, click **No**. The Report Window opens and displays the receiving document screen opens. Print it if needed, and close the Report Window. Then go to step 7. You can price the item and create the negative charge later.
6. To price the negative receiving document, click **Complete**. The Report Window opens and displays the vendor invoice document for the returned item. Print the VID if needed and close the Report Window. Then go to step 7.



7. Complete the return invoice.
 - a. Click **Complete**.
 - b. Process the customer's reimbursement with the same payment method used for the original invoice.

RETURN UNTRACKED OPTION COST ITEMS

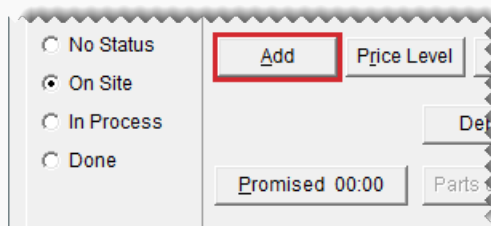
When a customer returns an option cost item, you need to record its cost at point of sale and you have the option to put the item on a (negative) receiving document. Depending on what you do, once of the following occurs:

- If you put the item on a negative RD, it will not be available to sell to another customer (because the negative receiving document is used to return the item to the vendor)
- If you disregard putting it on a negative RD, the item will be added to available inventory and can then be sold to another customer

Option cost items are typically obtained through outside purchases before being sold to customers.

To process the return of an untracked option cost item

1. Start a work order for the customer who is returning the item. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Click **Add** and look up the item being returned. For more information, see ["Inventory Searches" on page 202](#).



3. Type the quantity of the item being returned as a negative number, and press **Enter**.

Quantity	Size	Description	R
-1		MISC NONINVENTORY AUTO PART	

Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

4. If you want to flag the item being returned, make sure the **Mark Return** check box is selected. Otherwise, clear the check box and go to step 7.
5. Locate the item you want to flag.
 - To display only the item being returned, select **Match Inventory**.
 - To display the items sold for the vehicle selected for the current work order, select **Match Vehicle**.
 - To display only items for which the core value has been defined, select the **Cores** check box.
 - To change the number of items displayed by invoice date, select **Under 90 Days**, **Under 180 Days** or **All**.
6. Select the returned item. It will be highlighted in yellow the next time you process a return for the same customer.
7. Click **Return**. The Invoice Entry screen opens, and the returned item's add-ons (if any) are added to the work order.

Customer Sales History (11000)

Invoice	Date	Qty	Description	Mileage	Vehicle	Return
110768	10/03/2019	1	Carquest Starter - New	0		

Return

Trade-In

Cancel

8. Delete the add-on items as needed.

9. Update the item's description and selling (parts) price so they match the original sale invoice.

Quantity	Size	Description	Parts	La
-1.00		Carquest Starter - New	275.49	

10. Enter the item's cost.

- a. Click **Option Cost**.

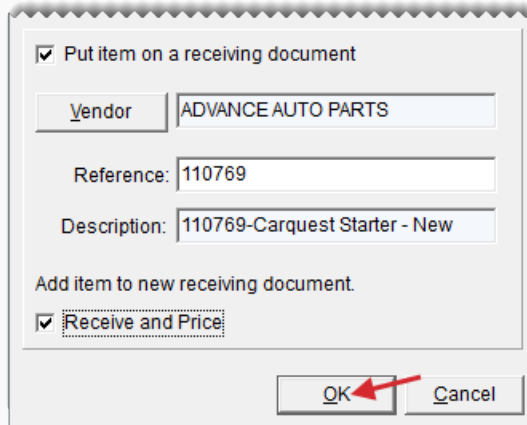
The screenshot shows a control panel with several buttons and radio buttons. On the left, there are radio buttons for 'No Status', 'On Site', 'In Process', and 'Done'. To the right, there are buttons for 'Add', 'Price Level', 'Delete', 'Adjust', and 'Option Cost' (which is highlighted with a red box). Below these are buttons for 'Deposit', 'Svc Intervals', 'Promised 00:00', 'Parts & Labor', and 'Inspect Sheet'.

- b. Type your cost for the item in the **Option Cost** field.

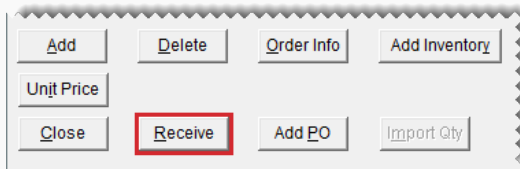
The screenshot shows a dialog box titled 'Option Cost (9201)'. It has a text input field labeled 'Option Cost:' containing the value '189.99'. A red arrow points to this field. Below the field, there is a note: 'If the item included FET when it was received, also include the FET in the cost'. At the bottom, there is a checked checkbox labeled 'Put item on a receiving document'.

11. If you want to put the item on a negative receiving document, do the following. Otherwise go to step #.

- Make sure the **Put item on a receiving document** check box is selected.
- Click **Vendor** and look up the vendor who originally sold you the item. For more information, see "[Vendor Searches](#)" on page 174.
- Select the **Receive and Price** check box.
- Click **OK**. The Receiving Document screen opens.

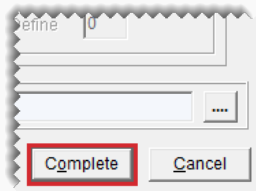


- e. Click **Receive**. TireMaster prompts you to price the receiving document.



- 12. Price the receiving document and create a negative vendor charge, which will reduce the vendor's balance.

- a. Click **Yes**. the Vendor Invoice screen opens.
- b. Click **Complete**. The Correcting VC screen opens.



- c. Define whether the vendor charge will be a system-generated amount or an amount of your choice:

- For a vendor charge based on the next cost and next FET calculated by TireMaster, select **Create VC with system generated amount**.

Note: The vendor charge number and amount listed are subject to change if other transactions involving returned items are completed before you finish the inventory return.

- For a vendor charge amount of your choice, select **Create VC with User defined amount** and type the charge amount.

- d. Select a method for processing the vendor charge:

- To automatically create the vendor charge and post it to the vendor's subledger, select **Create and process a negative Vendor Charge when the VID is processed**.
 - To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [Enter a Vendor Charge](#).
 - To automatically create the charge and put it in an open batch of charges for the vendor, select **Create a negative Vendor Charge as part of an open batch**. When the AP Batch Charge screen appears, choose a batch or create a new batch.
- e. Click **OK**. The Report Window opens and displays the Vendor Invoice Document.

Create Correcting VC (16283)

Vendor: ADVANCE AUTO PARTS
 VID: 1-63876 Vendor Charge: 1-VC74933

Create VC with system generated amount \$189.99
 Create VC with User defined amount 0.00

The invoice number and amounts are based on the available information, and may not match the actual document created.

Vendor Charge Options

Create and process a negative Vendor Charge when the VID is processed.
 Create a negative Vendor Charge manually.
 Create a negative Vendor Charge as part of an open batch.

OK Cancel

Note: If you click **Cancel** instead, you'll need to create the negative vendor charge manually.

- f. Print the VID if needed, and close the Report Window. Once the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [Apply Payments and Credits to Vendor Balances](#).
13. If you don't want to add the item to a negative receiving document, do the following:
- a. Clear the **Put item on a receiving document** check box.
 - b. Click **OK**.
14. Click **Complete**. Then complete the invoice and reimburse the customer with the original payment method. For more information, see ["Complete an Invoice" on page 410](#).

RETURN TRACKED EXPENSE AND RELIEF PERCENT ITEMS

When a customer returns a tracked item that's assigned the expense or relief percent

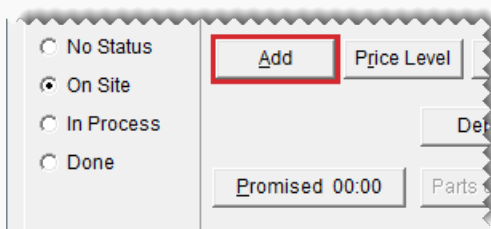
costing method, the item is put on an unknown receiving document. Depending on what the item is, you could sell it to another customer or return it to the vendor.

To process tracked expense and relief percent item returns

1. Review the customer’s original sale invoice and the item’s receiving document. With this information, you can:
 - Confirm the item was sold to the customer.
 - Identify the vendor who sold you the item and the price you paid for it.

For more information, see ["Verify Noninventoriable Item Returns" on page 272.](#)

2. Start a work order for the customer who is returning the outside purchase item.
3. Click **Add** and look up the item being returned.



4. Type the quantity as a negative number (-) and press **Enter**.

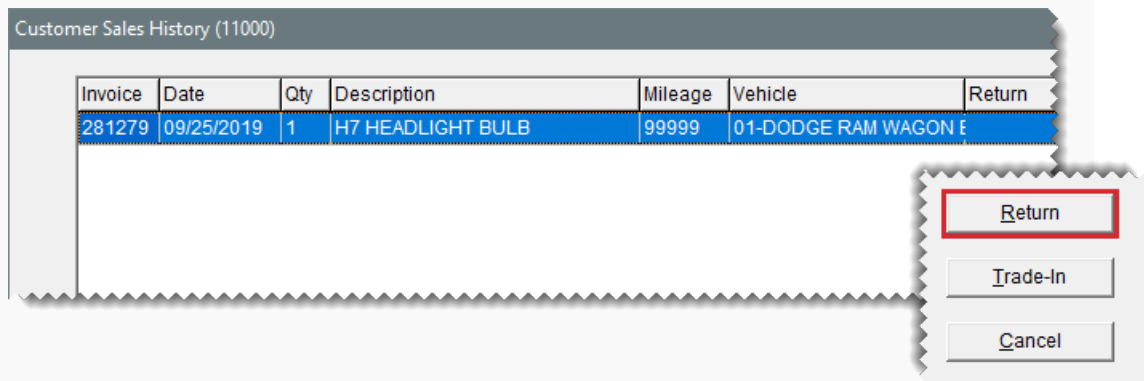
Example: If one item is being returned, type -1.)

The Customer Sales History screen opens. It lists the items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

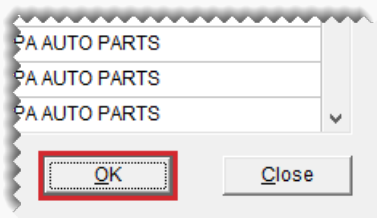
Quantity	Size	Description	Parts	La
-1	.	H7 HEADLIGHT BULB	10.24	

Note: If you do not see the item being returned, select the **Match Inventory** check box.

5. Select the item being returned and click **Return**.



6. Click **OK**. A message tells you that the item will be assigned to an unknown receiving document.



7. Click **OK** to close the message.
8. Complete the return invoice.
 - a. Click **Complete**.
 - b. Process the reimbursement with the same payment method used for the original invoice.

RETURN UNTRACKED EXPENSE AND RELIEF PERCENT ITEMS

When a customer returns an untracked expense method or relief percent item, it's added back into inventory. Depending on what the item is, you could sell it to another customer or return it to the vendor.

To process untracked expense and relief percent item returns

1. Start a work order for the customer who is returning the item. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Click **Add** and look up the item being returned. For more information, see ["Inventory Searches" on page 202](#).

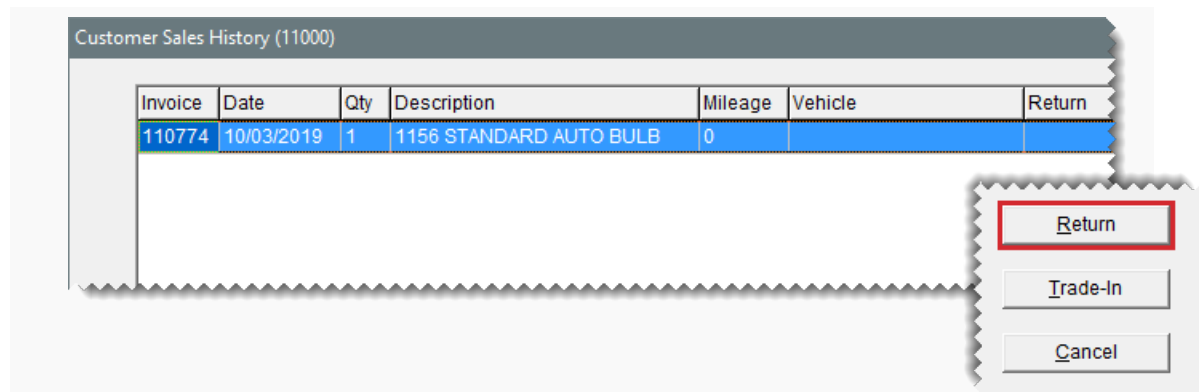
3. Type the quantity of the item being returned as a negative number, and press **Enter**.

Quantity	Size	Description	Parts	Lo
-1	1156	1156 STANDARD AUTO BULB	2.99	

Example: If one item is being returned, type **-1**.)

The Customer Sales History screen opens. It lists items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

4. If you want to flag the item being returned, make sure the **Mark Return** check box is selected. Otherwise, clear the check box and go to step 7.
5. Locate the item you want to flag.
 - To display only the item being returned, select **Match Inventory**.
 - To display the items sold for the vehicle selected for the current work order, select **Match Vehicle**.
 - To display only items for which the core value has been defined, select the **Cores** check box.
 - To change the number of items displayed by invoice date, select **Under 90 Days**, **Under 180 Days** or **All**.
6. Select the returned item. It will be highlighted in yellow the next time you process a return for the same customer.
7. Click **Return**.



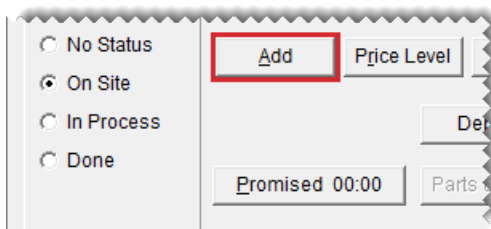
8. Click **Complete**. Then complete the invoice and reimburse the customer with the original payment method. For more information, see ["Complete an Invoice" on page 410](#)

TRADE-INS

When a customer has an item to offer you as a payment or partial payment, add the trade-in to the customer's work order.

To take a trade-in

1. Start a work order for the customer who is returning the item. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Click **Add** and look up the item being traded in.



3. Type the quantity of the item being returned in as a negative number and press **Enter**.

Quantity	Size	Description	Parts	L
-4		NON INVENTORY TIRES	0.00	

Example: If four items are being traded in type **-4**.)

The Customer Sales History screen opens.

4. Click **Trade-In**. The Invoice Entry screen opens, and the add-ons for the traded item (if any) are added to the work order.



5. Delete the add-ons.
6. If the customer is trading-in a noninventoriable item, update the description.
7. Type the amount you're offering the customer (per item) in the **Parts** price field.

Quantity	Size	Description	Parts	La
-4.00		Used GDY Wrangler LT275/70R18	125.00	

8. Add other items to the work order or complete the invoice. For more information, see ["Complete an Invoice"](#) on page 410.

TRANSFERS

Stores that are part of a chain or work with buying groups often need to transfer inventory from one location to another. In TireMaster, transfers are handled as sales. In a transfer, you sell items at cost instead of the regular selling price.

PREPARE FOR TRANSFER SALES

Before you can create transfer invoices, you need to complete various settings.

TRANSFER CUSTOMER TYPE

The startup database that ships with new TireMaster systems includes type T, which is a customer type for transfer customers. You can use this setting or add your own customer type to handle transfer customers. For more information, see ["Add a Customer Type"](#) on page 92.

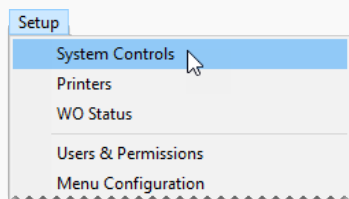
SET TRANSFER SALE CONTROLS

Before you add transfer customers and perform any transfer sales, you need to define the

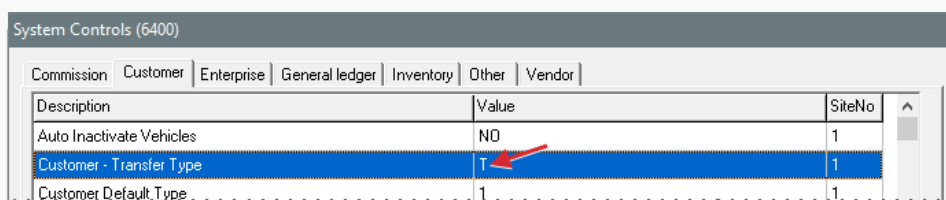
default customer type for transfer customers. If you're running TireMaster Plus or TireMaster Corporate, you also need to define the GL class for transfers.

To set the transfer sale controls

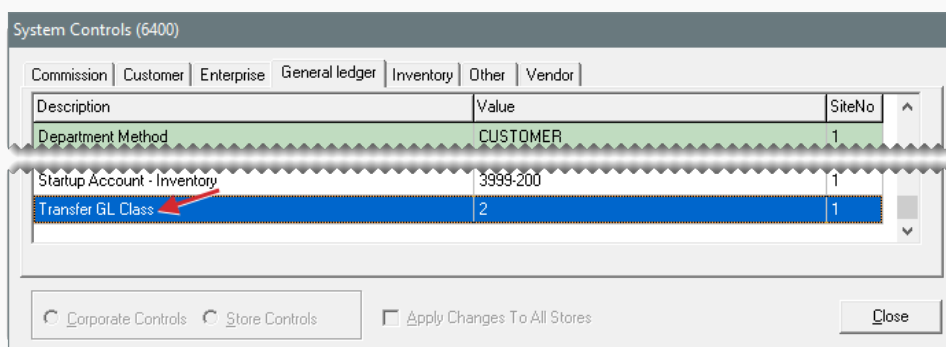
1. Select **Setup > System Controls**. The System Controls screen opens.



2. Set the customer type control.
 - a. Click the **Customer** tab.
 - b. Select **Customer - Transfer Type**. By default, the control is set to type T.



- c. If you do not want to use type T as the default transfer customer type, press **Enter** and select a different type from the list. Otherwise, leave it alone.
3. Set the transfer GL class control. If you're running TireMaster Point of Sale, disregard this step.
 - a. Click the **General Ledger** tab.
 - b. Select **Transfer GL Class**. By default, the control is set to class 2.



- c. If you do not want to use class 2 as the default class for transfer sales, press **Enter**. Then type the number for the class you want to use. Otherwise, leave it alone. For more information, see [GL Classes](#).

4. Close the System Controls screen.

ADD TRANSFER CUSTOMERS

A transfer customer is usually a buying group or another store in a multistore chain.

Note: You should check with your accountant to determine whether transfer customers should be taxable or nontaxable. For transfer customers, ASA recommends leaving the **Taxable** check box selected on the Customer Maintenance screen and assigning an exempt tax level. The result is that all transactions appear on your sales tax reports.

To add a transfer customer

1. Look up an existing AR customer, or add a customer record for the transfer customer. For more information, see ["Customer Searches" on page 86](#) or ["Add an AR Customer" on page 66](#).
2. On the Customer Maintenance screen, make sure the **General** tab is selected.

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information

Name: TAYLOR BLVD STORE (#2) Contact: Home P
Address: 390 E CORPORATE Business

3. Click **Edit** (unless you just added the customer).

Find Add Edit Delete Terms Combine

4. Do the following:
 - a. To assign the transfer customer type, click the **Type** field and press . Then select the type for transfer customers from the list.

Note: T is the default customer type set up in TireMaster for transfer customers. However, you can add your own customer type to handle transfer customers. For more information, see ["Add a Customer Type" on page 92](#).
 - b. Clear the **Cash Only** check box.

5. Add additional information to the transfer customer's record if needed.
6. To save the transfer customer, click **OK**.

PERFORM A TRANSFER SALE

To transfer inventory from one store to another, start a work order as usual, looking up a transfer customer when prompted. When you add items to the work order, they're priced at your cost and don't include add-ons. Once you've added all of the items you need to transfer, you can complete the work order. For more information, see ["Create a Regular Work Order" on page 396](#) and ["Create a Regular Work Order" on page 396](#).

RECEIVE TRANSFERRED ITEMS

When you receive transferred inventory, create a work order and treat it like a trade-in. TireMaster prices trade-ins from transfer customers at your last cost.

To receive a transferred inventory

1. Start a work order for the transfer customer who sold you the items. For more information, see ["Create a Regular Work Order" on page 396](#).
2. On the Invoice Entry screen, click **Add** and look up transferred item.

3. In the **Quantity** column, type - followed by the quantity of transfer items being received. (For example, to receive 2 tires, type -2.) The Customer Sales History screen opens.

Quantity	Size	Description	Parts	Li
-4	P205/55R16/S2	RS-A EAGLE	91.24	

4. Click **Trade-In**. The item is added to the work order at your cost and includes federal excise tax, if any.



5. Complete the invoice as usual. For more information, see ["Complete an Invoice"](#) on page 410.

CHAPTER 17

QUOTES AND ESTIMATES

With TireMaster, you can prepare verbal quotes, basic quotes, and comparison quotes when customers request price information. You can also increase the sales of preventative maintenance and repairs by using vehicle inspection results to write estimates for recommended services. This chapter includes the following sections:

Quote and Estimate Writer	446
Prepare Quotes	454
Vehicle Inspections	469
Prepare Estimates	474
Manage Your Quotes and Estimates	478
Quote and Estimate List	482
Convert Quotes to Sales	484
Convert Estimates to Sales	486
Service Checklists	491
Quick Quotes	503

QUOTE AND ESTIMATE WRITER

With the Quote and Estimate Writer (Figure 17-1), you can perform all of the following tasks on a single screen:

- Create and save quotes
- Record and save the results of vehicle inspections
- Create and save service and repair estimates

The Quote and Estimate Writer is divided into two sections. The top panel is for writing quotes, and the lower panel is for recording the results of vehicle inspections and writing estimates. The Quote and Estimate Writer can be accessed when other screens are open by pressing **F12**.

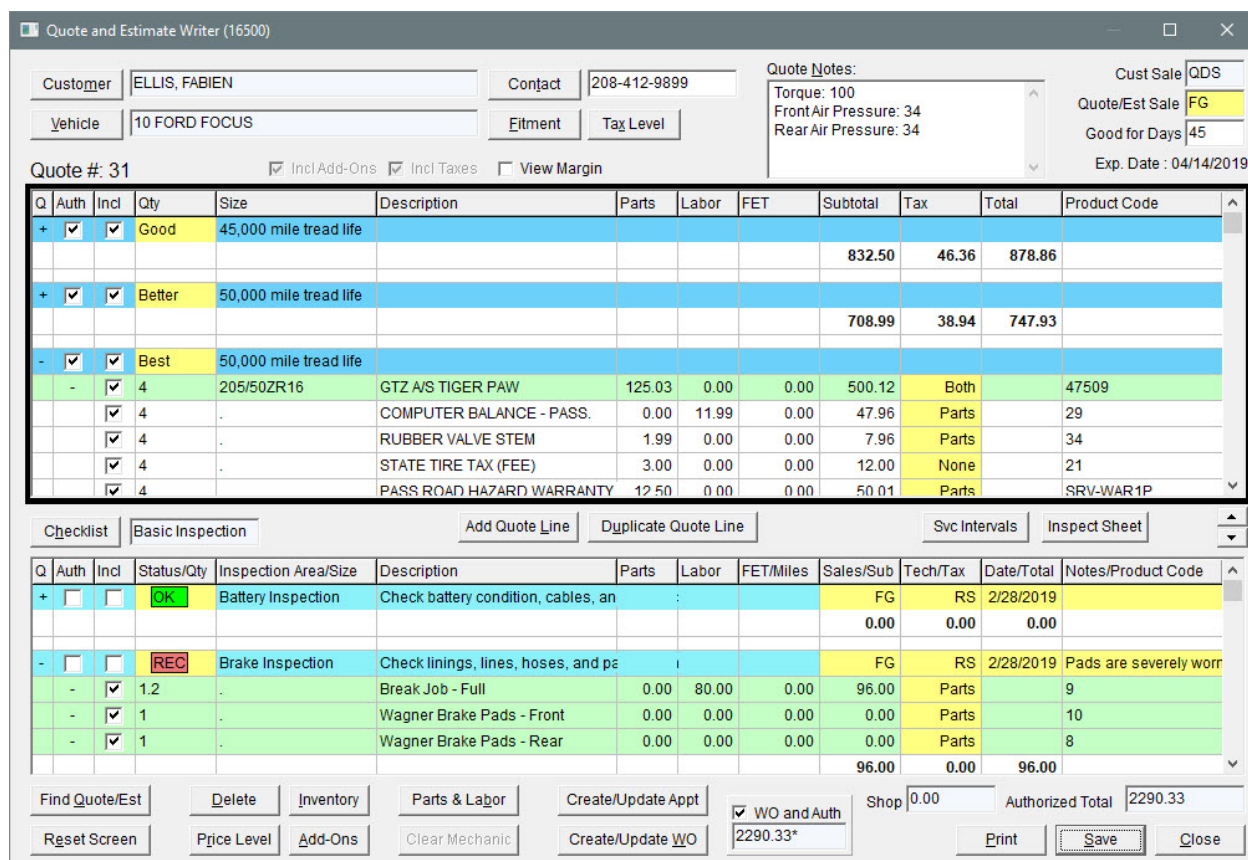











Figure 17-1: Quote and Estimate Writer




Item	Description
Customer	Lets you search for a customer. You can also type a customer’s name in this field.
Contact	Lets you type the customer’s phone number, or you can click the

Item	Description
Vehicle	<p>button and select the phone number from a list.</p> <p>Lets you look up a vehicle that has already been set up for the selected customer. You can also type a vehicle description in this field.</p>
Fitment	<p>Lets you access the Tire Guide Pro Plusfitment guide, if it is installed and the subscription is current. Tires selected from the fitment guide can be added only to quotes.</p>
Tax Level	<p>Lets you select a different tax level for the customer. You may change the tax level only if you belong to security group that's assigned the Quotes Change Tax Level permission.</p>
Quote Notes	<p>Lets you enter comments about the quote or estimate. On printed quotes and estimates, these comments are located in the lower-left corner of the page.</p>
Cust Sale	<p>Displays the user ID for the salesperson assigned to the customer's account. If no salesperson is assigned to the customer, this field displays the ID for the user logged in to TireMaster instead.</p>
Quote/Est Sale	<p>Lets you enter your user ID.</p>
Good for Days	<p>Lets you set an expiration date for the quoted prices.</p> <p>Note: You can set a default number of days during which quotes will be accepted. For more information, see "Quotes - Keep for (#) of Days" on page 967.</p>
Incl Addons	<p>Indicates whether quoted prices automatically include the prices of add-on items. The setting for this check box is defined by the system control Quotes - Include Add-Ons.</p> <p>Along with the control, the settings for an add-on package also affect whether quoted prices include add-ons. Therefore, quoted prices will include add-on items if the following conditions are true:</p> <ul style="list-style-type: none"> ▪ The control Quotes - Include Add-Ons is set to Yes ▪ An add-on item is set to appear selected when its added to a quote <p>For more information, see "Quotes - Include Add-Ons" on page 967 and "Assign Items to Add-On Codes" on page 229.</p>
Incl Taxes	<p>Indicates whether quoted prices automatically include sales tax. Whether this check box is selected depends on a system control setting. For more information, see "Quotes - Include Sales Tax" on</p>

Item	Description
View Margin	<p>page 967.</p> <p>Lets you display the profit margin for parent items. The check box can be selected only by users who belong to a security group assigned the permission Quotes View Margin.</p>
Q (Top Panel)	<p>Lets you collapse or expand quote information.</p> <ul style="list-style-type: none"> ▪ Click  in the top (blue) row to display all of the information for a quote (items, name, description, and totals). ▪ Click  in the top (blue) row to display only the quote's name, description, and totals.
Auth (Top panel)	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ To turn a quote into a work order, select the check box in a quote's top (blue) row. To turn two or more quotes into a single work order, select the check box for each quote that you want to put on the work order. ▪ To display the add-on items assigned to a parent item, click  in the parent item's row. ▪ To display a parent item only, click  in that item's row.
Incl (Top panel)	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ To include a quote on a printout, select the check box in the quote's top (blue) row and save your changes before printing. ▪ To put a parent item and its add-on items on a quote, select the check box in the parent item's (green) row. ▪ To include an add-on item on a quote, select the check box in an add-on item's (white) row. <p>Note: Whether the check boxes are automatically selected for add-on items depends on the settings for the add-on package and a system control setting. For more information, see "Assign Items to Add-On Codes" on page 229 and "Quotes - Include Add-Ons" on page 967.</p>
Qty	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ In the yellow rows, add a label to the quote. To add a label, click in the yellow Qty field and press  repeatedly to choose Good, Better, or Best.

Item	Description
	<ul style="list-style-type: none"> ▪ In the green and white rows, change the quantity of items. The default quantity for items put on a quote is defined by a system control. For more information, see "Quotes - Default Qty" on page 967. <p>Note: When the quantity of a parent item is changed, the quantities of the add-on items change to match except for those add-ons whose quantities are fixed.</p>
Size	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The name that you've entered for a quote in the top (blue) row <p>Note: A default quote name can be defined by setting a system control. For more information, see "Quotes - Default Name" on page 967.</p> <ul style="list-style-type: none"> ▪ The size of parent items included in the quote (green rows) ▪ The size of add-on items included in the quote (white rows)
Description	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The description you've entered for a quote in the top (blue) row ▪ The description for parent items included on a quote (green rows) ▪ The description for add-on items included on a quote (white rows)
Parts	Displays the parts prices for quoted items.
Labor	Displays the labor prices for quotes items.
FET	Displays the federal excise tax for quoted items.
Subtotal	Displays the extended price (Quantity x Price + FET) for each item on a quote, along with a subtotal for all of the items on the quote.
Tax	Defines whether an item's parts price, labor price, both, or neither are taxed. To change an item's tax status, click in the Tax column for that item and repeatedly press <input type="checkbox"/> . At the end of the quote, this column also displays the total amount of sales tax for the quoted items.
Total	Displays the total price (Subtotal + Sales Tax) of the quoted items at the end of the quote.
Product Code	Displays the product codes for parent (green rows) and add-on items (white rows).

Item	Description
<p>Margin</p>	<p>Displays the profit margin percentage for inventoriable items when the View Margin check box is selected. Margins can be viewed only by users who belong to a security group that's assigned the permission Quotes View Margin.</p> <p>Note: You can define the lowest margin you're willing to earn by setting a system control. For more information, see "Quotes - Lowest Margin Allowed" on page 967. If an item's margin is too low, it can be adjusted. For more information, see "Adjust a Quoted Item's Margin" on page 467.</p> <p>Tip: The margin is calculated based on an item's cost. Therefore, if an item has no cost, the margin is 100%.</p>
<p>Checklist</p>	<p>Lets you select the service checklist that you want to use for recording the results of the vehicle inspection.</p>
<p>Add Quote Line</p>	<p>Lets you add a new quote to the screen. When you click this button, you'll also be prompted to look up an item to include on the quote. You'll most likely use this button when writing a comparison quote.</p>
<p>Duplicate Quote Line</p>	<p>Lets you add a copy of an existing quote to the screen. You can then add or remove items from the duplicate as needed. You'll most likely use this button when writing a comparison quote.</p>
<p>Scv Intervals</p>	<p>Lets you access service interval information for the selected vehicle on systems that are integrated with the Epicor[®]ISE[™].</p>
<p>Inspect Sheet</p>	<p>Lets you access an inspection sheet for the selected vehicle on systems that are integrated with the Epicor[®]ISE[™].</p>
	<p>Lets you enlarge the service checklist (bottom) panel.</p>
	<p>Lets you enlarge the quote (top) panel.</p>
<p>Q (Bottom Panel)</p>	<p>Lets you collapse or expand checklist information.</p> <ul style="list-style-type: none"> ▪ Click  in the top (blue) row to display the inventory items assigned to an inspection area. ▪ Click  in the top (blue) row to display only the name and description of the inspection area and the estimate totals for that inspection area.
<p>Auth (Bottom Panel)</p>	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ To put recommended services or repairs on a work order, select

Item	Description
	<ul style="list-style-type: none"> ▪ the check box in an inspection area's top (blue) row. ▪ To display the add-ons for an item assigned to an inspection area, click  in the parent item's row. ▪ To display a parent item only, click  in that item's row.
Incl (Bottom Panel)	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ To include an inspection area's name and description on a printed estimate, select the check box for the inspection area's top (blue) row. <p>Note: Selecting an inspection area's check box, displays totals for that inspection area even if the list of items associated with it has been collapsed.</p> <ul style="list-style-type: none"> ▪ To put a parent item and its add-ons on an estimate, select the check box in the parent item's (green) row. ▪ To put an add-on item on an estimate, select the check box in the add-on item's (white) row.
Status/Qty	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ To set the status of an inspection area, click the yellow field in the inspection area's top row. Then press  repeatedly. The status can be set to OK, repairs suggested, and repairs recommended immediately. ▪ To set an item's quantity, type the number you want to sell in the green and white rows. <p>Note: When the quantity of a parent item is changed, the quantities of the add-on items change to match except for those whose quantities are fixed.</p>
Inspection Area/Size	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The name of an inspection area, in the top (blue) row ▪ An item's size, in the remaining (green and white) rows
Description	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The description of an inspection area, in the top (blue) row ▪ An item's description, in the remaining (green and white) rows
Parts	<p>Displays the parts price for items on a checklist.</p>

Item	Description
Labor	Displays the labor price for items on a checklist.
FET/Miles	Displays one of the following: <ul style="list-style-type: none"> ▪ The federal excise tax for items on a checklist ▪ The mileage at which service for an inspection area is recommended
Sales/Sub	Serves two purposes: <ul style="list-style-type: none"> ▪ Lets you enter your user ID in the inspection area's top row. To change the user ID displayed, press <input type="button" value="v"/> and select a user from the list that appears. ▪ Displays the extended price (Quantity x Price + FET) of each item on an estimate in the remaining green and white rows. ▪ Displays subtotals for each of the inspection area (in bolded text).
Tech/Tax	Serves the following purposes: <ul style="list-style-type: none"> ▪ Lets you enter a mechanic's user ID. ▪ Defines whether an item's parts price, labor price, both, or neither are taxed. To change an item's tax status, click in the Tax column for that item and repeatedly press <input type="button" value="v"/>. ▪ Displays the estimated sales tax total for an inspection area (in bold text).
Date/Total	Serves the following purposes: <ul style="list-style-type: none"> ▪ Lets you change the date on an estimate ▪ Displays the estimated total price (Subtotal + Sales Tax) for an inspection area
Notes/Product Code	Displays the following: <ul style="list-style-type: none"> ▪ The notes for an inspection area, in the top row. To add notes to an inspection area, double-click the Notes/Product Code field and type your message in the box that appears. To ensure the entire note is included on a printout, save the estimate before printing it. ▪ Displays the product codes for items on an estimate.
Find Quote/Est	Lets you look up an existing quote or estimate, depending on whether the upper or lower panel is active.

Item	Description
	<ul style="list-style-type: none"> ▪ To look up a quote, click the top panel. Then click Find Quote/Est. ▪ To look up an estimate, click the bottom panel. Then click Find Quote/Est.
Delete	<p>Lets you remove a quote (from a comparison quote), an inspection area, or items from a quote or service checklist.</p> <ul style="list-style-type: none"> ▪ To remove a quote, select its heading (blue) row and click Delete. ▪ To remove an item from a quote, select the item and click Delete. When a parent item is deleted, any add-on items associated with that parent item are also deleted. ▪ To remove an inspection area from a service checklist, select its heading (blue) row and click Delete. ▪ To remove an item from a checklist, select the item and click Delete. When a parent item is deleted, any add-on items associated with that parent item are also deleted.
Inventory	Lets you add an item to a quote or estimate.
Parts & Labor	Lets you access the Epicor® Integrated Service Estimator if it is installed. Parts and labor information from the ISE can be retrieved to write estimates for vehicle repairs.
Create/Update Appt	Lets you schedule an appointment or update an existing appointment for quotes or recommended services.
Reset Screen	Removes the quote, checklist, or both currently on the screen, so you can start a new quote or checklist for a different customer.
Price Level	Lets you offer special pricing on an item. To offer special pricing, select an item and click Price Level. Then select a level from the list that appears. Users are allowed to change the price level only if they belong to a security group that is assigned the permission Quotes Change Price Level.
Addons	Lets you assign an add-on package (in other words, a group of add-on items) to an item that has been put on a quote.
Clear Mechanic	Lets you access the Clear Mechanic Interface if it's installed.
Create/Update WO	Lets you do the following:

Item	Description
	<ul style="list-style-type: none"> ▪ Turn a quote into a work order ▪ Create a work order based on authorized repairs from the service checklist ▪ Update an existing work order based on changes made to the service checklist
WO and Auth	<p>Displays the following:</p> <ul style="list-style-type: none"> ▪ The customer's work order total and the authorized total for the selected quote/estimate. ▪ The customer's work order total <p>If there are multiple work orders for a customer that are all for the same vehicle, the Quote and Estimate Writer shows the sum of the work order totals instead.</p> <p>Note: The asterisk (*) included with the value in the WO and Auth field indicates that the amount might not always match the total on the work order. Minor fluctuations between the quote/estimate total and the work order total(s) are caused by differences in how sales tax and shop supplies are calculated in each of the program areas.</p>
Shop	<p>Displays the shop charge associated with a quote (or estimate), plus the sales tax assessed for the shop charge.</p>
Authorized Total	<p>Displays the authorized total for the selected quote, estimate, or both. To authorize a quote, select the Auth check box in the quote's top (blue) row. To authorize recommended services and repairs, select the Auth check box in the applicable inspection area's top (blue) row.</p> <p>Note: The authorized total includes the amount of the shop charge.</p>
Print	<p>Lets you print a hard copy of the selected quote or estimate.</p>
Save	<p>Lets you save the quote or service checklist you've written for a customer.</p>
Close	<p>Lets you exit the Quote and Estimate Writer.</p>

PREPARE QUOTES

When customers want to know how much items will cost, you can write quotes and provide them with hard copies of the information. Quotes are written in the upper panel on the Quote and Estimate Writer screen. Typically, the quoting panel is used to compile information about tires.

BASIC TIRE QUOTES

When a customer wants to know how much one tire will cost, create a basic quote.

Note: You can also create comparison quotes for competing brands and quotes that show how much items will cost when they're assigned various add-on packages. For more information, see ["Good, Better, Best Quotes" on page 458](#) and ["Price Comparison Quotes" on page 463](#).

To create a basic quote

1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information using one of the following methods:
 - Click **Customer**. Then look up the customer and select the vehicle. For more information, see ["Customer Searches" on page 86](#).

Quote and Estimate Writer (16500)

Customer []

Vehicle []

Quote #: [] Incl Add-Ons Incl Taxes

- Type the customer's name and the vehicle's year, make, and model.

Quote and Estimate Writer (16500)

Customer Ken Hart

Vehicle 2004 Subaru Impreza

Quote #: [] Incl Add-Ons Incl Taxes

Tip: Quotes can be saved at any time by clicking **Save**.

3. Add contact and salesperson information, notes, and an expiration date.
 - a. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list that appears.

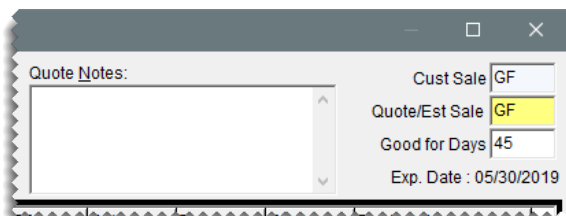
Quote and Estimate Writer (16500)

Customer HART, DR. KEN Contact 208-555-4466

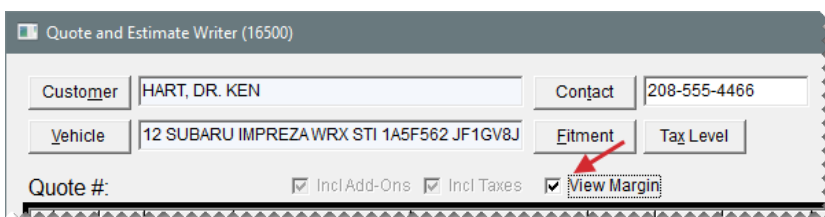
Vehicle 12 SUBARU IMPREZA WRX STI 1A5F562 JF1GV8J Eitment Tax Level

Quote #: [] Incl Add-Ons Incl Taxes View Margin

- b. Type comments about the quote (if any) in the **Quote Notes** field.
- c. If your user ID is not already in the **Quote/Est Sale** field, press and select it from the list that appears.
- d. If you need to change the number of days the quote will be accepted, type a different number in the **Good for Days** field.

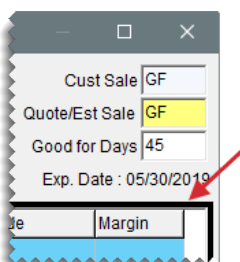



4. If you need to change the customer's tax level, click **Tax Level** and select a different tax level.
5. If you want to see the profit margin for quoted items on the screen, select the **View Margin** check box. If the margin is too low, you can adjust it. For more information, see ["Adjust a Quoted Item's Margin" on page 467](#).

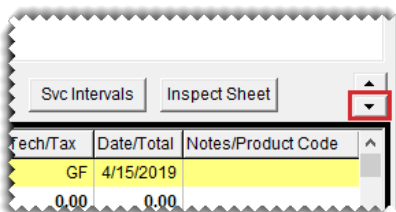


Note: The check box can be selected only by users who belong to a security group that's assigned the permission **Quotes View Margin**.

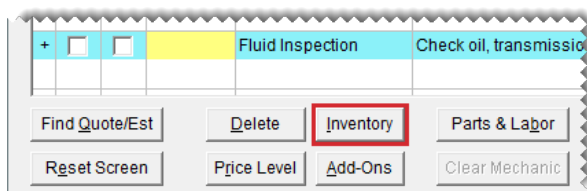
6. If the quote (top) panel is not already active, click it. The quote panel is active when it's surrounded by a black box.



7. Click  to enlarge the quote (top) panel. This button is located on the right side of the screen between the quote and checklist panels.

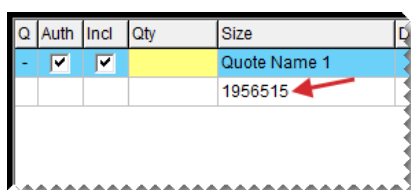


8. Add an item to the quote using one of the following methods:
 - Click **Inventory** and look up an item. For more information, see ["Inventory Searches" on page 202](#).



Tip: If you decide that you want to create a comparison quote with competing brands instead, press the **Ctrl** key, select multiple items when the Inventory List appears, and then click **Quote**. For more information, see ["Good, Better, Best Quotes"](#) on the next page.

- Type the item's size, quick look code, or manufacturer code in the **Size** field for the *second* (white) quote row, and press **Enter**.



- Scan its bar code. For more information, see ["Enter Bar Codes on Quotes"](#) on page 311.
- Click **Fitment** and select an item from the fitment guide. For more information, see ["Look Up Tire Sizes at Point of Sale"](#) on page 507.




If an item's margin falls below the setting for the lowest margin allowed, TireMaster displays a warning. You can then decide whether to add the item to the quote.

Note: An item's margin can be adjusted to a higher or lower percentage, which raises or lowers the selling price. For more information, see ["Adjust a Quoted Item's Margin"](#) on page 467.

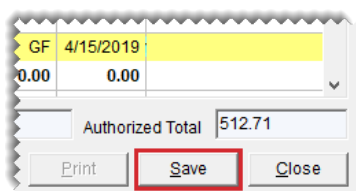
9. Make the following changes to the quoted item as needed:

- Type the quantity and press **Enter**. TireMaster updates the quantities of the add-ons items.
 - Note:** If there are no add-ons assigned to the item, you can add them to the quote by clicking **Addons** and selecting an add-on package from the list that appears.
- Type different prices, FET, or both.
- To offer special pricing on an item using a global price level, select the item and click **Price Levels**.

- To change whether sales tax is calculated for an item's part price, labor price, both, or none, click in the **Tax** column for that item and repeatedly press .
- To exclude an add-on item from the quote, clear its check box.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	FET	Subtotal	Tax	Tot
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Quote Name 1						
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	P195/65R15	FR710	101.79	0.00	0.00	407.16	Both	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	0.00	11.99	0.00	47.96	Parts	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	1.99	0.00	0.00	7.96	Parts	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	3.00	0.00	0.00	12.00	None	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	PASS ROAD HAZARD V	40.18	0.00	0.00	40.72	Parts	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	TIRE DISPOSAL - PASE	3.00	0.00	0.00	12.00	Parts	
									487.08	25.63	

10. Save the quote.



Note: If you want to use this quote as the starting point for a comparison quote, click **Add Quote Line** and look up a similar group of items. If you want to quote the same item twice, *with some variations*, click **Duplicate Quote Line**. Then add or delete add-on items and change prices from the duplicate quote, as needed. For more information, see ["Good, Better, Best Quotes" below](#).

11. Print a hard copy of the quote if needed. If you want to exclude an item from the printout, see ["Print Quotes and Estimates" on page 480](#).

GOOD, BETTER, BEST QUOTES

You can compare tires that are the same size on a good, better, best quote. This type of quote is also called a GBB or comparison quote. A good, better, best quote can be used to compare quality, tread life ratings, or prices.

On a printout for a good, better, best quote, product information for up to three tires *can be* displayed near the top of the page. The content displayed depends on whether your TireMaster system is integrated with the Tire Brands database from Pearl Communications.

- For Tire Brands subscribers, product images along with individual values for tread depth, treadwear, traction, and mileage warranty are shown (when available).
- For dealers who do not use Tire Brands, the entries in the **UTQG** and **Warranty** fields from Inventory Maintenance are shown instead. The UTQG values are labeled *Wear* and warranty values are labeled *Miles*.

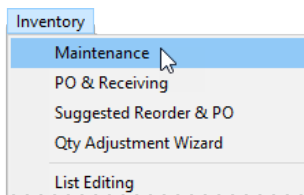
To display product information near the top of the page, the following conditions must be true:

- The system control **Quotes - Use Tire Brands** must be set to Yes.

- The labels *Good*, *Better*, and *Best* must each be assigned to an item on the quote. Depending on how the system control **Quotes - Use Good/Better/Best** is set, these labels are assigned automatically or you can assign them manually. For more information, see ["Other Controls" on page 962](#).

To create a good, better, best quote

1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



2. Look up a items with similar characteristics. (For example, all size P215/60R16 tires.) The Inventory List opens. For more information, see ["Inventory Searches" on page 202](#).
3. Select the tires you want to include on the comparison quote.
 - a. Do the following if needed:
 - If the best tire is the most expensive tire, you can arrange the tires from *lowest to highest* price by clicking the **Best** column heading once.
 - If you'll be comparing tires by price (the best tire is the lowest-priced one), you can arrange them from *highest to lowest* price by clicking the **Best** column heading twice.

Prod Code	Size	Description	Available	On Order	On WO	Best	S
138542	215/60R16	AS WIDE OVAL FIREHAWK	8	0	0	113.79	
112345	P215/60R16	FR710	4	0	0	112.79	
085961	P215/60R16	FR710	4	0	0	113.79	
114215	215/60R16	WINTERFORCE	4	0	0	115.79	

- b. Press the **Ctrl** key and select the first tire you want to add to the quote.
 - c. Continue pressing the **Ctrl** key and select one or more additional tires. The order in which you select the tires is the order in which they'll be added to the quote.
- Note:** If the system control **Quote - Use Good/Better/Best** is set to Yes, the first tire will automatically be classified as *Good*, the second one will be classified as *Better*, and the last tire selected will be classified as *Best*. If you select four or more tires, the additional tires will be added to the quote with no classification and no product information will be displayed for them at the top of the printout.


Prod Code	Size	Description
20964	215/60R16	HP PRIMACY
03097	P215/60R16	S8 MXV4 ENERGY
109902366	215/60R16/SL	EAG SPORT AS
13217	215/60R16	S8 MXV4 ENERGY GRN X
13397	215/60R16	MXV4 PRIMACY
22475	215/60R16	A/S PREMIER
738638571	P215/60R16/SL	FUELMAX ASUR
766562358	215/60R16/SL	ULTRA WINTER
738704571	215/60R16/SL	FUELMAX ASUR
407562374	215/60R16/SL	ASSURANCE AS
11712	215/60R16	A/S PREMIER
738571571	215/60R16/SL	FUELMAX ASUR

- Click **Quote**. The Quote and Estimate Writer opens and displays a quote for each of the selected items.

The screenshot shows a software window with a header containing '15101', '215/60R16', and 'NT TP TOURING'. Below the header are several input fields labeled A, B, C, D, and E, and a 'Best Price:' field. At the bottom, there are four buttons: 'History', 'List Edit', 'Quote' (highlighted with a red box), and 'Specs'.

If an item's margin falls below the setting for the lowest margin allowed, TireMaster displays a warning. You can then decide whether to add the item to the quote. On a comparison quote, the message can appear multiple times depending on the margin for each item.

Note: An item's margin can be adjusted to a higher or lower percentage, which raises or lowers the selling price. For more information, see ["Adjust a Quoted Item's Margin" on page 467](#).

- Click  to enlarge the quote (top) panel. This button is located on the right side of the screen between the quote and checklist panels.

The screenshot shows a dropdown menu with 'Both' and '22475' selected. Below the menu are two buttons: 'Svc Intervals' and 'Inspect Sheet'. A red box highlights a dropdown arrow icon on the right side of the 'Inspect Sheet' button. Below these buttons is a table with the following data:

Tech/Tax	Date/Total	Notes/Product Code
FG	4/16/2019	
0.00	0.00	

- Enter the following information as needed. For more information, see ["Basic Tire Quotes" on page 455](#).

- The customer's name, vehicle, phone number, and tax level

The screenshot shows a software window titled 'Quote and Estimate Writer (16500)'. It contains several input fields: 'Customer' (ERICKS, DEBBIE), 'Contact' (208-555-3366), 'Vehicle' (14 CHEVROLET MALIBU), 'Fitment', and 'Tax Level'. At the bottom, there is a 'Quote #' field and three checkboxes: 'Incl Add-Ons' (checked), 'Incl Taxes' (checked), and 'View Margin' (unchecked).

- An expiration date for the quote, the salesperson, and any notes that may be needed

7. To see the profit margin for quoted items on the screen, select the **View Margin** check box. If the margin is too low, you can adjust it. For more information, see ["Adjust a Quoted Item's Margin" on page 467](#).

Note: The check box can be selected only by users who belong to a security group that's assigned the permission **Quotes View Margin**.

8. For each item on the quote, do the following as needed:
 - Type the quantity and press **Enter**. TireMaster updates the quantities of the add-ons items.

Note: If there are no add-ons assigned to an item, you can add them to the quote. Select the quote to which you want to retrieve add-on items. Then click **Add-ons** and select an add-on package from the list that appears.
 - Type different prices, FET, or both.
 - To offer special pricing on an item using a global price level, select the item and click **Price Levels**.
 - To change whether sales tax is calculated for an item's part price, labor price, both, or none, click in the **Tax** field for that item and repeatedly press .
 - To exclude an add-on item from the quote, clear its check box.
9. Add or update the identifying information for *each* quote.
 - To classify a quote as *Good*, *Better*, or *Best*, click the **Qty** field (colored either yellow or purple) in the quote's top row and press repeatedly to find the appropriate label. You also have the option to choose no label.

Note: If the system control **Quotes - Use Good, Better, Best (Other tab)** is set to Yes, these labels were added for you automatically.
 - In the blue **Size** field, type a name or additional information about the quote.

Example: If you're comparing the tread life for multiple tires, you might have a description such as **50,000 Mile Tread Life**.

Auth	Incl	Qty	Size	Description	P
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Good	50,000 Mile Treadlife		
-	<input checked="" type="checkbox"/>	4	P215/60R16	S8 MXV4 ENERGY	2
	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	
	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	
	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	

10. If you want to add another *quote* to the comparison quote, do one of the following:

- Click **Add Quote Line**. Then look up the items that you want to include on the *additional quote*, define prices, and add names, if needed.
- If you want to quote the same item twice, with some variations, click **Duplicate Quote Line**. Then add or delete add-on items and change prices, as needed.

Note: If you want to display product information for the newly-added quote at the top of the page, assign the classification *Good*, *Better*, or *Best* to it. Then remove the classification from one of the existing quotes. Product information for only one *Good*, one *Better*, and one *Best* quote can be displayed at the top of the page.

11. Click **Save**.

12. Generate a hard copy of the comparison quote.

- Select the **Auth** check box for each quote that you want to include on the comparison quote printout.

Auth	Incl	Qty	Size	Description	P
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Better	50,000 Mile Treadlife		
-	<input checked="" type="checkbox"/>	4	215/60R16	AVS PREMIER	
	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE	
	<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	
	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	
	<input checked="" type="checkbox"/>	4	.	PASS ROAD HAZARD V	

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

Tax	Date/Total	Notes/Product Code
FG	4/15/2019	
0.00	0.00	

Authorized Total 2993.12

Print Save Close

- c. Print the good, better, best quote and close the Report Window.

PRICE COMPARISON QUOTES

You can write quotes that let customers see how much an item will cost depending on which add-on package is assigned to it.

Example: If you use add-on packages to offer different types of tire warranties, you would add the same tire to a quote two or more times. Then you would change the add-on package assigned to each instance of the tire.

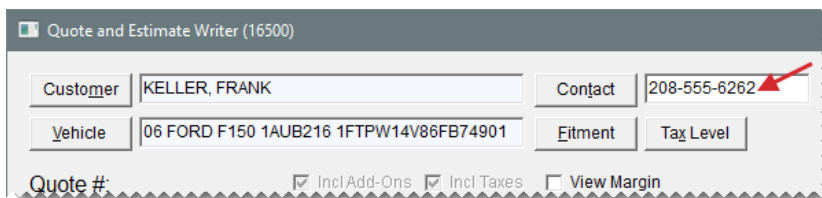
Note: You can also create price comparison quotes by excluding items, deleting individual add-on items, or adding extra items to the quoted parent items instead.

To create a price comparison quote

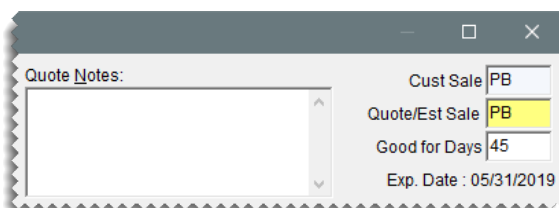
1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information using one of the following methods:
 - Click **Customer**. Then look up the customer and select the vehicle. For more information, see "[Customer Searches](#)" on page 86.

- Type the customer's name and the vehicle's year, make, and model.

3. Add contact and salesperson information, notes, and an expiration date.
 - a. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list that appears.



- b. Type comments about the quote (if any) in the **Quote Notes** field.
- c. If your user ID is not already in the **Quote/Est Sale** field, press and select it from the list that appears.
- d. If you need to change the number of days the quote will be accepted, type a different number in the **Good for Days** field.

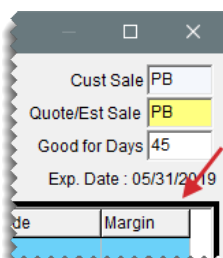


- 4. If you need to change the customer's tax level, click **Tax Level** and select a different tax level.
- 5. If you want to see the profit margin for quoted items on the screen, select the **View Margin** check box. If the margin is too low, you can adjust it. For more information, see "[Adjust a Quoted Item's Margin](#)" on page 467.

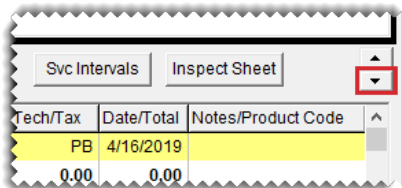


Note: The check box can be selected only by users who belong to a security group that's assigned the permission **Quotes View Margin**.

- 6. If the quote (top) panel is not already active, click it. The quote panel is active when it's surrounded by a black box.

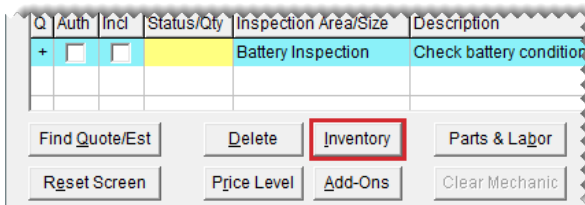


- 7. Click to enlarge the quote (top) panel. This button is located on the right side of the screen between the quote and checklist panels.

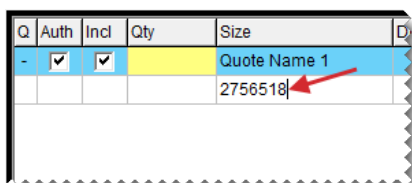


8. Add an item to the quote using one of the following methods:

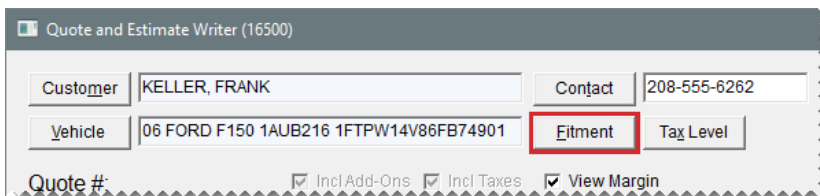
- Click **Inventory** and look up an item. For more information, see ["Inventory Searches" on page 202](#).



- Type the item's size, quick look code, or manufacturer code in the **Size** field for the *second* (white) quote row, and press **Enter**.



- Scan its bar code
- Click **Fitment** and select an item from the fitment guide. For more information, see ["Look Up Tire Sizes at Point of Sale" on page 507](#).



If an item's margin falls below the setting for the lowest margin allowed, TireMaster displays a warning. You can then decide whether to add the item to the quote.

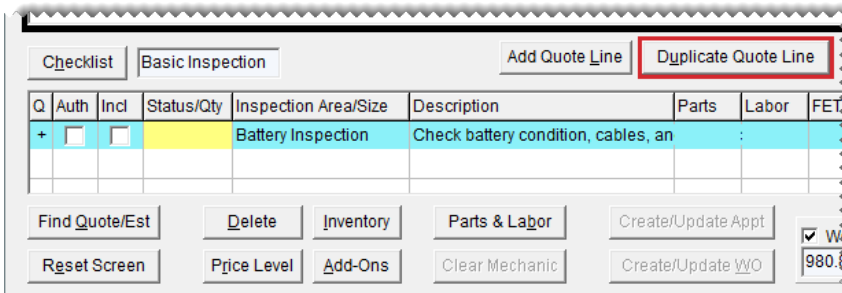
Note: An item's margin can be adjusted to a higher or lower percentage, which raises or lowers the selling price. For more information, see ["Adjust a Quoted Item's Margin" on page 467](#).

9. Make the following changes as needed:

- Type the quantity and press **Enter**. TireMaster updates the quantities of the add-ons items.
- Type different prices, FET, or both.

- To offer special pricing on an item using a global price level, select the item and click **Price Levels**.
- To change whether sales tax is calculated for an item's parts price, labor price, both, or none, click in the **Tax** column for that item and repeatedly press .
- To exclude an add-on item from the quote, clear its check box.

10. To add more quotes for the *same* tire, click **Duplicate Quote Line** for each additional quote. For example, if you want to add two more quotes, you'd click **Duplicate Quote Line** *twice*.

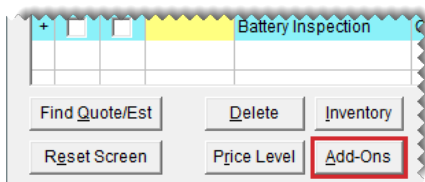


11. Change the name and add-on package assigned to the first quote.

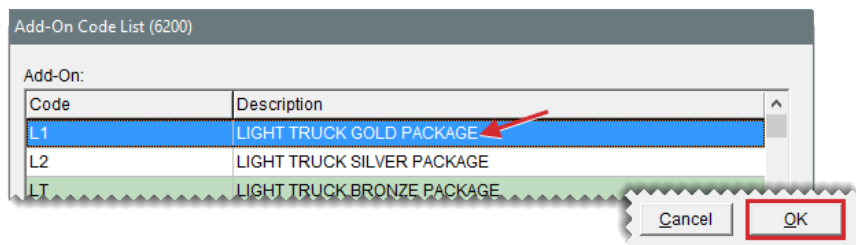
- Type a unique name for the first quote in the **Size** field.

Q	Auth	Incl	Qty	Size	Description	P
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Gold Package	D684 II H/T DUELER	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	P275/65R18	COMPUTER BALANCE	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4		RUBBER VALVE STEM	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4		STATE TIRE TAX (FEE)	

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



- Select the add-on package that you want to use for the first quote and click **OK**. The add-on items for the first quote are updated.



12. Change the name and add-on package for the remaining quotes.

Note: If a quote is already assigned the add-on package you want to use, you don't need to look up a different set of add-ons.

13. Enter identifying information for *each* quote as needed.
- To classify a quote as *Good*, *Better*, or *Best*, click the **Qty** field (colored either yellow or purple) in the quote's top row and press repeatedly to find the appropriate label.

Note: The classification affects the positioning of product information near the top of quote printouts. Because a maximum of three items can be displayed, only one quote should be classified as *Good*, only one quote should be classified as *Better*, and only one quote should be classified as *Best*. These classifications can be added for you automatically, depending on your system control settings. For more information, see ["Good, Better, Best Quotes" on page 458](#).
 - In the blue **Size** field, type a name or additional information about the quote.

Example: If you've assign the silver level add-on package to a quote, you could type **Silver Add-On Package**.

14. Update the *Good*, *Better*, or *Best* classification if needed. To change a classification, click the **Qty** field (colored either yellow or purple) in a quote's top row and press repeatedly to find the appropriate label.
15. Save and print the quote.

START QUOTES FROM VARIOUS PROGRAM AREAS

The quickest way to start a quote is to press **F12**, however, you can also start quotes from the following program areas:

- On the Open Work Order List, click **Quote**.
- On the Inventory List, select one or more items and click **Quote**. For more information, see ["Good, Better, Best Quotes" on page 458](#).

Note: To choose multiple items, press the **Ctrl** key while making your selections.

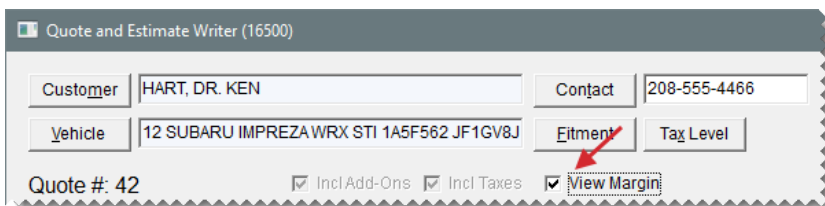
The advantage of pressing **F12** to start a quote is that you can leave other TireMaster screens open while you create quotes.

ADJUST A QUOTED ITEM'S MARGIN

You can adjust an item's margin to a higher or lower percentage. When an item's margin is adjusted, TireMaster recalculates the item's parts price.

To adjust an item's margin

- If the quote for which you want to adjust an item's margin isn't already open, look it up. For more information, see ["Retrieve Quotes and Estimates" on page 478](#).
- If the **Margin** column is hidden, select the **View Margin** check box.



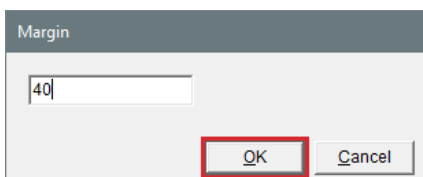
Note: The check box can be selected only by users who belong to a security group that's assigned the permission **Quotes View Margin**.

3. Click the **Margin** field for the item whose margin you want adjust and press . The Margin screen opens.

Product Code	Margin
085893	38.76%
29	
34	
21	

Tip: Margins can be adjusted for inventoriable parent items only.

4. Type new margin and click **OK**. The item's parts price is updated.



ADD TRADE-INS TO QUOTES

Some customers who request quotes might also ask to trade in tires or other items.

To add a trade-in to a quote

1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information and items to the quote. For more information, see ["Basic Tire Quotes" on page 455](#).
3. Add the trade-in item.
 - a. Click the quote (top) panel to make it active. The quote panel is active when it's surrounded by a black box.

- b. Click **Inventory** and look up the trade-in item. For more information, see "Inventory Searches" on page 202.

- c. Type the item's quantity as a negative number (such as **-2**), and press **Enter**. Any add-on items associated with the parent item are removed from the quote.

Q	Auth	Incl	Qty	Size	Description	P
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Quote Name 1	
		<input checked="" type="checkbox"/>	4	P195/65R15	FR710	
		<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE - PASS.	
		<input checked="" type="checkbox"/>	4	.	RUBBER VALVE STEM	
		<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX (FEE)	
		<input checked="" type="checkbox"/>	4	.	PASS ROAD HAZARD WARRANTY	
		<input checked="" type="checkbox"/>	4	.	TIRE DISPOSAL - PASS.	
		<input checked="" type="checkbox"/>	-2	.	NON-STOCK USED TIRE	
		<input checked="" type="checkbox"/>	1	.	COMPUTER BALANCE - PASS.	

- d. Change the trade-in item's price, if needed.
4. Save the quote and print it if needed.

VEHICLE INSPECTIONS

TireMaster includes space for recording and storing vehicle inspection results. This information is kept in the Quote and Estimate Writer, the application for preparing tire quotes and service and repair estimates.

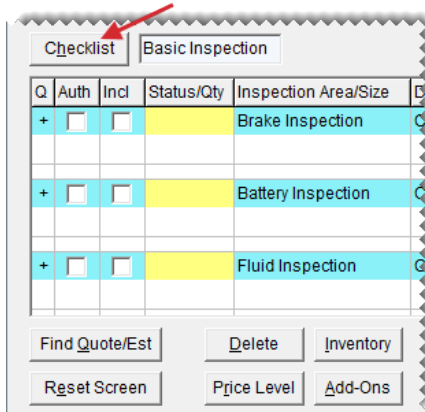
PRINT A SERVICE CHECKLIST

When it's time to inspect a customer's vehicle, you can print a service checklist to take out to the shop. As you examine the vehicle, you can write notes on the checklist and keep track of which inspection areas you've already checked.

Service checklists generated with TireMaster include the name and description for each inspection area. If inventory items have been assigned to any of the inspection areas, those items are also included on the printout.

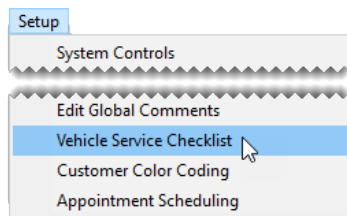
To print a service checklist

1. Do one of the following to open the Service Checklists screen:
 - On the Quote and Estimate Writer screen, click **Checklist**. When TireMaster prompts you to continue, click **Yes**.

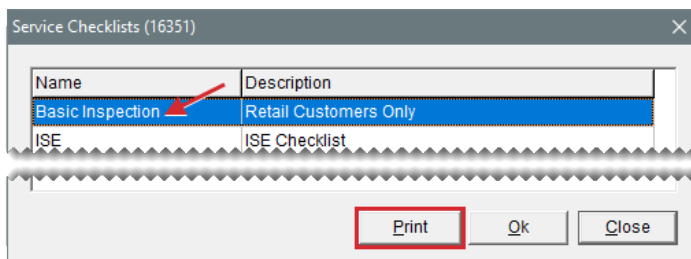


Note: If a customer and vehicle have been selected in the Quote and Estimate Writer, the printed checklist will include the customer's name and vehicle information.

- Select **Setup > Vehicle Service Checklist**.



2. Select the checklist you want to print and click **Print**. The Report Window opens.



3. Print the checklist and close the Report Window.
4. Close any open screens.

RECORD VEHICLE INSPECTION RESULTS

When vehicle inspections are finished, you can record the results of the inspections in TireMaster.


This information can be used to write estimates for recommended services or repairs.

To record the vehicle inspection results

1. Press **F12** to open the Quote and Estimate Writer.

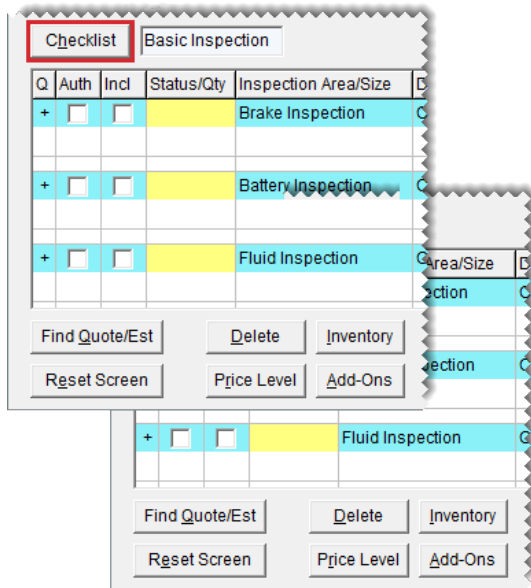
Note: You can also open the Quote and Estimate Writer at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab on the Customer Maintenance screen.

2. If the customer and vehicle information isn't already on the checklist, add it using one of the following methods:
 - Click **Customer**. Then look up the customer and select the vehicle when prompted. For more information, see "[Customer Searches](#)" on page 86.
 - Type the customer's name and the vehicle's year, make, and model.
3. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list.
4. If you need to change the customer's tax level, click **Tax Level** and select a different tax level.

5. To enlarge the checklist panel, click  until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.
6. If you haven't already activated the checklist panel, click it. The checklist panel is active when it's surrounded by a black box.

Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
JE	KJ	3/14/2019	
0.00	0.00	0.00	

7. If you want to record the inspection results on a different checklist, click **Checklist**. When TireMaster prompts you to save your changes, click **No** and select the checklist you want to use.

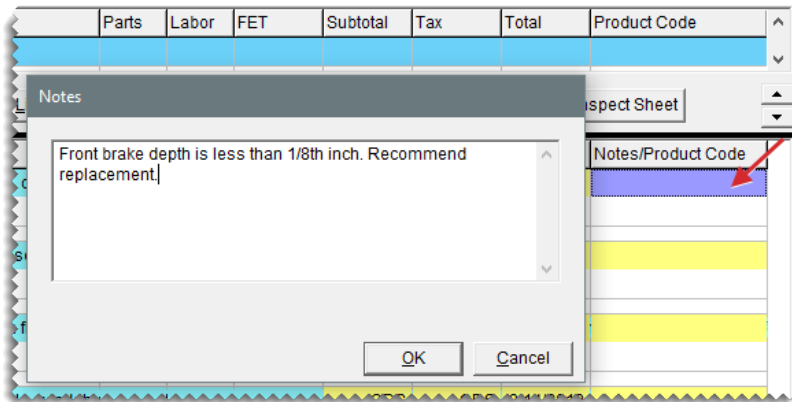


8. Set the status for each inspection area and add any related notes. If you didn't check an inspection area, leave its status blank.

- a. Click the **Status/Qty** field for an inspection area. Then press repeatedly until the applicable status is listed. You can set the status to one of the following:
 - **OK** The inspection area is OK.
 - **SUG** It's suggested the inspection area be repaired soon.
 - **REC** It's recommended that repairs be performed immediately.
- b. Assign a different salesperson, mechanic, or change the date if needed. To change the salesperson or mechanic, type the employee's user ID or press and make a selection from the list that appears. For dates, choose a different date from the calendar.

Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
JE	KJ	3/14/2019	
0.00	0.00	0.00	
JE	KJ	3/14/2019	
0.00	0.00	0.00	

- c. Select the **Notes/Product Code** field for an inspection area, and press to open the Notes screen. Then type your notes for the inspection area, and click **OK**.



9. Define which parts and labor are needed to complete recommended services or repairs. These items can be included on an estimate for the customer:

- See if any items have already been associated with an inspection area by clicking in the inspection area's heading (blue) row.

Q	Auth	Incl	Status/Qty	In
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	B
+	<input type="checkbox"/>	<input type="checkbox"/>	REC	B

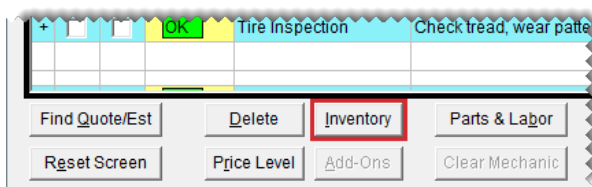
- Select the check boxes **Incl** column for the items you want to sell for the repair.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Check battery condition, cables, and
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection	Check linings, lines, hoses, and p
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	STANDARD BRAKE JOB - FRONT
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	STANDARD BRAKE JOB - BACK
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	NON-STOCK BRAKE PADS
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	NON-STOCK BRAKE ROTOR

Tip: To automatically include all of the items on an estimate, select the **Incl** check box in the heading (blue) row for the inspection area. Then you can clear the check boxes for the items you don't need.

Note: If the check box for a parent item is cleared, the check boxes for its add-on items are cleared as well.

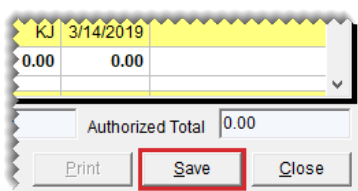
- Add items to an inspection area if needed. To add an item, select a row for the inspection area. Then click **Inventory** and look up the item that you want to add. For more information, see "Inventory Searches" on page 202.



- Change the quantities, descriptions, prices, and federal excise tax for items as needed.
- Change whether sales tax is calculated for an item's part price, labor price, both, or none as needed. Click in the **Tax** column for that item and repeatedly press to choose both, none, parts, or labor.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles	Sales/Sub	Tech/Tax
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Check battery condition, cables, an				JE	KJ
									0.00	0.00
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection	Check linings, lines, hoses, and pa				JE	KJ
-	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		STANDARD BRAKE JOB - FRONT	0.00	127.50	0.00	127.50	Parts
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1		STANDARD BRAKE JOB - BACK	0.00	0.00	0.00	0.00	Parts
-	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		DURALAST MAX BRAKE PADS	49.99	0.00	0.00	49.99	Parts
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1		NON-STOCK BRAKE ROTOR	0.00	0.00	0.00	0.00	Parts
									177.49	3.00

10. Save your changes and close the Quote and Estimate Writer.



PREPARE ESTIMATES

The information gathered from vehicle inspections can be used to prepare estimates for recommended services and repairs.

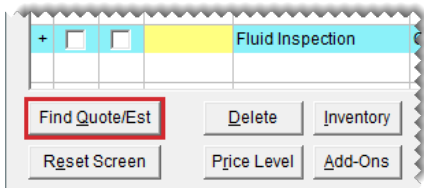
PREPARE ESTIMATES

When a customer's vehicle needs service or repairs, you can prepare an estimate with the Quote and Estimate Writer.

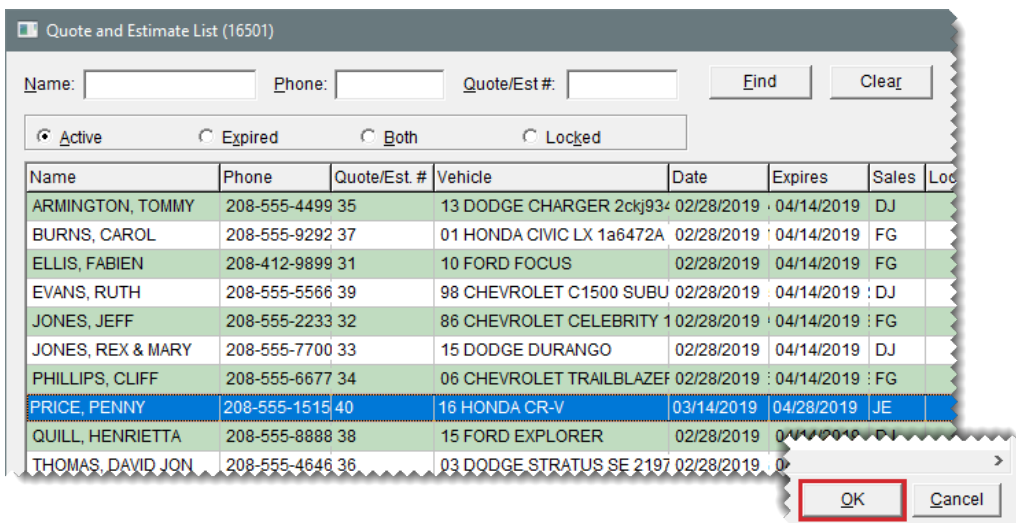
To write an estimate

- Retrieve the customer's vehicle inspection results.
 - Press **F12** to open the Quote and Estimate Writer.

Note: You can also open the Quote and Estimate Writer at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab on the Customer Maintenance screen.
 - Click **Find Quote/Est.**

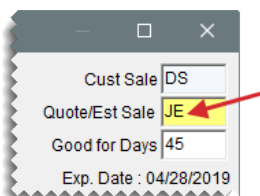


- c. Select the customer's estimate from the list, and click **OK**.

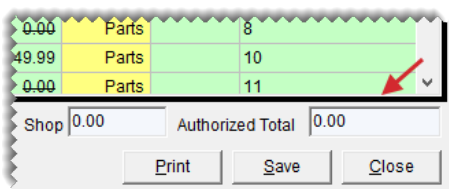



Tip: To quickly locate the estimate, type the customer's last name or phone number or the document number for the estimate and click **Find**.

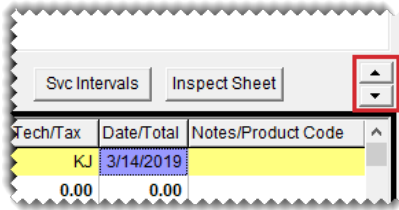
- 2. If your user ID is not already in the **Quote/Est Sale** field, press  and select it from the list that appears.



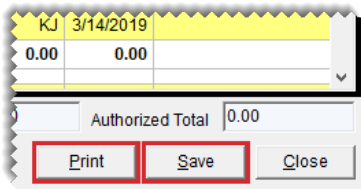
- 3. If you haven't already activated the checklist panel, click it. The checklist panel is active when it's surrounded by a black box.



- 4. To enlarge the checklist panel, click  until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.



5. If you haven't already done so, define which items are needed to complete recommended services of repairs. For more information, see ["Record Vehicle Inspection Results" on page 470](#).
6. Click **Save** and then click **Print**. The Report Window opens and displays a copy of the estimate.



7. Print a copy of the estimate for the customer. Then close the Report Window.
8. Close the Quote and Estimate Writer.

PREPARE ESTIMATES WITH THE INTEGRATED SERVICE ESTIMATOR

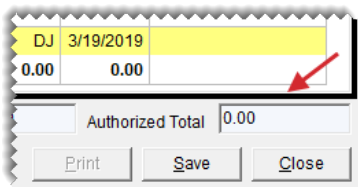
If you use the Epicor® Integrated Service Estimator™ (ISE) with your TireMaster system, the process for writing estimates is slightly different than it is on systems that are not integrated with the ISE.


To write estimates with the Integrated Service Estimator

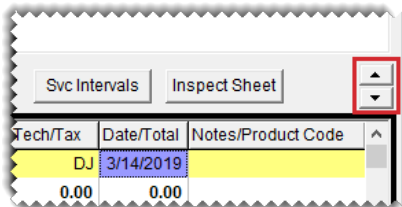
1. Press **F12** to open the Quote and Estimate Writer.
2. Add the customer's name, vehicle, and contact information.



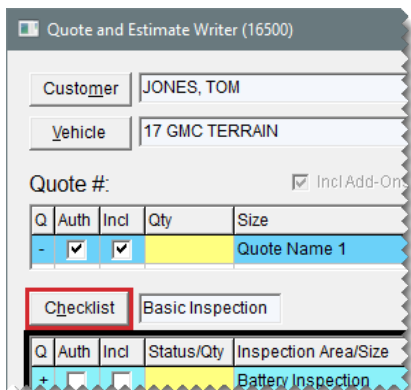
3. If you haven't already activated the checklist panel (the bottom panel), click it. The checklist panel is active when it's surrounded by a black box.



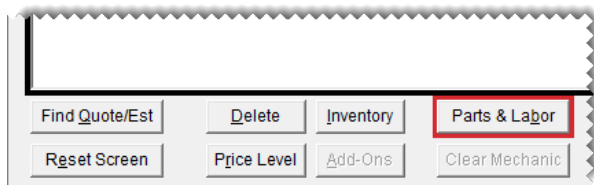
4. To enlarge the checklist panel, click  until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.



5. If the checklist that you use with the Integrated Service Estimator is not selected by default, click **Checklist** and select it from the list that appears.



6. Look up the items needed to service the vehicle.
 - a. Click **Parts & Labor**. The Available Interfaces screen opens.

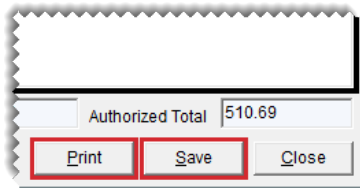


- b. Select TM Epicor Interface and click **OK**. The Epicor Interface screen opens.
 - c. Select the vehicle.
 - d. Look up the parts and labor needed for the services and repairs.
 - e. Add the ISE parts and labor information to the checklist.
7. To include all of the parts and labor information on the estimate, make sure the check boxes in the **Incl** column are selected for both the inspection areas and the items.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET
+	<input type="checkbox"/>	<input type="checkbox"/>		Battery Inspection	Check battery condition, cables, an			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Water Pump	Replace water pump and gasket to			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BWP9228	Water Pump	129.78	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4.4	Labor	Remove and Replace Water Pump	0.00	80.00	

Note: ISE inspection areas are listed in the top (blue) rows and the items are listed in the green rows.

8. Click **Save** and then click **Print**. The Report Window opens.



9. Print a copy of the estimate for the customer. Then close the Report Window.
10. Close the Quote and Estimate Writer.

MANAGE YOUR QUOTES AND ESTIMATES

TireMaster stores the quotes and estimates you've saved, until you turn them into completed sales or decide that you no longer need them. In the meantime, you can retrieve existing quotes and estimates and update them if needed.

RETRIEVE QUOTES AND ESTIMATES

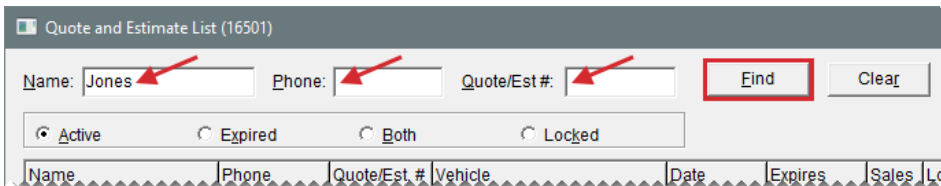
You can retrieve quotes and estimates that have already been saved when a customer returns to make a purchase or to review prices.

To retrieve quotes and estimates

1. Press **F12**. The Quote and Estimate Writer opens.
2. Click **Find Quote/Est**. The Quote and Estimate List opens.

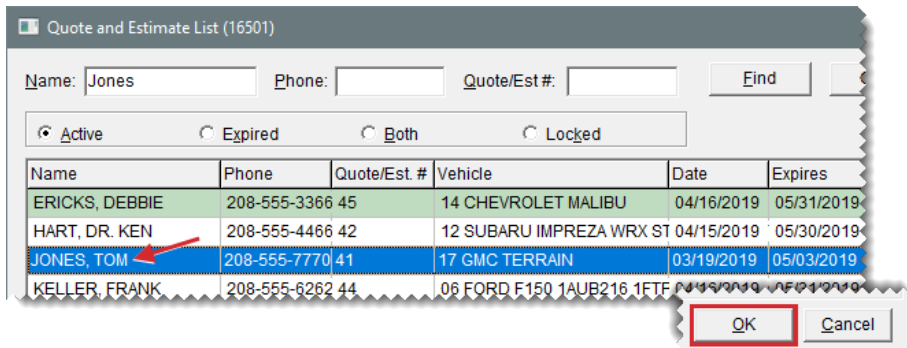


3. If you don't see the quote or estimate you want to retrieve, type the customer's last name (last name, first name), phone number, or quote number and click **Find**.



Tip: If you still don't see the quote or estimate you're looking for, it might be expired or locked. To view expired quotes and estimates only, select **Expired**; to display both active and expired quotes and estimates, select **Both**; or to display locked quotes and estimates only, click **Locked**.




4. Select the quote or estimate you want to retrieve and click **OK**. Now, you can update the quote or estimate, print a copy of it, or turn it into a work order.




UPDATE QUOTES AND ESTIMATES

You can update quotes and estimates by adding or removing items. You might also need to adjust prices to encourage customers to buy items or recommended services from you instead of your competitors.

To update quotes and estimates

1. Retrieve the quote or estimate you want to update. For more information, see "[Retrieve Quotes and Estimates](#)" on the previous page.
2. If you're updating a quote, click the quote (top) panel to make it active. If you're updating an estimate, click the checklist (bottom) panel instead. The quote or estimate is active when it's panel is surrounded by a black box.
3. To enlarge the quote (top) panel, click . To enlarge the checklist panel, click  as often as needed. These buttons are located on the right side of the screen between the quote and checklist panels.
4. Make the following changes as needed:
 - To update the quantities, prices, or FET for one or more items, type different amounts.
 - To add an item to the quote or estimate, click **Inventory** and look up the item or scan its bar code. For more information, see "[Inventory Searches](#)" on page 202 or "[Enter Bar Codes on Quotes](#)" on page 311
 - To remove an item from the quote or estimate, select the item and click **Delete**.
Note: Deleting a parent item also removes its add-ons.
 - To exclude an item from the quote or estimate, clear its check box in the **Incl** (include) column.
Note: Clearing the check box for a parent item also removes its add-ons.
 - To change whether sales tax is assessed for an item's parts price, labor price, both, or none, click the **Tax** column for the item and repeatedly press .
 - To change the expiration date, type a different number in the **Good for Days** field.

- To change the salesperson assigned to the quote or estimate, click the **Quote/Est Sale** field and press . Then select the salesperson's name from the list that appears.
 - To change the customer's tax level, click **Tax Level** and look up a different level.
 - To offer special pricing for an item, select the item, click **Price Levels**, and select a level.
5. For comparison quotes, do the following as needed:
 - To delete a quote from a comparison quote, select its top (blue) row and click **Delete**.
 - To add another quote to the screen, click **Add Quote Line** or **Duplicate Quote Line**. For more information, see ["Quote and Estimate Writer" on page 446](#).
 6. Save your changes, and print the updated quote or estimate or turn it into a work order. For more information, see ["Turn a Quote into a Work Order" on page 485](#), or ["Turn an Estimate into a Work Order" on page 488](#).

PRINT QUOTES AND ESTIMATES

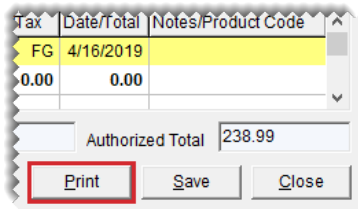
You can look up an existing quote or estimate and generate a hard copy.

To print an existing quote or estimate

1. Retrieve the customer's quote or estimate. For more information, see ["Retrieve Quotes and Estimates" on page 478](#).
2. Update the quote or estimate, if needed. For more information, see ["Update Quotes and Estimates" on the previous page](#).
3. Define which quote or inspection areas and items you want to include on the printout by selecting the applicable check boxes in the **Incl** column. In some cases, you might have a both a quote and an estimate on the same printout.

Q	Auth	Incl	Qty	Size	Description	Pa
+	<input type="checkbox"/>	<input type="checkbox"/>	Good	50,000 Mile Treadlife		
+	<input type="checkbox"/>	<input type="checkbox"/>	Better	50,000 Mile Treadlife		
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Best	50,000 Mile Treadlife		
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	215/60R16/SL	ASSURANCE AS	1
		<input checked="" type="checkbox"/>	1	.	COMPUTER BALANCE - PASS.	
		<input checked="" type="checkbox"/>	1	.	RUBBER VALVE STEM	
		<input checked="" type="checkbox"/>	1	.	STATE TIRE TAX (FEE)	
		<input checked="" type="checkbox"/>	1	.	PASS ROAD HAZARD WARRANTY	
		<input checked="" type="checkbox"/>	1	.	TIRE DISPOSAL - PASS.	

4. Click **Print**. The Report Window opens and displays a copy of the quote or estimate.



5. Print the quote or estimate and close the Report Window.

DELETE QUOTES AND ESTIMATES

If you no longer need a quote or estimate, you can delete it. To delete quotes and estimates, you must belong to a security group that's assigned the permission **Quotes Delete Quote**.

Note: In addition to deleting individual quotes, you can also delete batches of expired quotes. Typically, this is done during the month end closing process. For more information, see ["Delete Expired Quotes" on page 785](#).

To delete quotes and estimates

1. Press **F12**. The Quote and Estimate Writer opens.
2. Click **Find Quote/Est**. The Quote and Estimate List opens.
3. If you don't see the quote or estimate you want to delete, type the customer's name, phone number, or quote number and click **Find**.

Note: If you still don't see the quote you want to delete, it might be expired or locked. To view expired quotes only, select **Expired**; to display both active and expired quotes, select **Both**; to display locked quotes only, click **Locked**. For more information, see ["Quote and Estimate List" on the next page](#).
4. Select the quote or estimate that you want to delete, and click **Delete Quote/Est**. A confirmation message appears.
5. Click **Yes**.
6. Close the open screens.

UNLOCK QUOTES AND ESTIMATES

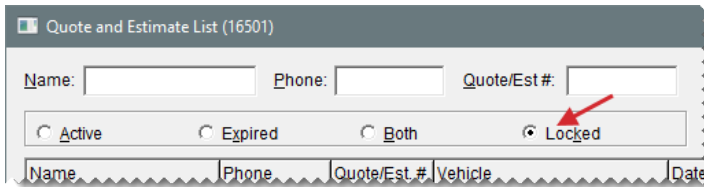
Quotes and estimates are locked when they're already open on another workstation. If you need to work with a locked quote or estimate, you can unlock it.

To unlock a quote

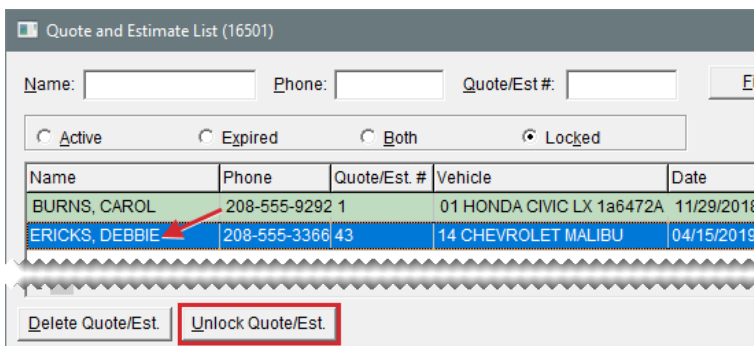
1. Press **F12**. The Quote and Estimate Writer opens.
2. Click **Find Quote/Est**. The Quote and Estimate List opens.



- To display only locked quotes and estimates, click **Locked**.



- Select the quote or estimate you want to unlock. Then click **Unlock Quote/Est**. The Quote and Estimate List displays all active quotes and estimates.



Note: If you don't see the quote or estimate you just unlocked, it might have expired. In this scenario, select **Expired** or **Both** to display the quote on the list.

QUOTE AND ESTIMATE LIST

Quotes and estimates that have been saved can be retrieved from the Quote and Estimate List (Figure 17-2).

Name	Phone	Quote/Est.#	Vehicle	Date	Expires	Sales	Locked By	Locked On
ARMINGTON, TOMMY	208-555-4499	35	13 DODGE CHARGER 2ckj934	02/28/2019	04/14/2019	DJ		
BURNS, CAROL	208-555-9292	37	01 HONDA CIVIC LX 1a6472A	02/28/2019	04/14/2019	FG		
ELLIS, FABIEN	208-412-9899	31	10 FORD FOCUS	02/28/2019	04/14/2019	FG		
EVANS, RUTH	208-555-5566	39	98 CHEVROLET C1500 SUBU	02/28/2019	04/14/2019	DJ		
JONES, JEFF	208-555-2233	32	86 CHEVROLET CELEBRITY 1	02/28/2019	04/14/2019	FG		
JONES, REX & MARY	208-555-7700	33	15 DODGE DURANGO	02/28/2019	04/14/2019	DJ		
PHILLIPS, CLIFF	208-555-6677	34	06 CHEVROLET TRAILBLAZER	02/28/2019	04/14/2019	FG		
QUILL, HENRIETTA	208-555-8888	38	15 FORD EXPLORER	02/28/2019	04/14/2019	DJ		
THOMAS, DAVID JON	208-555-4646	36	03 DODGE STRATUS SE 2197	02/28/2019	04/14/2019	RS		

Figure 17-2: Quote and Estimate List

Item	Description
Name	Lets you search for a quote or an estimate by typing the customer's name.
Phone	Lets you search for a quote or an estimate by the phone number recorded on the quote or estimate.
Quote #	Lets you search for a quote or estimate by typing its system-assigned document number.
Find	Activates the search for a quote or estimate.
Clear	Removes the names, document numbers, or phone numbers used to search for a quote or an estimate.
Legacy Quotes	Lets you convert quotes created and saved in the Quote Module in older TireMaster versions to the Quote and Estimate Writer.
Active	Displays only quotes that have not expired.
Expired	Displays expired quotes only.
Both	Displays both active and expired quotes.
Locked	Displays only quotes and estimates that are already open on another workstation.
Name	Displays the name of the customer.

Item	Description
Phone	Displays the phone number for contacting a customer.
Quote/Est. #	Displays the system-assigned document number for a quote or estimate.
Vehicle	Displays the description of a customer's vehicle.
Date	Displays the date a quote or estimate was created.
Expires	Displays the expiration date for a quote or estimate.
Sales	Displays the name of the user who created the quote or estimate.
Locked By	Displays the name of the user logged into the workstation on which the quote is open.
Locked On	Displays the date on which the quote was locked.
Delete Quote/Est.	Lets you delete a quote or an estimate.
Unlock Quote/Est.	Lets you unlock a quote or estimate.
OK	Exits the Quote and Estimate List and displays the quote or estimate that you selected on the main Quote and Estimate Writer screen.
Cancel	Lets you exit the screen without selecting a quote or an estimate.

CONVERT QUOTES TO SALES

TireMaster includes tools to help you move from a quote to winning a sale.

FOLLOW UP ON QUOTES

When you want to follow up with customers whose quotes have not resulted in sales, refer to TireMaster's Open Quote report. For each quote, the report lists customer's name, vehicle, phone number, and the items on the quote. For more information, see ["Open Quote Report" on page 829](#).

SCHEDULE WORK FOR QUOTED ITEMS

When a customer decides to buy the items on a quote but can't have the work done right away, you can use information from the quote to schedule an appointment.

To schedule work for quoted items

1. Retrieve the customer's quote. For more information, see ["Retrieve Quotes and Estimates" on page 478](#).

Note: You can also open the Quote and Estimate Writer at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab of the Customer Maintenance screen.

- Update the quote if needed. Updating the quote includes making changes such as raising or lowering prices, adjusting margins, and making sure the **Auth** check box is selected for the quoted items that will be sold to the customer.
- Save your changes.

FG	4/15/2019	
0.00	0.00	
Authorized Total		565.71
Print	Save	Close

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

+ <input type="checkbox"/>	Fluid Inspection	Check oil, transmission fluid,
Find Quote/Est	Delete	Inventory
Reset Screen	Price Level	Add-Ons
	Clear Mechanic	Create/Update Appt
		Create/Update WO

Note: If the **Create/Update Appt** button is disabled, the customer and vehicle need to be added to TireMaster.

- Click **OK** to close the message. The Appointment List opens. On the Quote and Estimate Writer, the rows in the **Q** and **Auth** columns turn green for the items set aside for the appointment.
- Select the appointment, and click **Edit**.

04/17 11:00 AM		B2	Johnson, Kris	Turner, Johnny & Anne
04/17 11:00 AM		B2	Smith, Russell	PRICE, PENNY
04/17 11:30 PM				JONES, REX & MARY
04/17 11:30 AM				HART, DR. KEN
Add	Edit	Delete	WorkOrder	Calendar
			<input type="checkbox"/> Show Detail	<input checked="" type="checkbox"/> Show Expired Appts

- Set the appointment date and time and select resources as needed. For more information, see ["Schedule an Appointment" on page 522](#).
- Close the Appointment List and the Quote and Estimate Writer.

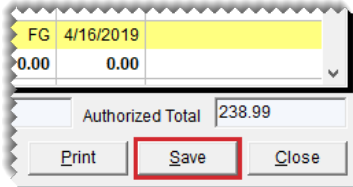
TURN A QUOTE INTO A WORK ORDER

When a customer is ready to make a purchase, you can turn the customer's quote into a work order.

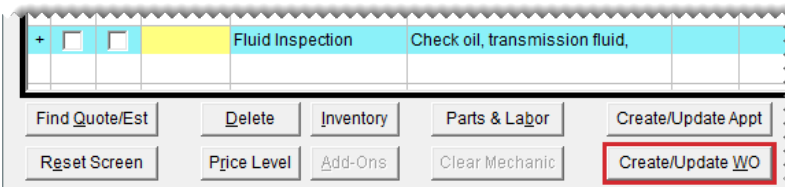
To turn a quote into a work order

- Retrieve the customer's quote. For more information, see ["Retrieve Quotes and Estimates" on page 478](#).

2. Update the quote if needed. Updating the quote includes making changes such as raising or lowering prices, adjusting margins, and making sure the **Auth** check box is selected for the quoted items that will be sold to the customer.
3. Save your changes.



4. Click **Create/Update WO**. If there's already a work order for the customer, TireMaster gives you the option of updating the existing work order or creating a new one.



Note: If the **Create/Update WO** button is disabled, the customer and vehicle need to be added to TireMaster.

5. Click **OK** to close the message. The rows in the **Q** and **Auth** columns turn green for the items put on the work order.
6. Close the Quote and Estimate Writer screen. The work order that you just created (or updated) is added to the Open Work Order List. You can update the work order, if needed, or complete the sale.

CONVERT ESTIMATES TO SALES

You can use the information from estimates to encourage customers to schedule recommended services and complete the sales process.

SCHEDULE RECOMMENDED SERVICES

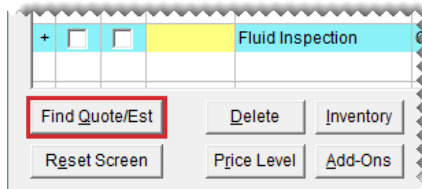
When you recommend services for a vehicle, the customer might ask to schedule an appointment. In this scenario, you can begin the process of scheduling the appointment from the Quote and Estimate Writer.

To schedule recommended services

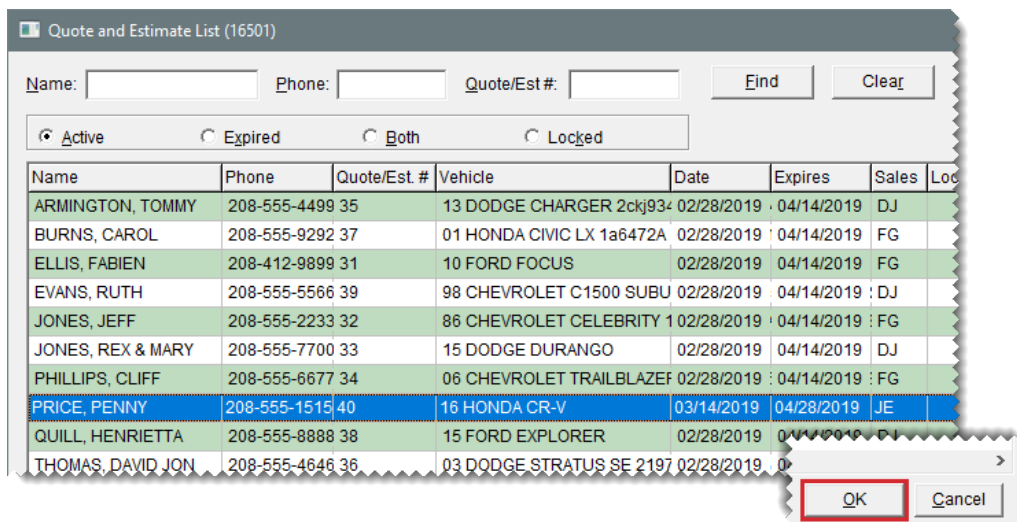
1. Retrieve the customer's vehicle inspection results.
 - a. Press **F12** to open the Quote and Estimate Writer.


Note: You can also open the Quote and Estimate Writer at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab of the Customer Maintenance screen.

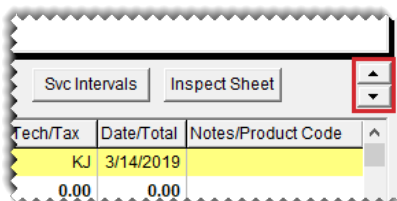
b. Click **Find Quote/Est.**



c. Select the customer's estimate from the list, and click **OK**.



2. To enlarge the checklist panel, click  until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.



- Update the estimate if needed. Updating the estimate includes making changes such as raising or lowering prices and adding or removing items.
- To authorize the items (parts and labor) for the services the customer has decided to buy, select the **Auth** check box for the applicable inspection area. The authorized total is updated (see lower-right corner of the screen).

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles	Sales/Sub	Te
+	<input type="checkbox"/>	<input type="checkbox"/>	OK	Battery Inspection	Check battery condition, cable					JE 0.00
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection	Check linings, lines, hoses, a					JE 127.50
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1		STANDARD BRAKE JOB - FRONT	0.00	127.50	0.00	127.50	
-	<input type="checkbox"/>	<input type="checkbox"/>	1		STANDARD BRAKE JOB - BACK	0.00	0.00	0.00	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		DURALAST MAX BRAKE PADS	49.99	0.00	0.00	49.99	
-	<input type="checkbox"/>	<input type="checkbox"/>	1		NON-STOCK BRAKE ROTOR	0.00	0.00	0.00	0.00	

5. Click **Save**.

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

Note: If the **Create/Update Appt** button is disabled, the customer and vehicle need to be added to TireMaster.

7. Click **OK** to close the message. The Appointment List opens.

8. Choose the appointment date and time. You can also assign a mechanic and bay to appointment. For more information, see "[Schedule an Appointment](#)" on page 522.

Note: Appointments that originate from the Quote and Estimate Writer are automatically scheduled for the next day. If you don't see the appointment when you click **Calendar** (on the Appointment List), advance to the next day on the Appointment Calendar.

9. Close the Appointment screens to return to the Quote and Estimate Writer. The rows in the **Q** and **Auth** columns are colored green to identify the items set aside for the appointment.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles	Sales/Sub	Te
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection	Check linings, lines, hoses, a					JE
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		STANDARD BRAKE JOB - FRONT	0.00	127.50	0.00	127.50	
-	<input type="checkbox"/>	<input type="checkbox"/>	1		STANDARD BRAKE JOB - BACK	0.00	0.00	0.00	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		DURALAST MAX BRAKE PADS	49.99	0.00	0.00	49.99	
-	<input type="checkbox"/>	<input type="checkbox"/>	1		NON-STOCK BRAKE ROTOR	0.00	0.00	0.00	0.00	
									177.49	

10. Close the Quote and Estimate Writer.

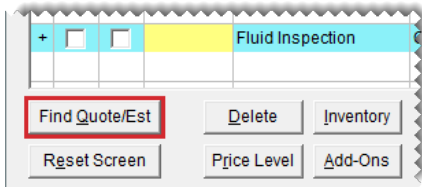
TURN AN ESTIMATE INTO A WORK ORDER

When a customer is ready for you to complete recommended services and repairs, you can turn the

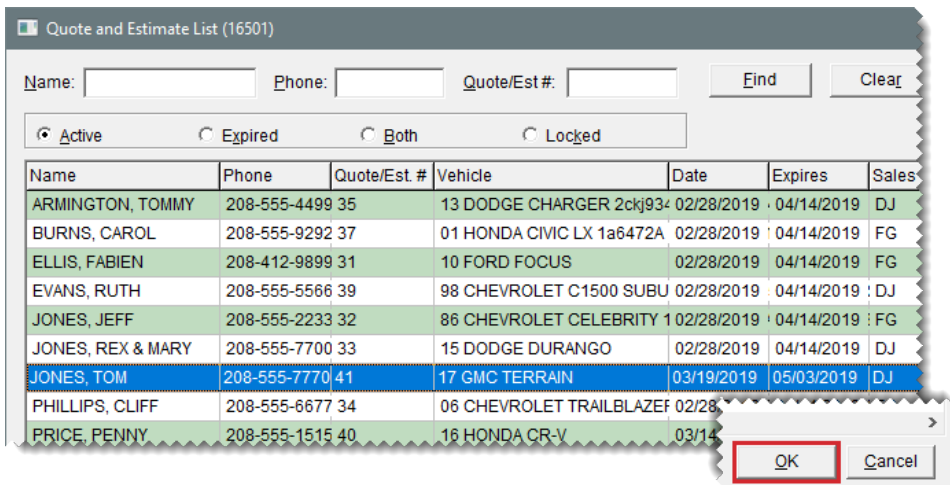
estimate into a work order or add the recommended items to an existing work order.

To turn an estimate into a work order


1. If you haven't done so already, retrieve the customer's estimate. For more information, see ["Retrieve Quotes and Estimates" on page 478](#).
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est.**

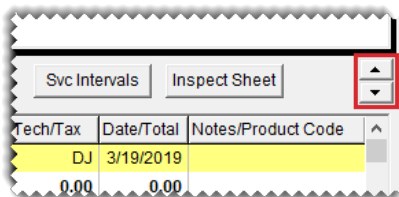


- c. Select the customer's estimate from the list, and click **OK**.



Note: You can also retrieve a customer's estimate at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab of the Customer Maintenance screen.

2. To enlarge the checklist panel, click  until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.



3. Update the estimate, if needed. Updating the estimate includes making changes such as raising and lowering prices and adding and removing items. For more information, see ["Record Vehicle Inspection Results" on page 470](#).

- To authorize the items (parts and labor) for the services the customer has decided to buy, select the **Auth** check box for the applicable inspection area. The authorized total is updated (see lower-right corner of the screen).

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles	Sales/Sub	Te
+	<input type="checkbox"/>	<input type="checkbox"/>		Battery Inspection	Check battery condition, cable				DJ	0.00
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Water Pump	Replace water pump and gasket				DJ	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BWP9228	Water Pump	129.78	0.00	0.00		129.78
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4.4	Labor	Remove and Replace Water Pum	0.00	80.00	0.00		352.00
										481.78

- Click **Save**.

Authorized Total 510.69

Print **Save** Close

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

Find Quote/Est Delete Inventory Parts & Labor Create/Update Appt WO and Auth

Reset Screen Price Level Add-Ons Clear Mechanic **Create/Update WO** 510.69*

Note: If there's already a work order for the customer, TireMaster gives you the option of updating the existing work order or creating a new one.

- Click **OK**. The rows in the **Q** and **Auth** columns are colored green to identify the items added to the work order.

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles	Sales/Sub	Te
+	<input type="checkbox"/>	<input type="checkbox"/>		Battery Inspection	Check battery condition, cable				DJ	0.00
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Water Pump	Replace water pump and gasket				DJ	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BWP9228	Water Pump	129.78	0.00	0.00		129.78
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4.4	Labor	Remove and Replace Water Pum	0.00	80.00	0.00		352.00
										481.78

- Close the Quote and Estimate Writer.

FOLLOW UP ON DECLINED SERVICES

When you want to follow up with customers who've declined recommended services and repairs, refer to the Declined Services report. This document lists the names of the customers and descriptions of the services they declined. For more information, see "[Declined Services Report](#)" on page 809.

SERVICE CHECKLISTS

You can set up one or more service checklists for recording vehicle inspection results. Whether you need multiple checklists depends on the types of services you provide to various customers.

Example: if your services for retail customers differ from those for commercial clients, consider using separate checklists. Otherwise, you can probably use the same checklist for everyone.

New TireMaster systems include a basic checklist that can be used as is or modified. For more information, see ["Update a Service Checklist" on page 496](#).

Note: To manage service checklists, you need to belong to a user group that's assigned the permission **Vehicle Service Checklist Add/Edit/Delete**.

SET UP A SERVICE CHECKLIST

You can design service checklists to meet the specific needs of your shop. To set up a service checklist, add it to TireMaster, define whether it will be the default checklist, and add inspection areas to it.

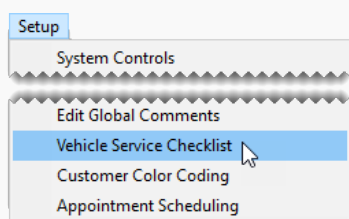
Tip: For a detailed list of settings for each service checklist, print the **Service Checklist Setup Report**. For more information, see ["Service Checklist Setup Report" on page 855](#).

CREATE A NEW SERVICE CHECKLIST

To create a new service checklist, add it to your TireMaster system.

To create a service checklist

1. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.



2. Click **Add**. The Service Checklist Maintenance screen opens.



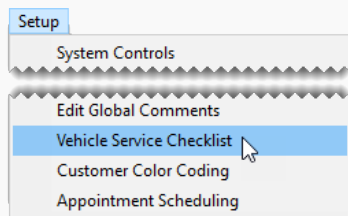
3. Type a name and description for the checklist.

DEFINE THE DEFAULT CHECKLIST

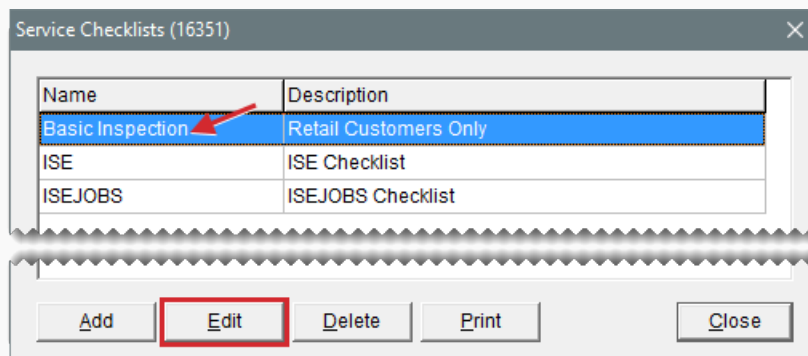
Once you've added one or more service checklists to TireMaster, define which one you'll use most often by setting it as the default checklist.

To define the default checklist

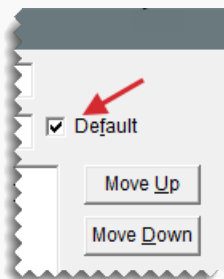
1. If the Service Checklists screen isn't already open, select **Setup > Vehicle Service Checklist**.



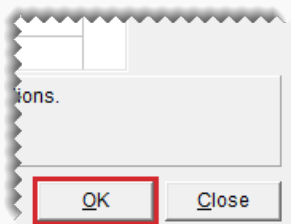
2. Select the checklist you want to set as the default and click **Edit**. The Service Checklist Maintenance screen opens.



3. Select the **Default** check box.



4. Click **OK** to save your changes and return to the Service Checklists screen.



CREATE INSPECTION AREAS

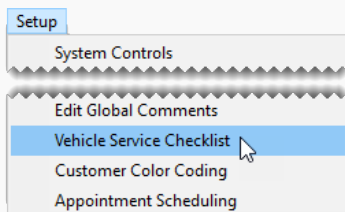
Once you've added a new checklist to TireMaster, you can create inspection areas for it. Typically, an inspection area includes a description of what to check on a vehicle and a list of items (parts and labor) that can be put on an estimate, appointment, or a work order when repairs are recommended.

You can also associate an inspection area with a postcard code for declined services mailings and define whether services should automatically be recommended based on a vehicle's beginning mileage.

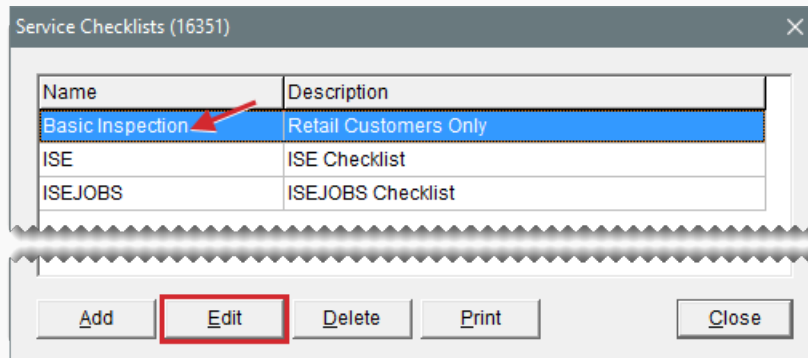
Note: If you use the Epicor® Integrated Service Estimator™, set up only one generic inspection area with no items assigned to it or no inspection areas at all.

To create an inspection area

1. If the Service Checklists screen isn't already open, select **Setup > Vehicle Service Checklist**.



2. Select the checklist you want to add inspection areas to, and click **Edit**. The Service Checklist Maintenance screen opens.



3. Click **Add**. The Add/Edit Inspection Area screen opens.



4. Type a name for the inspection area.

Example: You could have inspections areas named *Brake Inspection*, *Under Vehicle Inspection*, and *Battery Inspection*.

5. If services for the inspection area should be automatically recommended based on the vehicle's beginning mileage, select the **Mileage-Based Service** check box and type the mileage at which to recommend services.

Note: Services are recommended when a vehicle's beginning mileage falls within the range defined by a system control. For example, if the threshold is set to 1000 and the mileage for the inspection area is set to 30,000, services will be recommended when the beginning mileage falls between 29,000 and 31,000 miles. For more information, see "[Checklist - Mileage Threshold](#)" on page 963.

6. To associate the inspection area with a postcard code for declined services mailings, click . Then select a code from the Postcard Lookup screen. For more information, see "[Associate an Inspection Area with a Postcard](#)" on page 561
7. Type a description of what to check.

Add/Edit Inspection Area (16344)

Area Name: Battery Inspection

Mileage: 0 Mileage-Based Service

Postcard: [Yellow box with ...]

Description: Check battery condition, cables, and connections.

8. To create a list of items that can be put on estimates, work orders, or appointments when services for the inspection area are recommended, click **Add Inventory** and look up each item. For more information, see ["Inventory Searches" on page 202](#).

Add Inventory Delete Inventory

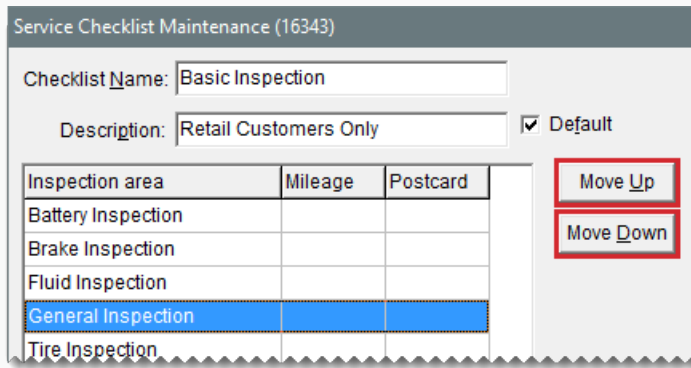
Tip: To save time at point of sale, look up all of the items that can be used to service the inspection area. For example, if the inspection is for brakes, look up all brake pads, rotors, discs, drums, and brake labor items.

Note: If any add-ons are assigned to an item, they will be included on work orders and estimates automatically. Therefore, you only need to look up parent items.

9. To save the inspection area, click **OK**.

OK Cancel

10. To move an inspection area closer to the top or bottom of the checklist, select the inspection area. Then click **Move Up** or **Move Down**.



11. When you're done adding inspection areas to the checklist, close the Service Checklist Maintenance and Service Checklists screens.

Tip: For a detailed list of the settings for each of your service checklists, print the **Service Checklist Setup Report**. For more information, see "[Service Checklist Setup Report](#)" on page 855.

UPDATE A SERVICE CHECKLIST

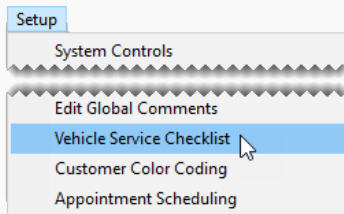
Occasionally, you might need to update either an existing service checklist or an inspection area for a checklist.

UPDATE AN EXISTING SERVICE CHECKLIST

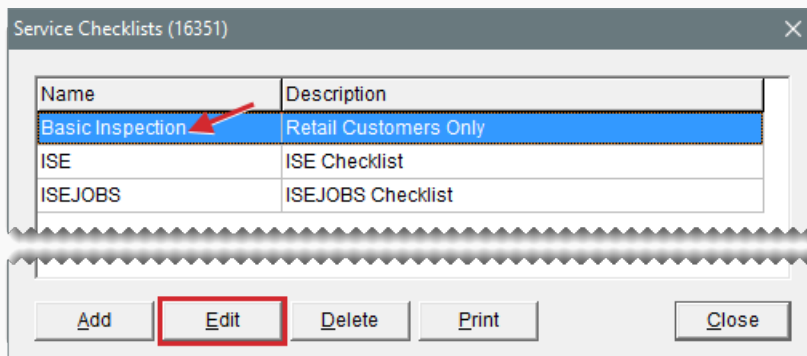
You can update an existing checklist by renaming it or changing the inspection areas.

To update a service checklist

1. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.



2. Select the checklist you want to update, and click **Edit**. The Service Checklist Maintenance screen appears.



3. Do the following as needed:
 - Type a new name or description.
 - Select or clear the **Default** check box.
 - Move an inspection area up or down. To move an area, select the area's name. Then click **Move Up** or **Move Down**.
 - Add a new inspection area. For more information, see "[Create Inspection Areas](#) " on page 493.
4. To update the settings for an inspection area, select it and click **Edit**. For more information, see "[Update an Inspection Area](#) " below.
5. To delete an inspection area, select it and click **Delete**.
6. When you're done making changes, click **OK**.
7. Close the Service Checklists screen.

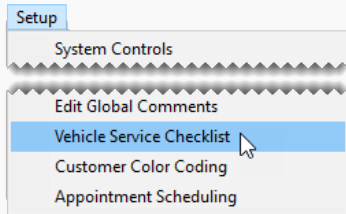
UPDATE AN INSPECTION AREA

You can change the settings for checklist inspection areas. For example, you might want to rename an inspection area or assign additional items.

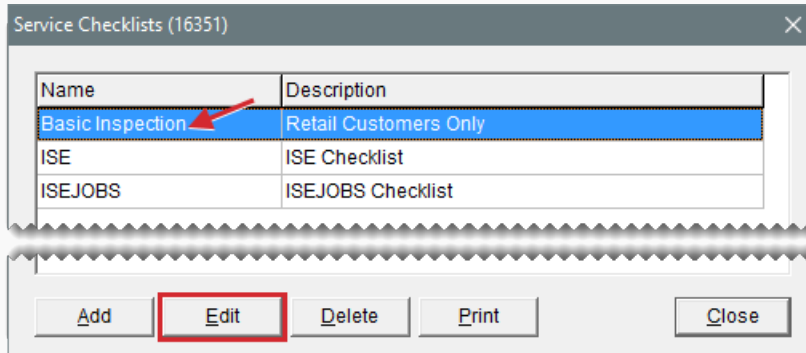
Note: If you use the Epicor® Integrated Service Estimator™, set up only one generic inspection area with no items assigned to it or no inspection areas at all.

To update an inspection area

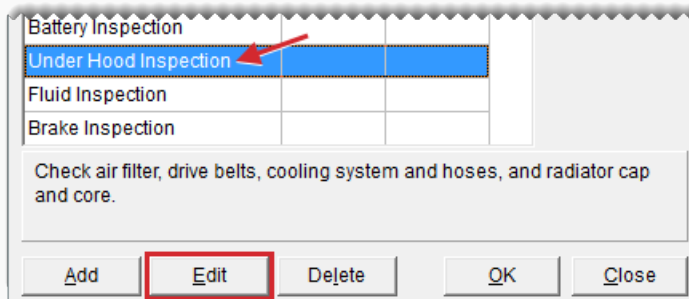
1. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.



2. Select the checklist that includes the inspection area, and click **Edit**. The Service Checklist Maintenance screen opens.




3. Select the inspection area you want to update, and click **Edit**. The Add/Edit Inspection Area screen opens.



4. Do the following as needed:
 - If services for the inspection area should be automatically recommended based on the vehicle's beginning mileage, select the **Mileage-Based Service** check box and type the mileage at which to recommend services.

Note: Services are recommended when a vehicle's beginning mileage falls within the range defined by a system control. For example, if the threshold is set to 1000 and the mileage for the inspection area is set to 30,000, services will be recommended when the beginning mileage falls between 29,000 and 31,000 miles. For more information, see "[Checklist - Mileage Threshold](#)" on page 963.

- If you need to associate the inspection area with a postcard code, click . Then select a code from the Postcard Lookup screen, and click **OK**. For more information, see ["Associate an Inspection Area with a Postcard" on page 561](#).
 - Update the description of what to check.
 - To look up items that can be set aside for appointments or put on estimates and work orders when repairs are recommended, click **Add Inventory**. For more information, see ["Inventory Searches" on page 202](#).
 - To remove an item from the inspection area, select the item and click **Delete Inventory**.
5. To save the changes, click **OK**.

DELETE A SERVICE CHECKLIST

If you no longer use a checklist, you can delete it.

To delete a service checklist

1. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.
2. Select the checklist you no longer need and click **Delete**. A confirmation message appears.
3. Click **Yes**. The checklist is removed.

Note: If you deleted the default service checklist, you need to set one of the remaining checklists as the new default. For more information, see ["Define the Default Checklist" on page 492](#).

SET THE SERVICE CHECKLIST CONTROLS

The following system controls affect the default behavior of service checklists.

- **Checklist - Append to Comments** defines whether to include notes about recommended services on invoices.
- **Checklist - Mileage Threshold** defines a range in which services are automatically recommended for a vehicle based on the mileage. For more information, see ["Mileage Based Services" on the next page](#).
- **Checklist - View All** defines whether all service checklists are available to a site or if users at that site can access only the checklists created there. If you're running TireMaster Plus or TireMaster Point of Sale, disregard this setting.
- **Checklist - View Status** defines which inspection areas to display when different service checklists were used for previous vehicle inspections.

Description	Value	SiteNo
Cash Drawer - Open for Credit Card	NO	1
Checklist - Append to comments	YES	1
Checklist - Include Add-Ons for Inspection Areas	NO	1
Checklist - Mileage Threshold	0	1
Checklist - View All	YES	1
Checklist - View Status	1	1
Days for saving Text Messages	21	1

Figure 17-3: Service Checklist System Controls

All of these checklist controls are on the **Other** tab of the System Controls screen. Whether you need to set all of these controls depends on how you want to use the service checklist. For more information, see "Other Controls" on page 962.

MILEAGE BASED SERVICES

You can define whether TireMaster should automatically recommend services for an inspection area based on a vehicle’s beginning mileage at point of sale. To set up mileage-based services, do the following:

- On the System Controls screen, set the range in which services will be recommended automatically.
- For one or more inspection areas, define the mileage at which services are recommend.

Here’s what happens once these settings are completed. When you start a work order, enter the vehicle’s beginning mileage. If that mileage falls within the range set in System Controls, the recommended service indicator (**Figure 17-4**) will be yellow when you open the Invoice Entry screen.

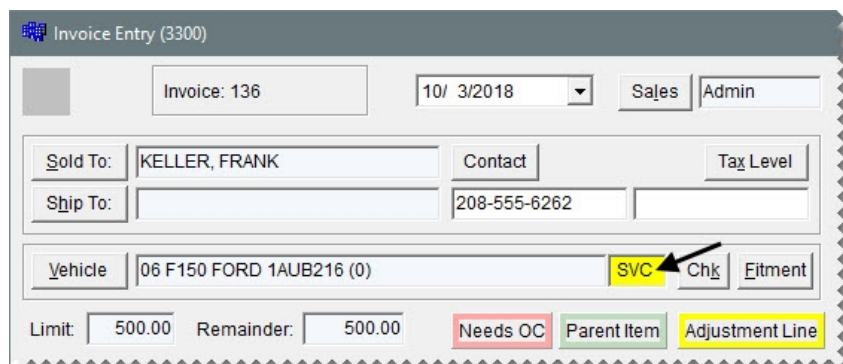


Figure 17-4: A Mileage Based Service is Recommended

SET THE MILEAGE THRESHOLD

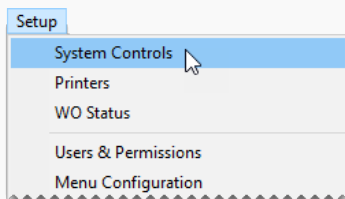
The mileage threshold is the range in which services are automatically recommended

based on a vehicle's beginning mileage.

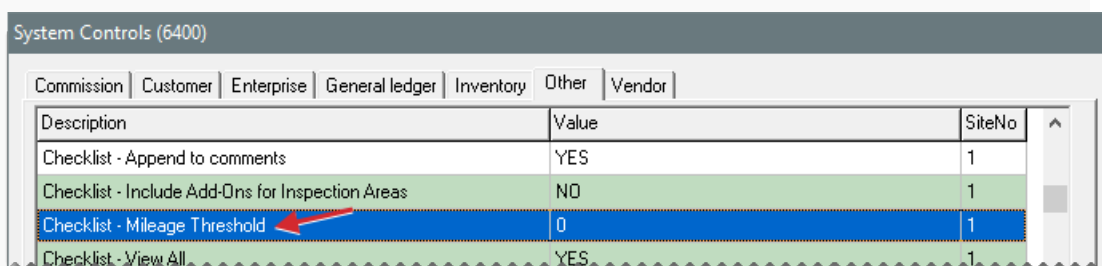
Example: If you set the threshold to 1000 and state that the ignition system should be checked at 30,000 miles, TireMaster will automatically recommend services for the ignition system when a vehicle's beginning mileage falls between 29,000 and 31,000 miles.

To set the mileage threshold

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Other** tab.
3. Select **Checklist - Mileage Threshold** and press **Enter**.



4. Type the range in which services will be recommended automatically.
5. Close the System Controls screen.

DEFINE THE RECOMMENDED SERVICE MILEAGE

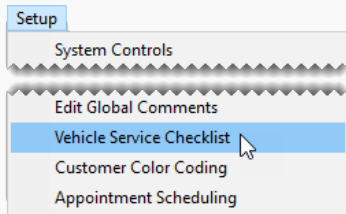
When you set up inspection areas, you can define whether TireMaster should automatically recommend services based on a vehicle's beginning mileage. Whenever a vehicle's beginning mileage falls within a user-defined range, TireMaster automatically recommends services for the inspection area.

Example: If you set the mileage for an inspection area to 30,000 miles and the range for mileage-based services to 1000, TireMaster automatically recommends services when a vehicle's beginning mileage falls between 29,000 and 31,000 miles.

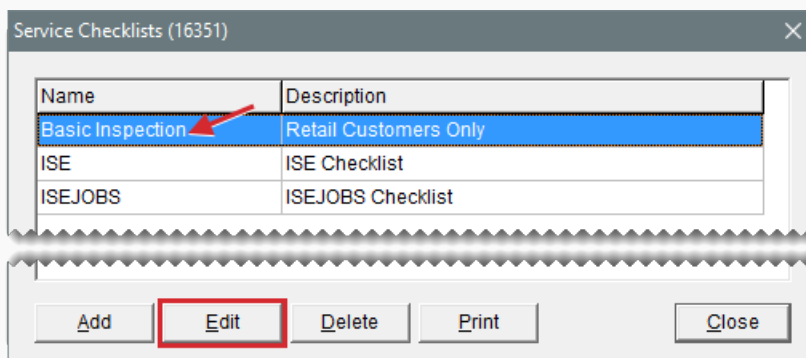
Note: The range for mileage-based services is set in System Controls. For more information, see ["Set the Mileage Threshold " on the previous page.](#)

To define the recommended service mileage

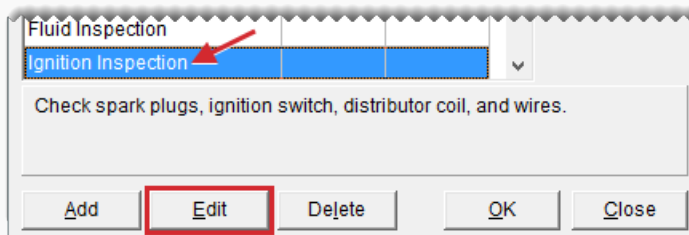
1. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.



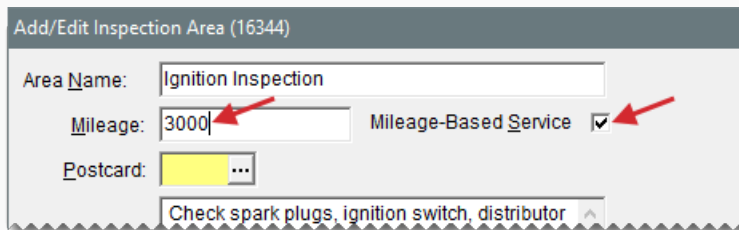
2. Select the checklist that includes the inspection area for which you'll define the recommended service mileage, and click **Edit**. The Service Checklist Maintenance screen opens.



3. Select the inspection area and click **Edit**. The Add/Edit Inspection Area screen opens.



4. Select the **Mileage-Based Service** check box, and type the mileage.



5. To save your changes, click **OK**.
6. Close the open screens.

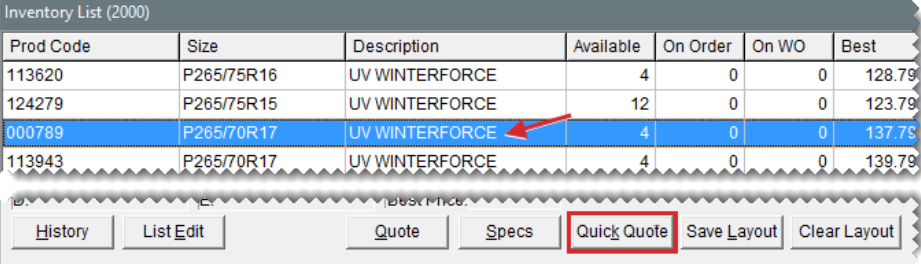
QUICK QUOTES

You can easily tell customers the price of one, two, or four quantities of an item by giving them a quick quote. Prices included in a quick quote include add-ons and sales tax, which is calculated based on your default tax settings.

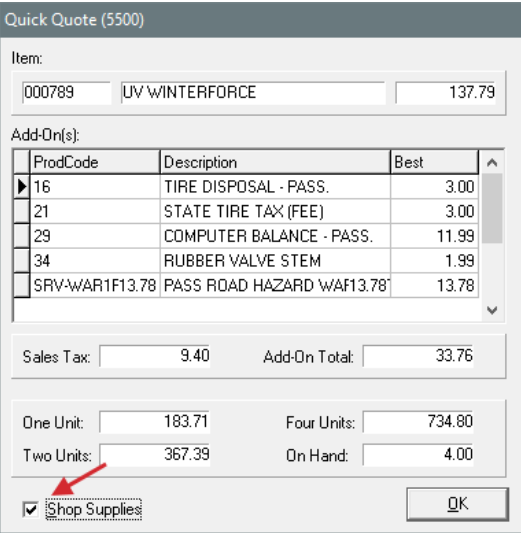
Note: If you need to calculate the price of multiple items and services, edit prices, and save and print a quote, use the Quote and Estimate Writer. For more information, see "Good, Better, Best Quotes" on page 458 and "Price Comparison Quotes" on page 463.

To give a quick quote

1. Search for the item the customer is asking about. For more information, see "Inventory Searches" on page 202.
2. On the Inventory List, select the item and click **Quick Quote**. The Quick Quote screen opens.



3. To include the item's shop charge in the one-unit, two-unit, and four-unit totals, select the **Shop Supplies** check box. To exclude the shop charge from the totals, clear the check box.



4. Share the quoted prices with the customer.
5. To exit the Quick Quote screen, click **OK**.

CHAPTER 18

TIRE FITMENT AND REGISTRATION

Optional tools that can be integrated with TireMaster simplify tire searches and the tire registration process. This chapter includes the following sections:

Fitment Guide	506
Tire Guide and Vehicle Information Screen	510
DOT Interface	512

FITMENT GUIDE

With the integrated fitment guide, you can easily identify standard and optional tire sizes for vehicles. You can also use it to look up various tire and wheel settings including torque, air pressure, and hub diameter. The fitment guide is available only if you've subscribed to and installed Tire Guide Pro Plus. Data for the fitment guide is provided by Pearl Communications and Tire Guides, Inc.

LOOK UP TIRE AND WHEEL INFORMATION

When you need to see which tires are compatible with a vehicle, you can quickly find the information with the fitment guide.

Note: You can also access the fitment guide from a quote or work order. For more information, see ["Look Up Tire Sizes at Point of Sale" on the facing page.](#)

To look up tire and wheel information

1. Do one of the following:

- Select **Fitment Guide** from the **Inventory** menu.
- Press **F7**.

Note: The advantage of pressing **F7** is that you can leave other TireMaster screens open while looking up tire and wheel information.

The Tire Guide and Vehicle Information screen opens.

2. Select the vehicle year, make, model, and option from the drop-downs toward the top of the screen. The fitment guide lists the vehicles that match your selections, along with OE and optional tire sizes.
3. If multiple vehicle options are listed, select the one that matches the customer's vehicle. The items on the **OE and Plus Sizes** list change, based on your selection.
4. If the customer is looking for an optional size tire, select it from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection. If the customer wants standard size tires, disregard this step.
5. If you need to see tires toward the bottom of the **Matching Items** list, scroll down.
6. Do the following if needed:
 - To look up tire and wheel information for another vehicle, click **Choose Vehicle**. Then select the year, make, model, and option, and click **OK**.
 - For additional information about the tires on the **Matching Items** list, click **Inventory List**.
 - To view prices for 1, 2, or 4 quantities of a tire displayed on the **Matching Items** list, select the tire and click **Quick Quote**.
 - To create a quote for one or more tires, select the item or items on the **Matching Items** list and click **Quote**. For more information, see ["Good, Better, Best Quotes" on page 458.](#)

Tip: For multiple items, select the first tire you want to include. Then press the **Ctrl** key and select the other ones you want to add to the quote.

7. To exit the Tire Guide and Vehicle Information screen, click **Cancel**.

LOOK UP TIRE SIZES AT POINT OF SALE

You can access the fitment guide from a work order or a quote to find tires in your inventory that are compatible with a customer's vehicle.


Note: If you're working with a vehicle that has staggered fitments, see "[Look Up Staggered Fitments](#)" on the next page for information about adding tires to a quote or work order.

To look up tire sizes at point of sale

1. Start a work order or a quote. For more information, see "[Create a Regular Work Order](#)" on page 396 or "[Prepare Quotes](#)" on page 454.
2. Click **Fitment**. The Tire Guide and Vehicle Information screen opens.

Note: If a vehicle hasn't already been added to the quote or work order, TireMaster prompts you to look up one.
3. To narrow down the vehicle information displayed, make a selection from the option drop-down. For a different vehicle instead, select another year, make, model, and option from the drop-downs.
4. If multiple vehicle options are shown, select the one that matches the customer's vehicle. The items on the **OE and Plus Sizes** list change, based on your selection. Otherwise, disregard this step.
5. If both standard and optional tire sizes are listed, select the standard size or one of the optional sizes from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection.
6. Do the following if needed:
 - To look up tire and wheel information for another vehicle, click **Choose Vehicle**. Then select the year, make, model, and option, and click **OK**.
 - For additional information about the tires on the **Matching Items** list, click **Inventory List**.
 - To view prices for 1, 2, or 4 quantities of a tire displayed on the **Matching Items** list, select the tire and click **Quick Quote**.
7. To add a tire on the **Matching Items** list to the quote or work order, select it and click **Tire, Torque & PSI**. Depending on your system control settings, the labeling on this button might vary. For more information, see "[Work Orders - Fitment Print Air Pressure](#)" on page 970 and "[Work Orders - Fitment Print TRQ](#)" on page 970.

Note: Depending on your system control settings, you might be prompted to look up the matching item with the Custom inventory Lookup screen. For more information, see ["Fitment Guide - Skip Inventory Lookup" on page 960](#).

8. Type the tire's quantity and press  to include the add-on items.
9. To exit the Invoice Entry screen for a work order, click **Quit**. For quotes, click **Save** and close the Quote and Estimate Writer screen.

LOOK UP STAGGERED FITMENTS

For vehicles that have staggered fitments, you need to access the fitment guide twice to add tires to a quote or work order. Select the front tires first and then choose the rear tires.

To work with staggered fitments

1. Start a quote or a work order for the customer and select the vehicle.
2. Click **Fitment**. The ["Tire Guide and Vehicle Information Screen" on page 510](#) opens. It displays both front and rear options for the vehicle.
3. Add the front tires to the work order or quote.
 - a. On the list of vehicle options, select the front option that matches the customer's car.

Tip: If you want to limit the options displayed to front fitments, make a selection from the options drop-down.

- b. Select a standard or plus size from the **OE and Plus Sizes** list. The tires on the Matching Items list change based on your selection.
 - c. Select a tire from the **Matching Items** list, and click **Tire Torque & PSI**. The tire is added to the quote or work order. Depending on your system control settings, the labeling on the button might vary. For more information, see ["Work Orders - Fitment Print Air Pressure" on page 970](#) and ["Work Orders - Fitment Print TRQ" on page 970](#).
 - d. Type the tire's quantity and press to include the add-on items.
4. To add the remaining tires to the work order or quote, repeat steps 2 and 3, but look up and select rear tires instead.

FITMENT INVENTORY LOOKUP SETTINGS

A pair of system controls affect your work flow for using the fitment guide:

- With the control **Fitment Guide - Skip Inventory Lookup (Inventory tab)**, you can define whether the tire selected on the fitment guide's **Matching Items** list should be added directly to a quote or work order. This control is set to Yes by default. If you set it to No, TireMaster will always prompt you to look up an item regardless of whether a tire has already been selected in the fitment guide.

- With **Fitment Guide - Use Size for Search (Inventory tab)**, you can define whether the tire size identified by the fitment guide should be automatically entered in the **Size Range** field on the "[Custom Inventory Lookup Screen](#)" on page 212. When the control is set to No, the size is entered as a quick look code instead. Regardless of how the control is set, the tire size identified by the fitment guide is displayed near the bottom of the Custom Inventory Lookup screen.

For more information, see "[Inventory Controls](#)" on page 960.

TORQUE AND AIR PRESSURE RECOMMENDATIONS

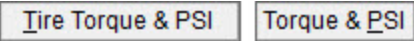
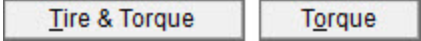

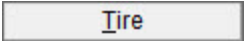
The fitment guide includes air pressure and torque recommendations from vehicle manufacturers. This information can be printed on work orders and invoices.

SET THE TORQUE AND AIR PRESSURE CONTROLS

You can define whether torque amounts, air pressure amounts, or both print on work order and invoices by setting the following system controls:

- **Work Orders - Fitment Print Air Pressure (Other tab)**
- **Work Orders - Fitment Print TRQ (Other tab)**

The settings for these controls also affect the labeling for two buttons on the Tire Guide and Vehicle Information screen.

- When both controls are set to **Yes**, the buttons look like this: 
- When the torque control is set to **Yes** and the inflation control is set to **No**, the buttons look like this: 
- When the torque control is set to **No** and the inflation control is set to **Yes**, the buttons look like this: 
- When both controls are set to **No**, only one button is visible: 

For more information, see "[Other Controls](#)" on page 962.

ADD TORQUE AND INFLATION VALUES TO QUOTES AND WORK ORDERS

When technicians need to know a vehicle's torque amount, air pressure amount, or both, you can include that information on the quotes and work orders. This information can also be printed on sale invoices.

To add torque and inflation to quotes and work orders

1. Start a quote or work order. For more information, see "[Create a Regular Work Order](#)" on page 396.
2. Click **Fitment**. The "[Tire Guide and Vehicle Information Screen](#)" on the next page opens.

Note: If a vehicle hasn't already been added to the quote or work order, TireMaster prompts you to look up one.

Warning: If you selected the wrong vehicle when you started the work order, look up the correct one on the Invoice Entry or quote screen (by clicking **Vehicle**) and then in the fitment guide. Otherwise, the torque or air pressure values printed on a quote, work order, or invoice could no longer be accurate. Also delete any invalid torque and air pressure information from the comments.

3. To narrow down the vehicle information displayed, make a selection from the option drop-down.
4. If multiple vehicle options are listed, select the one that matches the customer's vehicle.
5. Click **Torque & PSI**. A confirmation message appears.

Note: Depending on your system control settings, the labeling on this button can vary. For more information, see "[Set the Torque and Air Pressure Controls](#)" on the previous page.

6. Click **Yes**. The torque recommendations, inflation values, or both are added to the **WO Notes** tab and will print on the work order and final invoice.

TIRE GUIDE AND VEHICLE INFORMATION SCREEN

The Tire Guide and Vehicle Information screen displays tire and wheel information for the selected vehicle.

Item	Description
<p>Year, Make, Model, Option (top left)</p> <p>Offset, Center Hub, OE Hex, Thread (top middle)</p>	<p>Lists information about the vehicle that was selected for a quote, work order, or from the drop-downs.</p> <p>Lists the manufacturer's recommendations for the following for the selected vehicle:</p> <ul style="list-style-type: none"> ▪ Offset: Distance from the hub's mounting surface to the wheel's center ▪ Center Hub: Hub diameter ▪ OE Hex: Stud dimension ▪ Thread: Stud thread dimension
<p>Year, Make, Model, and Option Drop-Downs</p>	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ▪ Choose different vehicle information (such as year or model) or select a different vehicle altogether, when accessed at point of sale. <p>Note: Selecting a different vehicle does not update the vehicle chosen for the work order or quote.</p>

Item	Description
	<ul style="list-style-type: none"> ▪ Select the vehicle for which you need fitment information, when accessed from the Inventory menu or by pressing F7.
Year, Make (middle of the screen)	Lists vehicles matching the year and make selected from the drop-downs.
Model, Option (middle of the screen)	Lists vehicles matching the model and options (in addition to the year and make) selected from the drop-downs.
Size Inflate	<p>Lists available tire sizes and the manufacturer's recommended inflation (psi) for the vehicle selected from the drop-downs. For the inflation, the letters stand for the following:</p> <ul style="list-style-type: none"> ▪ F: Front tires ▪ R: Rear tires ▪ B: Both front and rear tires
Load Speed	Lists the manufacturer's recommended load-carrying capacity and tire speed rating for the vehicle selected from the drop-downs.
Torque WBC	Lists the manufacturer's recommended wheel torque value and the wheel bolt center position for the vehicle selected from the drop-downs.
Rim Prefix	Lists the manufacturer's recommended rim size and tire prefix, if any for the vehicle selected from the drop-downs. The letter P stands for passenger tire and LT stands for light truck tire.
Load Ply/Weight	Lists the manufacturer's recommended load range or ply rating and the lowest gross weight (GVWR) for the vehicle selected from the drop-downs.
OE and Plus Sizes	<p>Lists compatible tire sizes (both original equipment and optional) for the selected vehicle, along with the following:</p> <ul style="list-style-type: none"> ▪ OE for standard sizes or the number of inches added to the original wheel diameter for optional sizes ▪ OE and optional tire sizes ▪ The load index for original equipment and optional tire sizes ▪ The range for the lowest width allowed to the highest rim width allowed
Matching Items	Lists the items in your inventory that match the selected OE or plus tire

Item	Description
Choose Vehicle	sizes. Lets you look up tire and wheel information for another vehicle.
Inventory List	Lets you view additional information about the tires displayed on the Matching Items list.
Quick Quote	Lets you view prices for 1, 2, or 4 quantities of the tire selected on the Matching Items list.
Quote	Lets you add the tire or tires selected on the Matching Items list to a quote, when the fitment guide is accessed from the Inventory menu or by pressing the F7 key.
Tire, Torque & PSI	Lets you add the selected tire along with the vehicle's torque and inflation values to work orders. Note: Depending on your settings in System Controls, torque, psi, or both might be excluded from this button. For more information, see "Work Orders - Fitment Print Air Pressure" on page 970 and "Work Orders - Fitment Print TRQ" on page 970 .
Torque & PSI	Lets you print the vehicle's torque and inflation values on work orders. Note: Depending on your system control settings, this button might display only torque or psi or it might be excluded from the screen. For more information, see "Work Orders - Fitment Print Air Pressure" on page 970 and "Work Orders - Fitment Print TRQ" on page 970 .
Cancel	Lets you exit the screen. At point of sale, the selected tire, torque, or inflation information is not added to work orders or quotes.

DOT INTERFACE

With the DOT Interface for TireMaster, you can record tire identification numbers (TINs) when you complete sale invoices. If you have a subscription to the CIMS Tire Registration Clearing House, you can also use the interface to submit ID numbers to CIMS electronically. Electronic submission of identification numbers occurs on the first day of the month. If you offer the Tire Pros Tire Protection Plan, you can also print registration certificates with the DOT Interface.

Note: If you'll be signing a contract with the CIMS Tire Registration Clearing House, keep in mind that CIMS charges one-time registration and setup fees for new users of its automatic registration service. CIMS also charges dealers a small fee for each tire registered.

PREPARE TO USE THE DOT INTERFACE

Before you can record tire identification numbers with the DOT Interface, you need to define which of your inventory categories are assigned to tires. If you want to electronically submit tire identification numbers to CIMS, you also need to enter the credentials issued to you by this tire registration clearing house.

UPDATE YOUR TIRE INVENTORY CATEGORIES

Updating your inventory categories for tires ensures that TireMaster will prompt you for tire identification numbers at point of sale.

To update your tire inventory categories

1. Select **Inventory > Categories**. The Inventory Category List opens.
2. For *each* tire category, do the following:
 - a. Select a category on the list, and click **Edit**.
 - b. Select the **Tire** check box, and click **OK**.
3. When you're done updating *all* of your *tire* categories, close the Inventory Category List.

SET THE DOT INTERFACE CONTROLS

To use the DOT Interface you need to set a pair of system controls. One control activates the interface and the other one defines whether recording tire identification numbers is required.

To set the DOT Interface controls

1. Select **Setup > System Controls**. The System Controls screen opens.
2. Click the **Other** tab.
3. Activate the DOT Interface.
 - a. Select **DOT Interface - Enabled**, and press **Enter**.
 - b. Select **Yes** to enable the collection of DOT numbers. To disregard gathering DOT numbers, select **No** instead.
4. Define whether collecting DOT numbers is required.
 - a. Select **DOT Interface - Entry Bypass**, and press **Enter**.
 - b. To require the entry of tire identification numbers, select **No**. To allow users to disregard entering tire identification numbers, select **Yes**.
5. Click **OK**.

6. Close the System Controls screen.

ENTER YOUR CIMS TIRE REGISTRATION CREDENTIALS

Before you can submit tire identification numbers to CIMS, you need to complete settings that allow TireMaster to communicate with this tire registration clearing house.

Note: If you recorded tire identification numbers with the DOT Interface before activating electronic submission, those previously gathered ID numbers will be included in the first batch of data sent to CIMS.

To enter your CIMS credentials

1. Open an existing work order that includes tires, or start a new work order and add a tire to it.
2. Click **Complete**. The DOT Information screen opens.
3. Click **Setup**. The DOT Setup screen opens.
4. Type the dealer ID, user name, password, and FTP location provided to you by CIMS.
5. Define the types of customers who buy the tires for which you want to collect DOT numbers.
 - a. Click **Customer Types**. The Customer/Vendor Type List appears.
 - b. Do one of the following:
 - For a single customer type, select it and click **OK**.
 - For multiple customer types, press the **Ctrl** key, select each type you want to assign, and click **OK**.
 - For all customer types, leave the field blank.
6. If you want tire identification numbers to be sent to CIMS electronically on the first day of the month, select the **Send DOT Information** check box.
7. To save your changes, click **OK**.
8. Close the DOT Information screen and the work order.

RECORD TIRE IDENTIFICATION NUMBERS

You can record tire identification numbers when completing sale invoices. Whether you're required to enter these numbers depends on your system control settings. For more information, see

To record tire identification numbers

1. On the Invoice Entry screen, click **Complete**. Then assign the salesperson, mechanic, or both, if you're prompted for this information. The DOT Information screen appears. For more information, see ["Complete an Invoice" on page 410](#).
2. Type the identification number for the first tire listed.

3. Type the identification numbers for the remaining tires. If the numbers for the remaining tires are the same or similar to the number for the first tire, click **Copy DOT to the next line** for each additional tire and make changes to individual identification numbers as needed.
4. To save your entries, click **OK**. Then complete the invoice. The numbers you entered are included on both the original invoice and duplicate invoices.



In TireMaster Corporate, tire identification numbers are available only when a duplicate invoice is printed at the store where the original sale occurred.

PRINT PROTECTION PLAN CERTIFICATES

If your store offers the Tire Pros Tire Protection Plan, you can produce warranty registration certificates when recording tire identification numbers. The Tire Protection Plan Registration Certificate is a preprinted form that you load in your printer. With the DOT Interface, you can add buyer, seller, tire, and vehicle information to the certificate, along with serial numbers for each tire sold.

To print Tire Protection Plan certificates

1. Record the identification number for each tire you're selling to the customer on the DOT Information screen. For more information, see ["Record Tire Identification Numbers" on the previous page](#).
2. Load one or more preprinted forms for the Tire Protection Plan Registration Certificate in the printer.
3. Click **Print**. The Report Window opens and displays the information that will be added to the preprinted form.
4. Print one or more copies of the certificate, and close the Report Window. Certificates cannot be printed after the invoice is completed.

CHAPTER 19

MANAGE YOUR WORKLOAD

TireMaster helps you manage your daily workload by providing tools for scheduling appointments, prioritizing jobs, and monitoring the status of vehicle repairs. This chapter includes the following sections:

Appointment Scheduler	518
Work Order Status Indicator	537
Promised Time Indicator	541

APPOINTMENT SCHEDULER

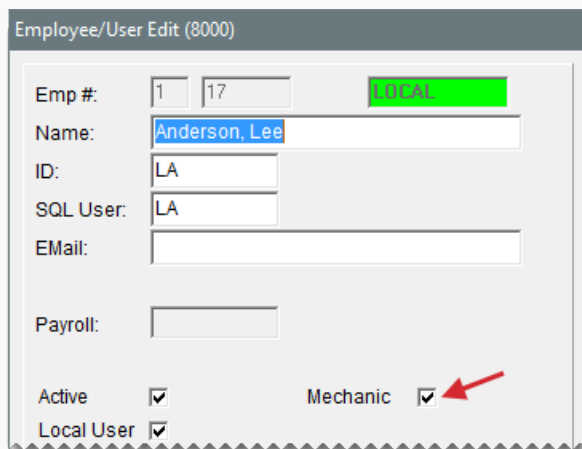
With TireMaster's Appointment Scheduler, you can collect information about upcoming jobs and allocate resources needed to complete the work.

PREPARE TO USE THE SCHEDULER

Before you can use the Scheduler, you need to define which of your employees are mechanics, set up a list of service bays (or a list of job types), and define how long expired appointments will be displayed on the calendar.

DEFINE MECHANICS

To ensure that the names of your mechanics are available on the Appointment Calendar, you need to define which of your employees are service technicians. To do this, make sure the **Mechanic** check box is selected on the Employee/User List. When the check box is selected for an employee, the Appointment Calendar will include a column for that individual. For more information, see ["Add User Accounts" on page 46](#).



The screenshot shows a web form titled "Employee/User Edit (8000)". The form contains several input fields: "Emp #" with values "1" and "17" and a green "UPDATE" button; "Name:" with the text "Anderson, Lee"; "ID:" with "LA"; "SQL User:" with "LA"; "EMail:" (empty); and "Payroll:" (empty). At the bottom, there are three checkboxes: "Active" (checked), "Local User" (checked), and "Mechanic" (checked). A red arrow points to the "Mechanic" checkbox.

Figure 19-1: Defining a Mechanic

Note: If you assign an employee who has not been defined as a mechanic to an appointment, that appointment will be listed in a column labeled *Other* on the Appointment Calendar.

DESIGNATE APPOINTMENT RESOURCES

You can schedule appointments based on mechanic availability, job type, or workspace availability. Therefore, you need to create a list of bays or job types.

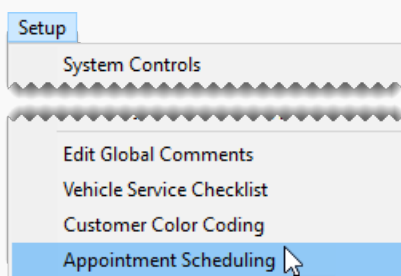
SET UP A BAY OR JOB TYPE LIST

In TireMaster, you can schedule appointments based on the availability of workspace or the kind of work performed. Before you begin scheduling appointments, create a list of the bays in your shop or the types of jobs performed.

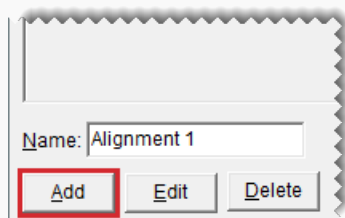
When you set up your bay or job type list, you can assign a limit which prevents you from scheduling too many appointments for the same bay or job type on the same date and time. Each store needs to set up its own bay or job type list.

To set up a bay or job type list

1. Select **Setup > Appointment Scheduling**. The Bay/Job Type Maintenance screen opens.



2. For each bay or job type you want to set up, do the following:
 - a. Click **Add**. The **Code** and **Limit** fields appear.



- b. Type a name for the bay or job type.
 - c. Type a code for the bay or job type.
 - d. In the **Limit** field, define the maximum number of appointments that can be scheduled for the bay or job type on the same date and time.

Note: If no limit is defined, 0 appears in the **Limit** field.
 - e. Click **Save**.

A screenshot of a software interface for managing bay or job types. At the top, there is a dropdown menu. Below it, there are three input fields: 'Name' containing 'Bay 4', 'Code' containing 'B4', and 'Limit' containing '0'. At the bottom, there are five buttons: 'Add', 'Edit', 'Delete', 'Save', and 'Cancel'. The 'Save' button is highlighted with a red rectangular box.

3. Close the Bay/Job Type Maintenance screen.

UPDATE BAY AND JOB TYPE SETTINGS

You can update the settings for a bay or a job type by renaming it or changing the code or the limit.

To modify a bay or job type

1. Select **Setup > Customer Scheduling**. The Bay/Job Type Maintenance screen opens.

A screenshot of a 'Setup' menu. The menu is open, showing several options: 'System Controls', 'Edit Global Comments', 'Vehicle Service Checklist', 'Customer Color Coding', and 'Appointment Scheduling'. The 'Appointment Scheduling' option is highlighted with a blue background and a mouse cursor is pointing at it.

2. Select the bay or job type you want to modify, and click **Edit**. The settings for the bay or job type appear near the bottom of the screen.
3. Change the name, code, or limit.

A screenshot of the Bay/Job Type Maintenance screen. At the top, there is a header bar with 'Bay 4', 'B4', and '0'. Below it, there are three input fields: 'Name' containing 'Alignment 2', 'Code' containing 'A2', and 'Limit' containing '4'. A red arrow points to the 'Limit' field. At the bottom, there are five buttons: 'Add', 'Edit', 'Delete', 'Save', and 'Cancel'.

4. Click **Save**.
5. Close the Bay/Job Type Maintenance screen.

DELETE A BAY OR JOB TYPE

If you add a bay or job type in error, you can remove it.

To delete a bay or job type

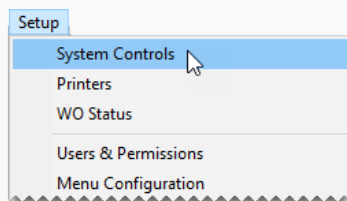
1. Select **Setup > Customer Scheduling**. The Bay/Job Type Maintenance screen opens.
2. Then select the bay or job type you want to remove, and click **Delete**. A confirmation message appears.
3. Click **Yes**. The bay or job type is deleted.

SET THE EXPIRED APPOINTMENT CONTROL

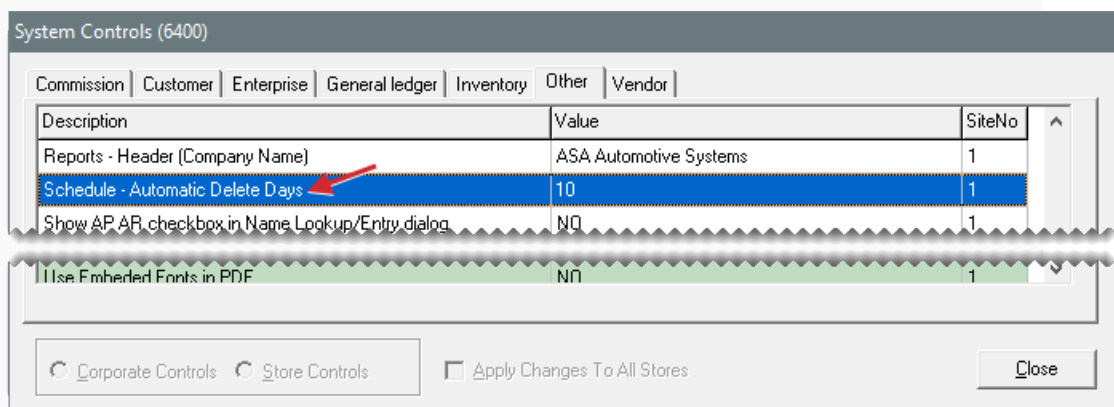
By setting a system control, you can define when expired appointments are deleted from the Appointment List and the Appointment Calendar.

To set the expired appointment control

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



2. Click the **Other** tab.
3. Define the number of days that expired appointments will remain on the Appointment List and the Appointment Calendar before they're automatically deleted.
 - a. Select **Schedule - Automatic Delete Days** and press **Enter**.



- b. Type the number of days to display expired appointments, and click **OK**.

Example: If you set the number of days to 3, an appointment for August 10 will remain on the list and calendar until August 13. On August 14, it will be gone.

4. Close the System Controls screen.

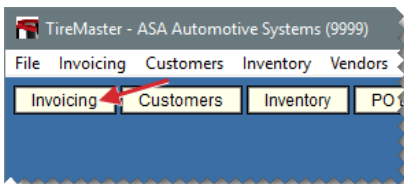
SCHEDULE AN APPOINTMENT

Scheduling an appointment in TireMaster includes stating the purpose for the upcoming visit, setting a date and time, assigning a mechanic, and allocating a bay or defining the job type. You can also define which items are needed to complete the recommended maintenance or repairs.

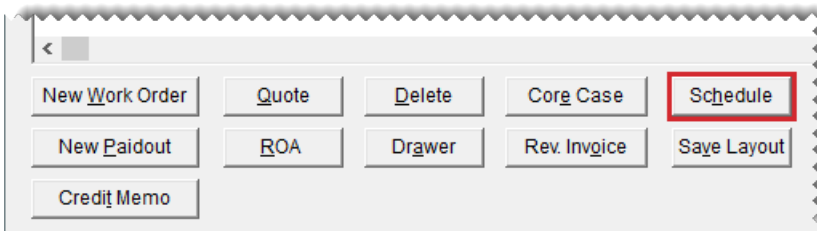
Appointments can be scheduled at stores only.

To schedule an appointment

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

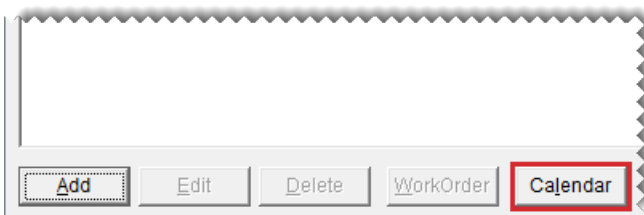


2. Click **Schedule**. The Appointment List opens.



Note: If you want to hide expired appointments, clear the **Show Expired Appts** check box. You can define the number of days that expired appointments will remain on the Appointment List by setting a system control. For more information, see "[Schedule - Automatic Delete Days](#)" on page 968 .

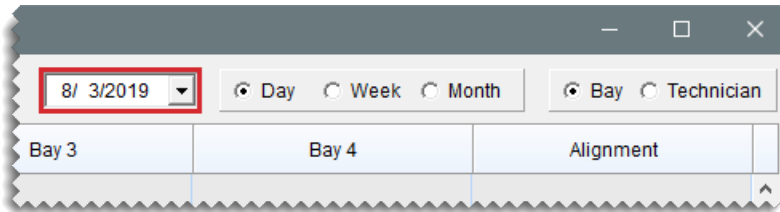
3. Click **Calendar**. The Appointment Calendar opens.



Note: To bypass the appointment calendar, click **Add** and go to step 7.

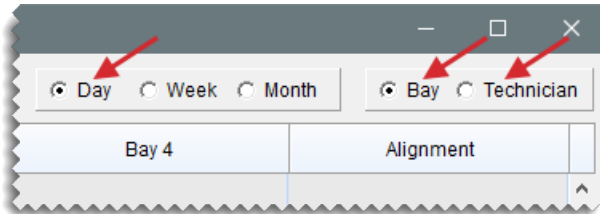
Tip: The appointment calendar can be enlarged by resizing or maximizing it.

4. Type the date of the appointment or select it from the pop-up calendar.

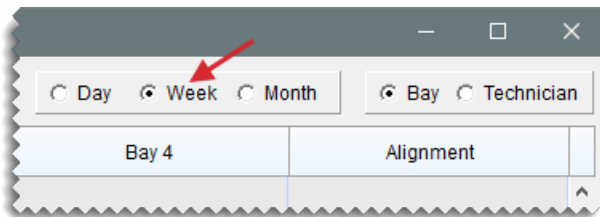


5. Change the view if needed.

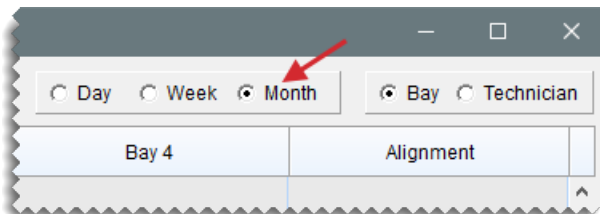
- To see appointments for a particular day, along with mechanic or service bay availability, select **Day**. Then select **Bay** or **Technician**.



- To see the appointments that have been scheduled during the week of the appointment date, select **Week**.



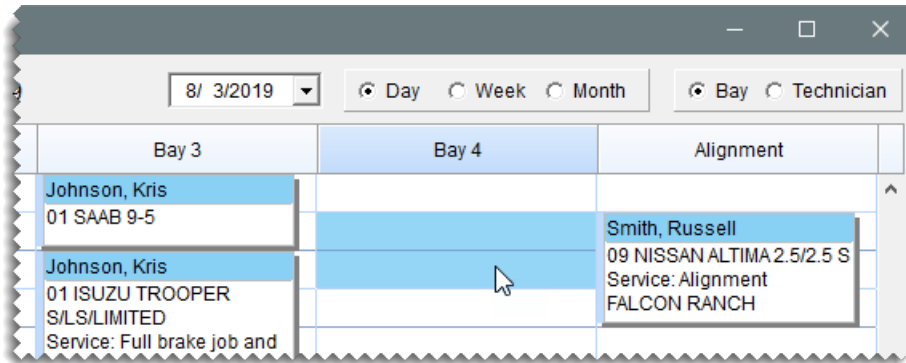
- To see the appointments that have been scheduled during the month of the appointment date, select **Month**.



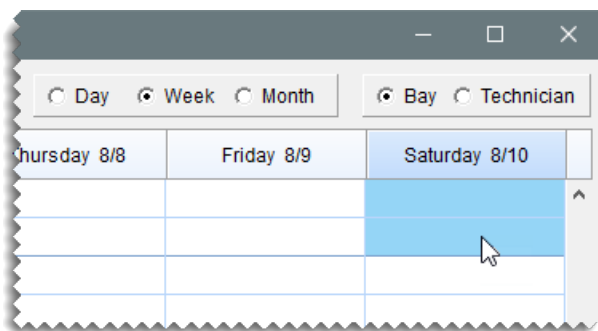
Tip: To see the appointments for the previous day, week, or month, depending on which view is selected, click . To see appointments for the next day, week, or month instead, click .

6. Define the time (day and week views only) for the appointment.

- In day view, click the starting time in the column for an available bay or technician and drag to the time you want the appointment to end.



- In week view, click the starting time for the appointment and drag to the time when you want the appointment to end.

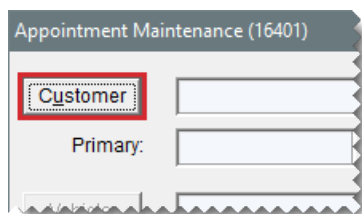


The Appointment Maintenance screen opens.

Note: You can also open the Appointment Maintenance screen by clicking the time you want an appointment to start in both day and week views.

Tip: If other appointments are scheduled at the time when you want to add a new appointment, click the gap next to an existing appointment and drag (day and week views only) or double click (all views).

7. Identify which customer and vehicle the appointment is for.
 - a. Click **Customer**, and look up the customer. For more information, see "[Customer Searches](#)" on page 86.



Note: If the appointment is for a new customer, click **Cancel**. Then click **Add** and set up the new customer. For more information, see "[Add a Cash Customer](#)" on page 64 or "[Add an AR Customer](#)" on page 66.

- b. When prompted, select the customer's vehicle, and click **OK**.

Note: If the appointment is for a new customer, TireMaster prompts you to add the vehicle once you save the customer. For more information, see .

- c. Click **OK**. The customer's name and vehicle are added to the Appointment Maintenance screen.
8. To define whether you want to send the customer a text message with an appointment reminder, select or clear **Do not send Text** check box.

The screenshot shows the 'Appointment Maintenance (16401)' window. It contains the following fields:

- Customer:** PHILLIPS, CLIFF
- Primary:** 208-555-6677
- Alternate:** (empty field)
- Do not send Text:** An unchecked checkbox with a red arrow pointing to it.
- Vehicle:** 06 CHEVROLET TRAILBLAZER LS/LT (Lic: DR357)

9. If you haven't already set the appointment's starting and ending times, select them from the drop-downs.

The screenshot shows the 'Appointment Maintenance (16401)' window with the following fields:

- Customer:** PHILLIPS, CLIFF
- Primary:** 208-555-6677
- Alternate:** (empty field)
- Vehicle:** 06 CHEVROLET TRAILBLAZER LS/LT (Lic: DR357)
- Begin Date:** 8/ 3/2019
- End Date:** 8/ 3/2019
- Begin Time:** 8:30 am
- End Time:** 9:30 am (with a dropdown menu open showing options: 9:00 am, 9:30 am, 10:00 am)

Note: The starting and ending times need to be set in month view and when the calendar is bypassed.

10. To set a promised time for completing the scheduled job, click **Promised** and select a date and time from the drop-down calendar and list. Otherwise, leave the promised time alone.
11. Type a reason for the appointment and comments about any vehicle problems reported by the customer in the **Notes** field.

Begin Date: 8/ 3/2019 End Date: 8/ 3/2019
 Begin Time: 8:30 am End Time: 9:30 am
 Promised 9:30 AM
 Notes: LOF and rotation

12. Assign resources to the appointment.

- a. Click **Bay/Job**, and select a bay or job type. If the bay/job type was already defined for the appointment, disregard this step.

Note: If a bay or job type is not available, you need to set up the bay/job type list. For more information, see "Set Up a Bay or Job Type List " on page 519.

- b. Click **Mechanic**, and select the name of the technician who will perform the work. If the technician was already defined, disregard this step.

Bay / Job: Bay 4 Mechanic: Anderson, Lee

Qty	Product Code	Size	Description

13. Set aside any items needed for the appointment:

- a. Click **Add**, and look up the items that you want to set aside. For more information, see "Inventory Searches" on page 202.

Add
Delete
Work Order

Note: Only parent items are displayed on the Appointment Maintenance screen. When the appointment is turned into a work order, add-on items will then be included along with the parent item.

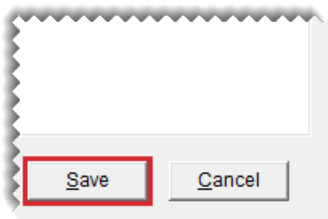
Tip: If you add an item to the appointment in error, select the item and click **Delete**.

- b. Type the quantity for each item.

Qty	Product Code	Size	Description
1	18	.	LUBE, OIL_FILTER < 5QTS

Note: The numbers entered here are included in the items' on work order quantities. If the appointment expires without becoming a completed invoice, the appointment quantities will continue to affect the on work order quantities until the appointment is deleted. Appointments can be deleted manually or you can schedule automatic deletions. For more information, see "[Schedule - Automatic Delete Days](#)" on [page 968](#).

14. Click **Save**, and close the Appointment Maintenance screen. The new appointment is added to the Appointment List.

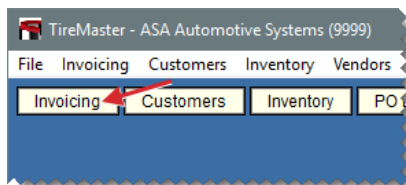


RESCHEDULE AN APPOINTMENT

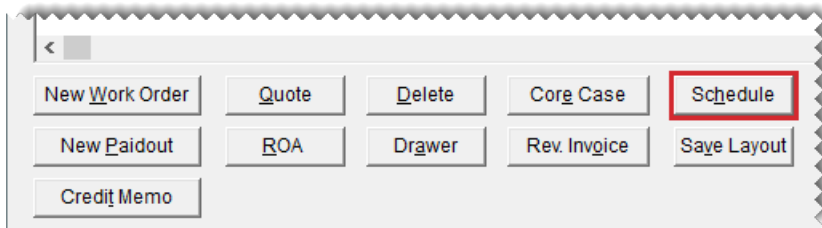
When customers need to reschedule appointments, you can change the dates, times, and resources, by dragging appointments to different spots on the calendar.

To reschedule an appointment

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

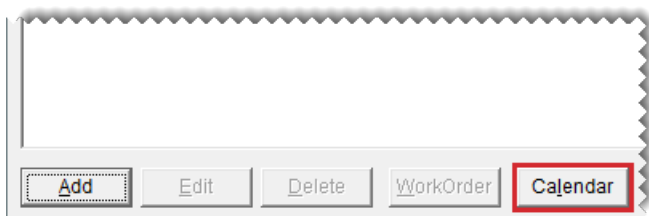


- b. Click **Schedule**. The Appointment List opens.

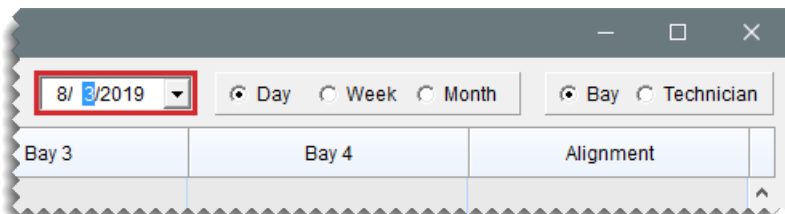


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.


- c. Click **Calendar**. The Appointment Calendar opens.

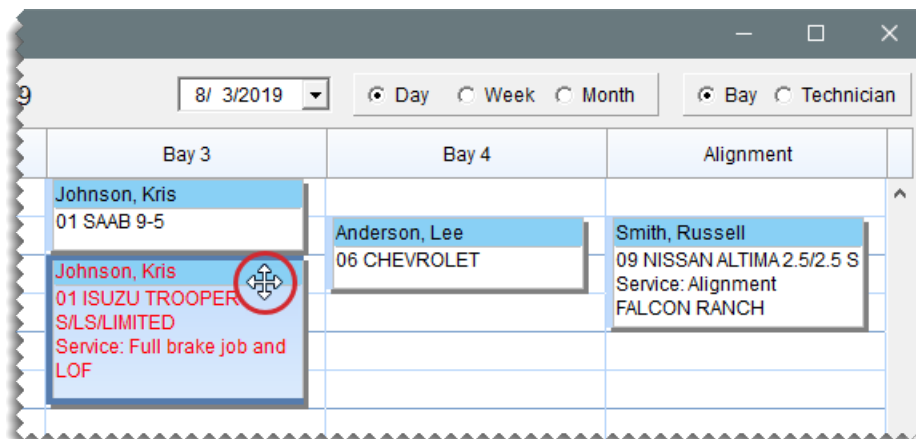


- 2. Type the *original* date for the appointment in the date field or select the original appointment date from the pop-up calendar.




- 3. To reschedule an appointment on the *sameday*, do one of the following:

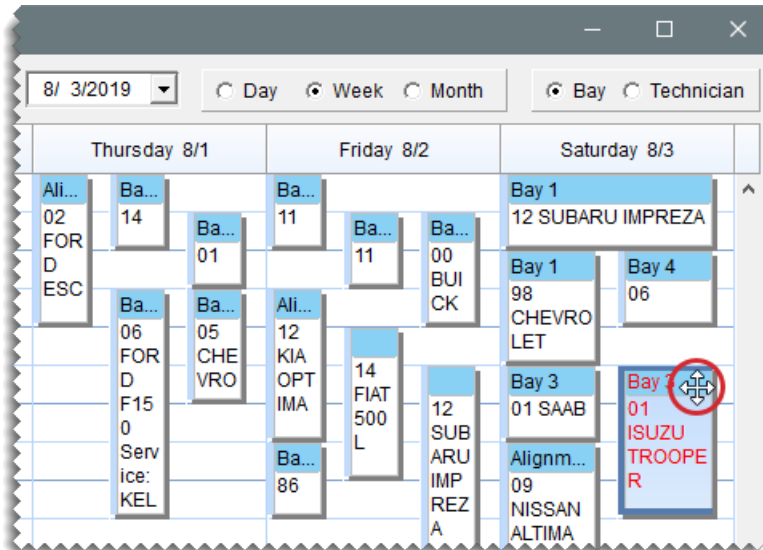
- In day view (select **Day**), and move the pointer to the appointment heading. When  appears, click and drag the appointment to a new time only, a new time and mechanic, or a new time and bay.




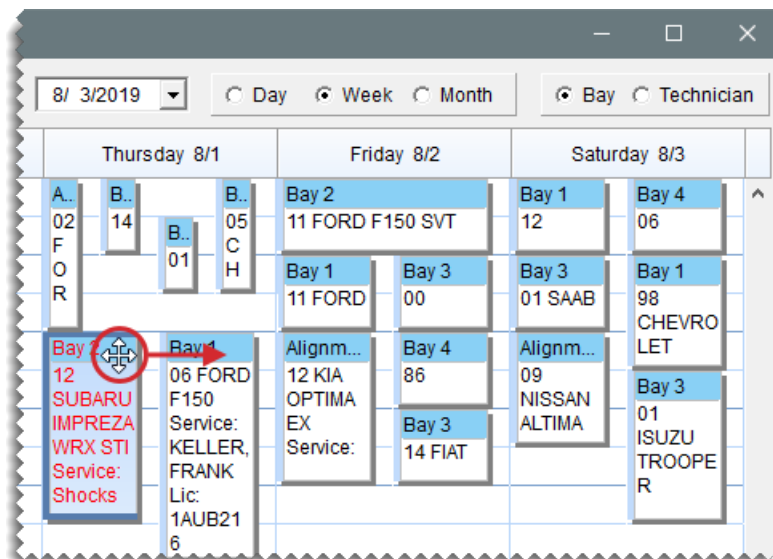
Note: If you want to reschedule the mechanic in addition to the time, make sure **Technician** is selected. Similarly, if you want to reschedule the bay along with the time change,


make sure **Bay** is selected.

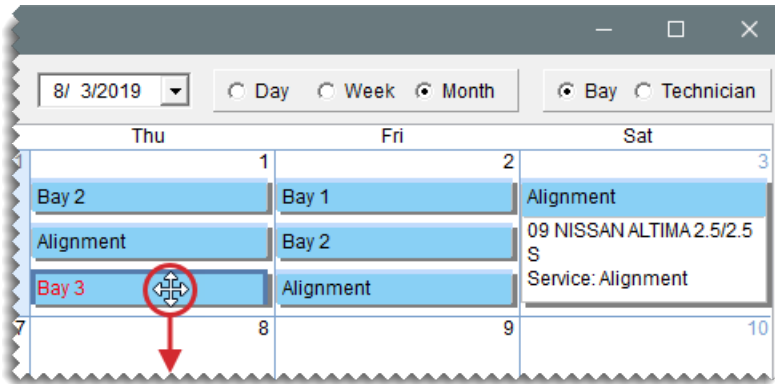
- In week view (select **Week**), and move the pointer to the appointment heading. When  appears, click and drag the appointment to a new time during the same day.



- To reschedule an appointment earlier or later during the *same week*, make sure **Week** is selected. Then move the pointer to the appointment heading. When  appears, click the appointment and drag it to a different day (and a different time on that day, if needed).



- To reschedule the appointment earlier or later in the *same month*, select **Month**. Then *click* the appointment heading. When  appears, click and drag the appointment to a different day.



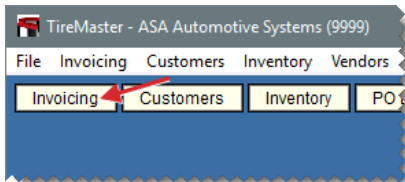
6. Close the Appointment Calendar.

SCHEDULE A DIFFERENT MECHANIC

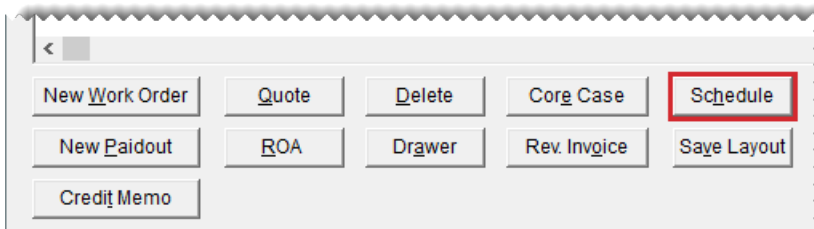
If a mechanic is no longer available at the time when you've scheduled an appointment, you can assign a different mechanic to the job.

To reschedule a mechanic

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

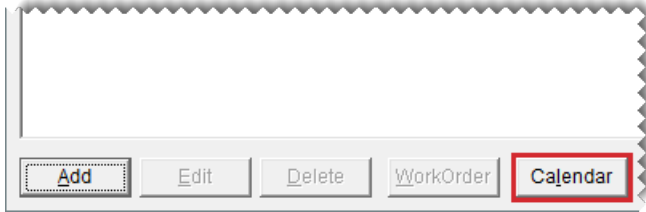


- b. Click **Schedule**. The Appointment List appears.

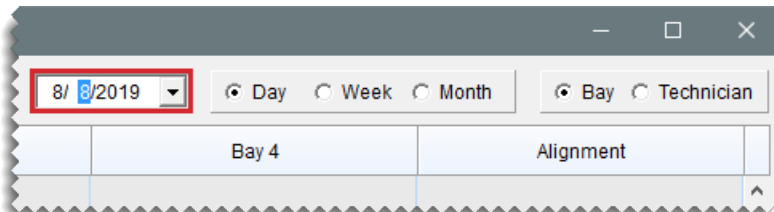


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

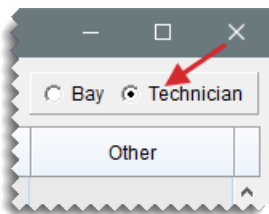
- c. Click **Calendar**. The Appointment Calendar opens.




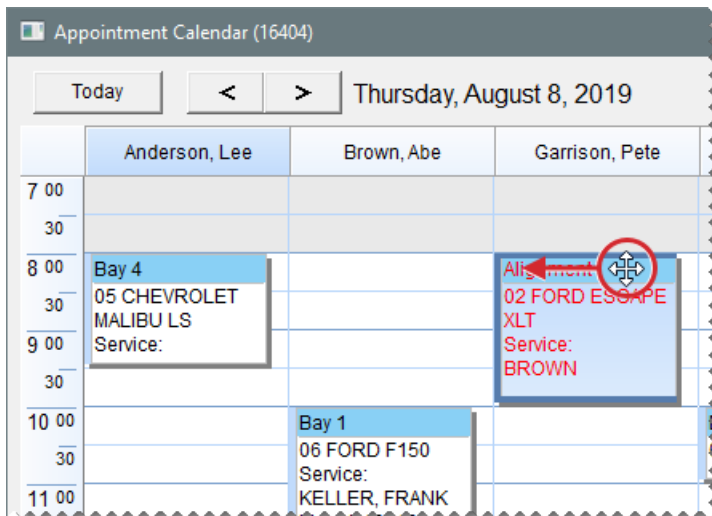
2. Type the date of the appointment in the date field or select it from the pop-up calendar.



3. Make sure **Technician** is selected.



4. Move the pointer to the heading of the appointment that needs to be assigned to another mechanic. When  appears, click and drag the appointment to the column for a different employee.



5. Close the Appointment Calendar.

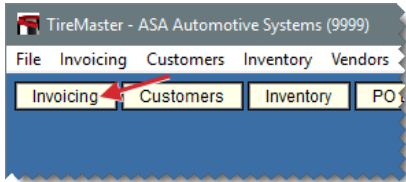
SCHEDULE A DIFFERENT BAY

If a service bay is no longer available at the time when you've schedule an appointment, you can

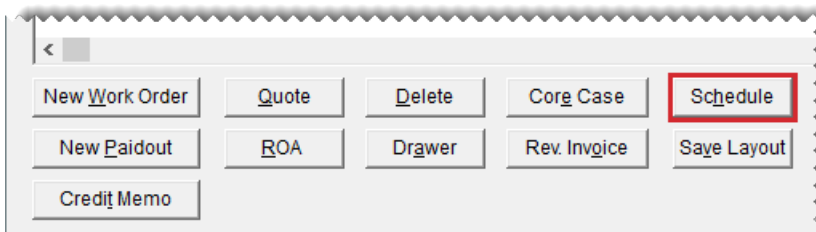
assign a different bay to the job.

To schedule a different bay

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

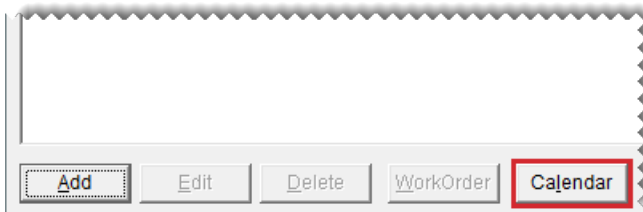


- b. Click **Schedule**. The Appointment List appears.

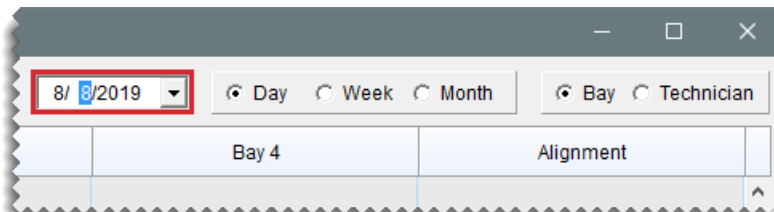


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

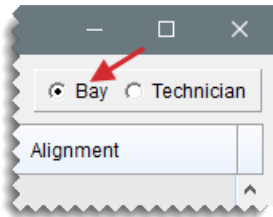
- c. Click **Calendar**. The Appointment Calendar opens.




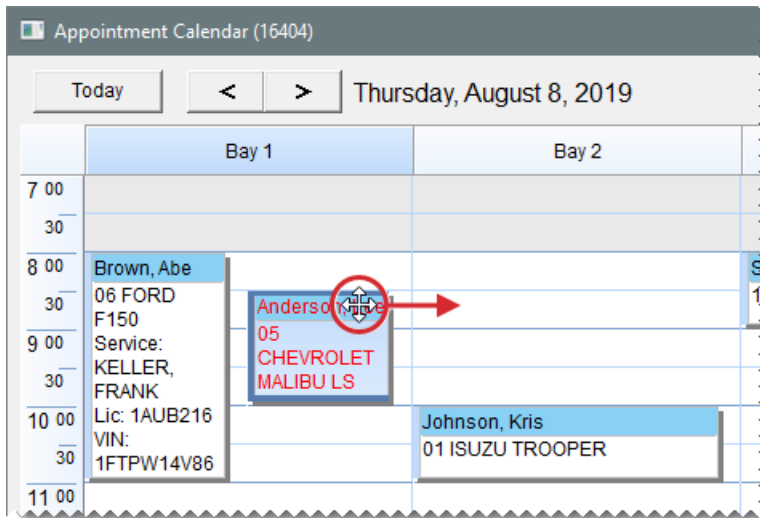
2. Type the date of the appointment in the date field or select it from the pop-up calendar.



3. Make sure **Bay** is selected.



4. Move the pointer to the heading of the appointment that needs to be assigned to another bay. When  appears, click and drag the appointment to the column for a different bay.



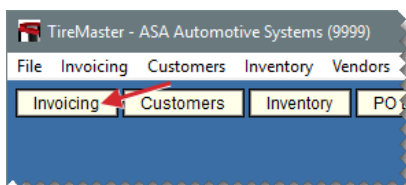
5. Close the Appointment Calendar.

UPDATE AN APPOINTMENT

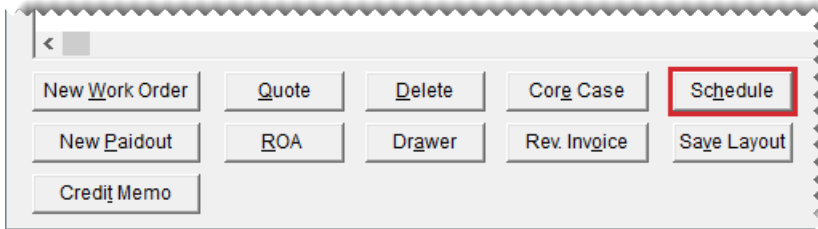
If you need to make changes to an appointment such as selecting a different vehicle or updating the notes, you can do so on the Appointment Maintenance screen.

To update an appointment

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

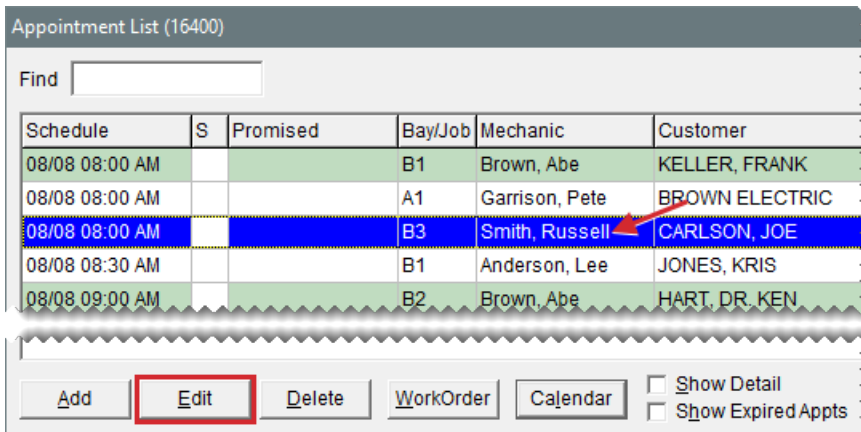


2. Click **Schedule**. The Appointment List opens.



Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

3. Select the appointment you want to update, and click **Edit**. The Appointment Maintenance screen opens.

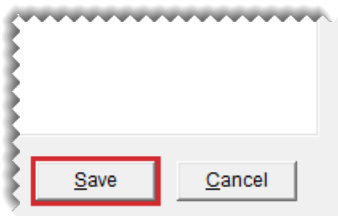


4. Change the following as needed:
 - To change the customer, click **Customer**. Then look up a different customer.
Note: If you change the customer, you'll be prompted to update the vehicle.
 - To change the vehicle, click **Vehicle**. Then select a different vehicle or click **Add** and look up a new vehicle. For more information, see .
 - To reschedule the appointment, select a new date, time, or both.
 - To update the promised time, click **Promised**. Then select a different date, time, or both.
 - To update the notes, type additional information or delete unnecessary information.
 - To change the bay or job type, click **Bay/Job** and select a different bay or job type.
 - To assign the job to a different technician, click **Mechanic** and select an employee name.
5. To change which items are needed for the appointment, do the following as needed.
 - a. For additional items, click **Add** and look up the items you want to set aside. Then enter the quantities For more information, see "[Inventory Searches](#)" on page 202.
Note: Only parent items are displayed on the Appointment Maintenance screen. If the appointment expires (instead of becoming a completed invoice), the items will be included in the quantities on work order until the appointment is deleted from the

calendar. For more information, see "[Schedule - Automatic Delete Days](#)" on page 968.

b. To remove an item, select the item you no longer need and click **Delete**.

6. Save your changes.



Note: At this point, the appointment is displayed in gray on the Appointment List to indicate that it can no longer be edited.

DELETE AN APPOINTMENT

If a customer cancels an appointment, you can delete it from the Appointment List.

Note: If an appointment has already been turned into a work order, the work order is not deleted. You will need to delete the work order manually.

To delete an appointment

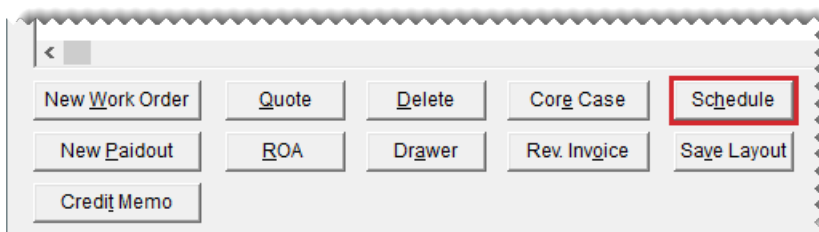
1. If the Open Work Order List isn't open, click **Invoicing**.
2. Click **Schedule**. The Appointment List appears.
3. Select the appointment that has been canceled and click **Delete**. A confirmation message appears.
4. Click **Yes**.
5. Close the Appointment List.

PRINT A LIST OF APPOINTMENTS

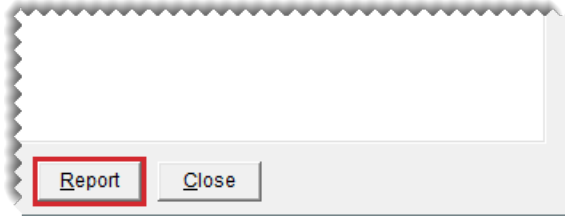
You can print a list of appointments to post around the shop. The Appointment Report can include all appointments or you can limit it to only those for a particular mechanic or bay (or job type).

To print an Appointment Report

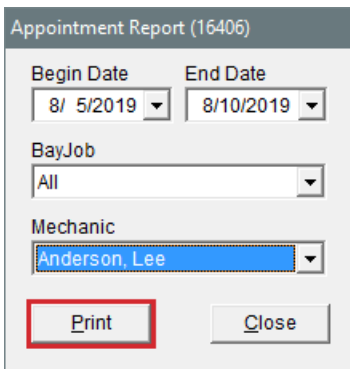
1. If the Appointment List isn't already open, click **Schedule** on the Open Work Order List.



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



3. Select the beginning and ending dates for the appointments from the drop-downs.
4. To limit the report to a single bay or job type, select a bay or job type from the **BayJob** drop-downs. By default, all bays or job types are included on the report.
5. To limit the report to a single technician, select a name from the **Mechanic** drop-down. By default, all technicians are included on the report.
6. Click **Print**. The Report Window opens and displays the Appointment Report.



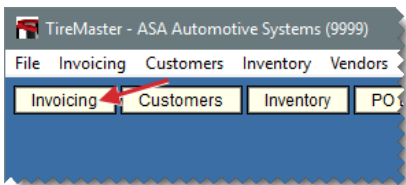
7. Print the report and close the Report Window.

TURN AN APPOINTMENT INTO A WORK ORDER

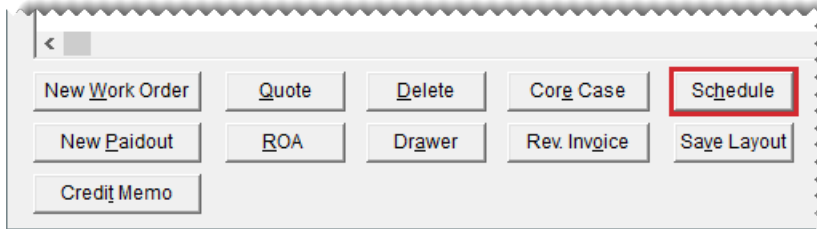
You can use appointment information to automatically create a work order before a customer's scheduled visit or when the customer arrives.

To turn an appointment into a work order

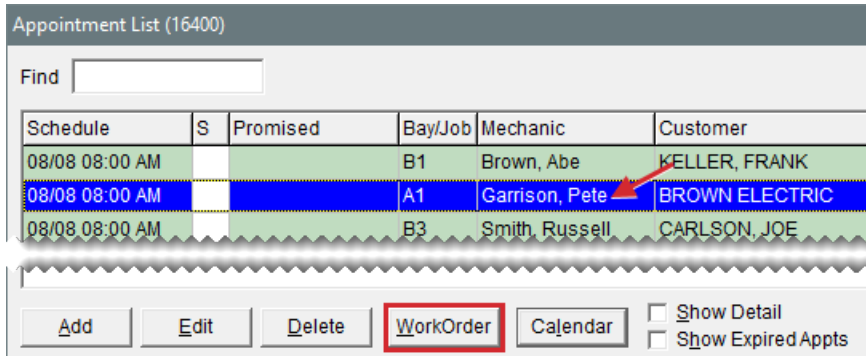
1. If the Open Work Order List isn't open, click **Invoicing**.



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



3. Select the customer's appointment, and click **Work Order**. The new work order is added to the Open Work Order List.



Note: Once the work order is created, the appointment is displayed in gray on the Appointment List to indicate it can no longer be edited.

WORK ORDER STATUS INDICATOR

With the Work Order Status Indicator, you can track the progress of each job in your shop. Once you define the statuses you want to use, you can begin assigning them to work orders.

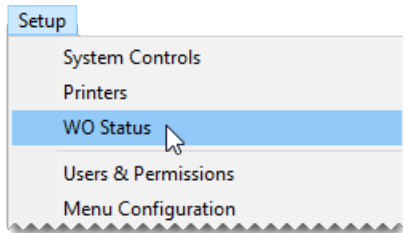
ADD A WORK ORDER STATUS

You can set up your own work order status options for point of sale. 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. You can set up a total of eight statuses.

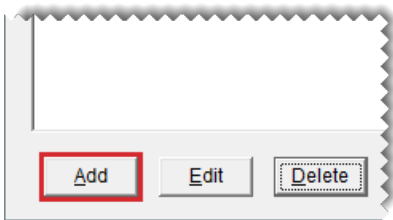
Note: Four statuses are available by default. They are No Status, On Site, In Progress, and Done.

To add a work order status

1. Select **Setup > WO Status**. The Work Order Status Options screen opens.



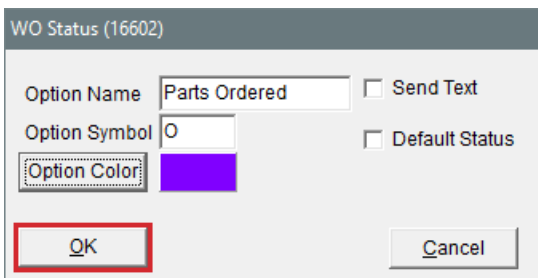
2. Click **Add**. The WO Status screen opens.



3. Type the name of the status in the **Option Name** field.

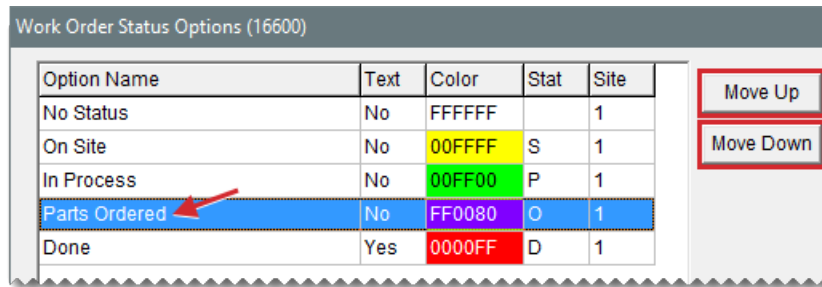
Tip: For best results, limit the number of characters in the status name to ten or fewer.
4. Type the letter, number, or symbol that you want to use to identify the status in the **Option Symbol** field. This character is used on the Open Work Order List.
5. To assign a color to the status, click **Option Color**. Then select a swatch from the Color screen and click **OK**. The selected color is also used on the Open Work Order List.
6. If you want a text reminder to appear when the status is selected at point of sale, select the **Send Text** check box.
7. If you want the status to be assigned to new work orders by default, select the **Default Status** check box. Otherwise, leave it alone.

Note: Only one status can be designated as the default status.
8. To save the new status, click **OK**.



9. To set up additional work order statuses, repeat steps 2 through 8.
10. Define how the statuses should be arranged.
 - To move a status toward the top of the list, select the status and click **Move Up** repeatedly until it is in the position where you want it to be.

- To move a status toward the bottom of the list, select the status and click **Move Down** repeatedly until it is in the position where you want it to be.



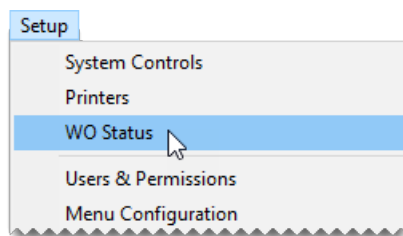
- When you're finished setting up work order statuses, close the Work Order Status Options screen.

UPDATE A WORK ORDER STATUS

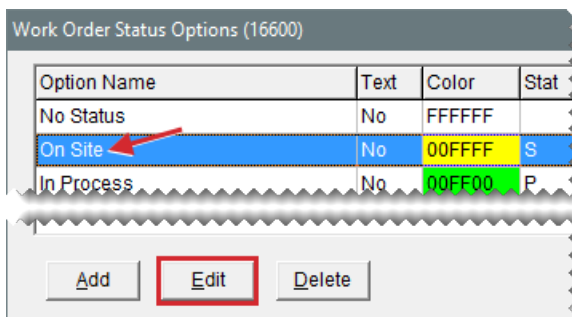
If you need to change the settings or position for a work order status, you can update it.

To update a work order status

- Select **Setup > WO Status**. The Work Order Status Options screen opens.



- To update the settings for a work order status, select it and click **Edit**.



- Do the following as needed, and click **OK** to save your changes.
 - Type a different name for the status in the **Option Name** field.

Tip: For best results, limit the number of characters in the status name to ten.

- Type a different letter, number, or symbol in the **Option Symbol** field. This character is used on the Open Work Order List.
 - Click **Option Color**, select a different swatch from the Color screen, and click **OK**. The selected color is also used on the Open Work Order List.
 - Select or clear the **Send Text** check box, depending on whether you want a reminder for texting or emailing the customer to appear when the status is selected at point of sale.
 - Select or clear the **Default Status** check box, depending on whether you want the status to be assigned to new work orders by default.
4. To change the position of the status on the list of work order statuses, select the status and click **Move Up** or **Move Down**.
 5. Close the Work Order Status Options screen.

DELETE A WORK ORDER STATUS

If you no longer use a work order status, you can delete it.

To delete a work order status

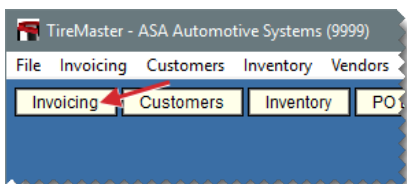
1. Select **Setup > WO Status**. The Work Order Status Options screen opens.
2. Select the status you want to delete, and click **Delete**. A confirmation message appears.
3. Click **Yes**. The status is deleted.
4. Close the Work Order Status Options screen.

CHANGE A VEHICLE'S JOB STATUS

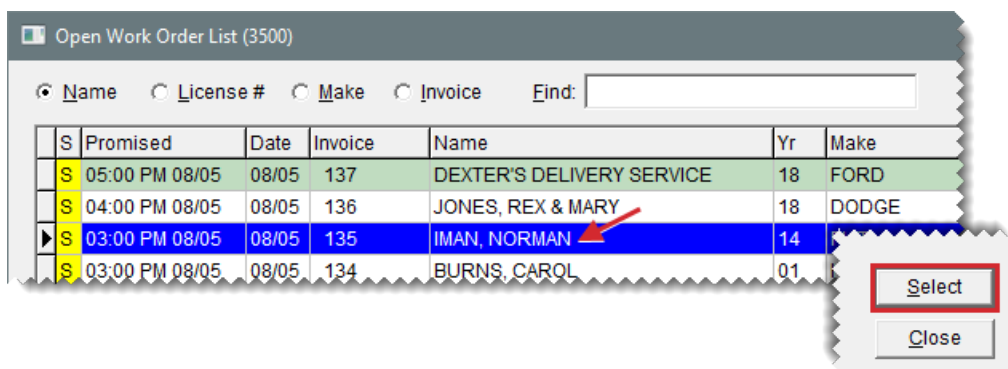
With the Work Order Status Indicator, you can easily track the progress of each job in your shop. Once you set the status, a color code and a letter, number, or symbol appears on the Open Work Order List, so you can see the status of all jobs at a glance.

To change a vehicle's job status

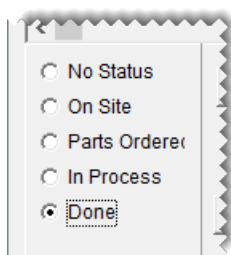
1. Click **Invoicing**. The Open Work Order List opens.



2. Select the work order whose job status you need to change, and click **Select**.



3. Select one of the status options.



4. To exit the work order, click **Quit**. One of the following happens on the Open Work Order List:
 - If you set the status, the color and the letter, number, or symbol in the **S** column changes.
 - If you cleared the status, nothing is displayed in the **S** column.

PROMISED TIME INDICATOR

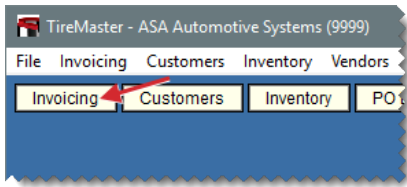
The Promised Time Indicator provides a visual means for prioritizing jobs. By setting promised times for jobs, you can decide which ones need to be completed first and which ones can wait until later. The Promised Time Indicator also helps you identify jobs that are taking longer than expected, so you can notify customers of delays.

SET THE PROMISED TIME

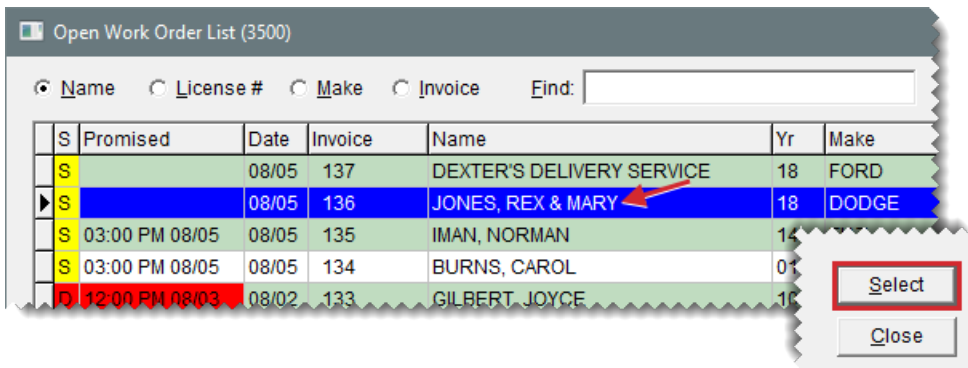
The promised time for jobs is set at point of sale. Setting the promised time includes defining both the date and time when you've pledged to complete a job.

To set the promised time

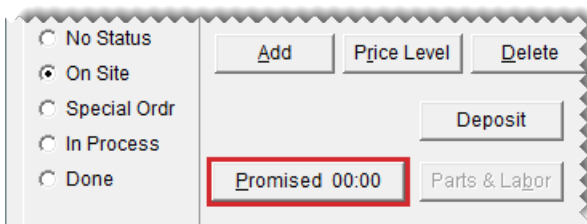
1. Click **Invoicing**. The Open Work Order List opens.



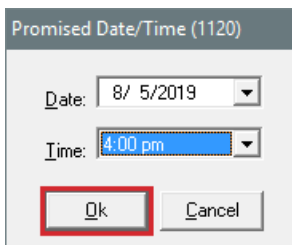
2. Select the work order for which you need to set the promised time, and click **Select**. The Invoice Entry screen opens.



3. Click **Promised**. The Promised Date & Time screen opens.



4. If the promised time needs to be set for a different day, select a date from the pop-up calendar.
5. Select a time from the drop-down.
6. Click **OK**. The promised time is displayed on the Invoice Entry screen.



7. To exit the work order, click **Quit**. The promised date and time are displayed on the Open Work Order List.

PROMISED TIME COLOR CODING

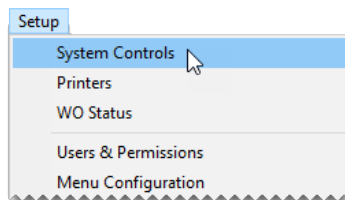
On the Open Work Order List, color coding identifies jobs for which the promised time is approaching and those for which the promised time has passed. When the promised time is within a specific

amount of time (such as 15 minutes or an hour), the entry in the **Promised** column is yellow. For jobs whose promised time has passed, the entry is red.

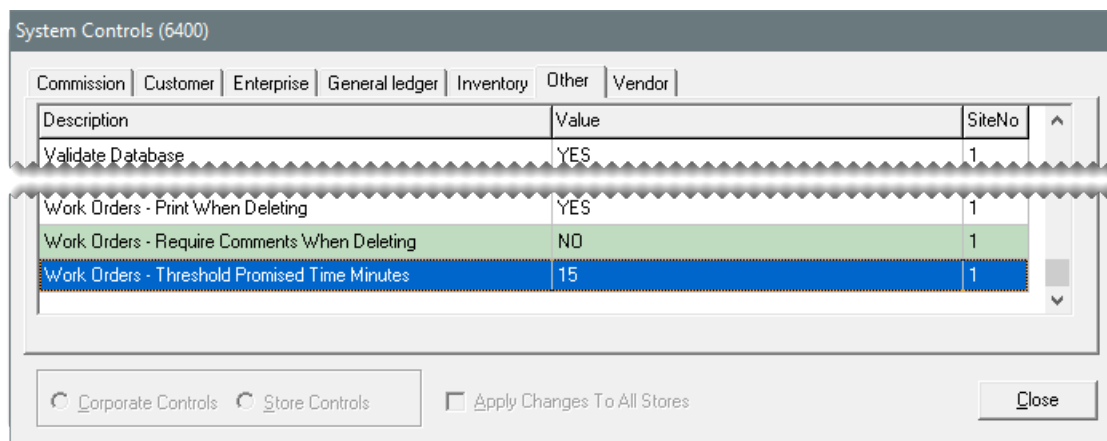
By setting a system control, you can define the time (in minutes) when the yellow color code for approaching promised times appears.

To set the promised time threshold

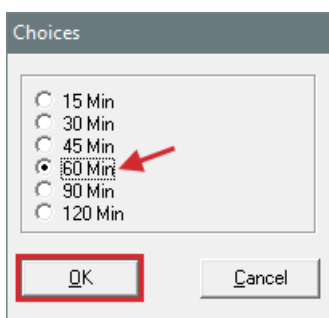
1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Other** tab.
3. Select **Work Orders - Threshold Promised Time Minutes** and press **Enter**.



4. Select the number of minutes when you want the promised time to turn yellow. For example, if the promised time should turn yellow an hour before the job is slated to be done, you'd select 60 minutes.
5. Click **OK**.



6. Close the System Controls screen.

CHAPTER 20

MARKETING

TireMaster's Marketing Module helps you promote your business by providing tools for creating postcards, mailing labels, and coupons. This chapter includes the following sections:

Design and Manage Postcards	546
Point of Sale Mailings	560
Mass Mailings	563
Generic Postcards	566
Labels	568
Name and Address Text Files	570

DESIGN AND MANAGE POSTCARDS

With TireMaster, you can create a variety of postcards that you can use for promoting products, services, and events to your customers.

Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

POSTCARD DIMENSIONS

The Marketing Module is compatible with postcards that meet the following criteria:

- **Size:** 5.5 x 4.25 inches
- **Number per sheet:** 4 (on a sheet measuring 8.5 x 11 inches)

For information about postcards that are compatible with the Marketing Module, contact your account manager.

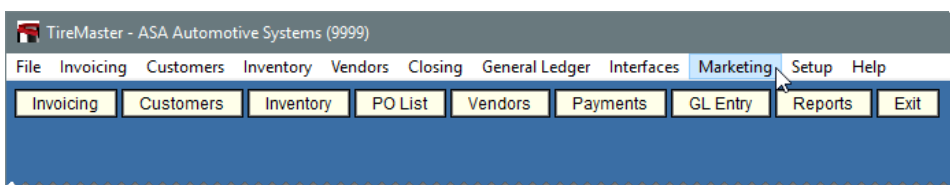
LAY OUT A POSTCARD

Laying out a postcard includes designating a code for the card and positioning elements such as customer address and vehicle information. You might also want to assign a filter to some postcards. Assigning a filter helps you work more quickly when it's time to print postcards, because you've already established criteria for who will receive a mailing.

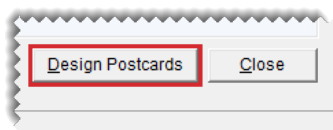
Tip: When you've finished the layout for a postcard, verify that it meets postal regulations. Take a sample of the card to the post office where you will mail it and get a signature from the post office clerk before you print the final copies.

To lay out a postcard

1. Click **Marketing**. The Marketing screen opens.



2. Click **Design Postcards**. The Postcard List opens.



3. Define basic information for the postcard.
 - a. Click **Add**. The Postcard Design screen opens.

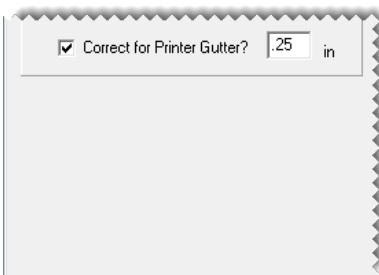


Note: If you just printed a postcard with text or created the text message for a postcard, the following message appears: “Use previously loaded/printed design as a starting point for this new card?” Click **Yes** or **No** to continue.

- b. Make sure the **Setup** tab is selected, and type a code (up to four characters long) and a description for the postcard.

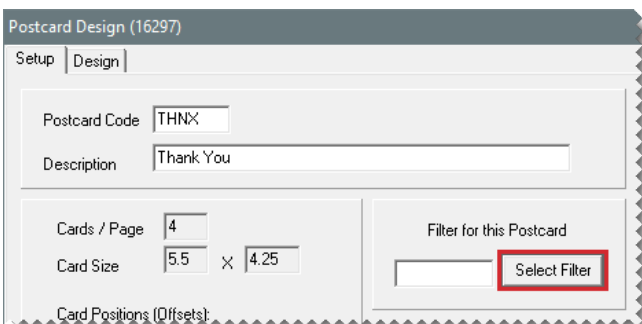


- c. Select the **Correct for Gutter** check box, and type the correction amount in the **in** (inches) field.

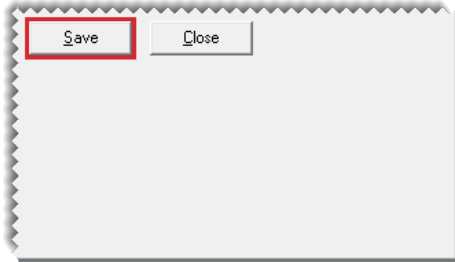


Note: Because most desktop printers cannot print ink on the edge of a page, completing the gutter settings helps to ensure that the postcard text doesn't get cut off. You can adjust this setting later if needed.

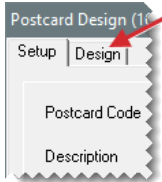
- d. To assign a filter to the postcard, click **Select Filter**. Then choose a filter from the list and click **OK**.



- e. Click **Save**.



4. Click the **Design** tab to display the layout area.

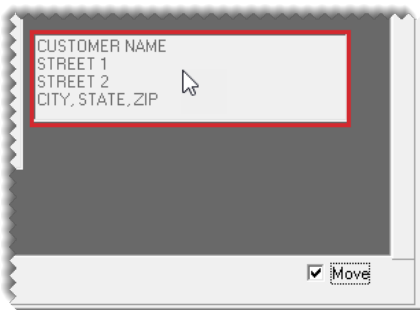


5. Move the address, vehicle information, and message boxes if needed.

- a. Select the **Move** check box.



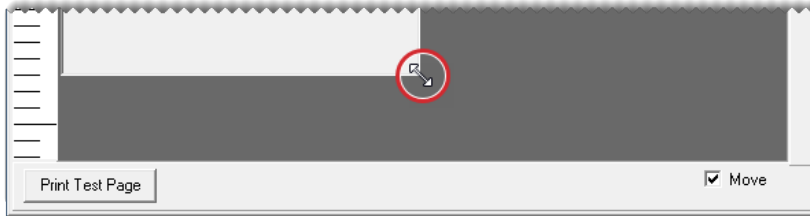
- b. Click the box you want to move, and drag it to a different location.



Note: Leave at least 5/8 inch of space at the bottom of the postcard for the postal service bar code.

6. Resize the message box if needed.

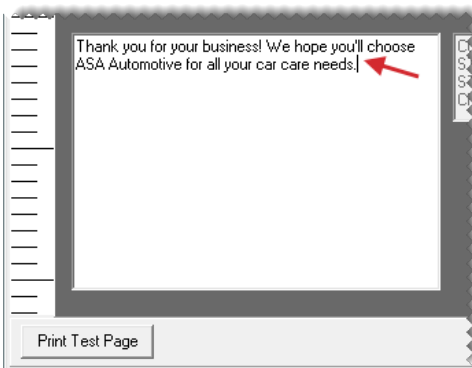
- a. Make sure the **Move** check box is selected (if it isn't already).
- b. Move the pointer to the lower-right corner of the message box. A double-ended arrow appears.



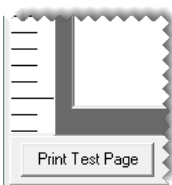
- c. Drag the box until it reaches the size you want.
7. Add content to the message box.
 - a. If the **Move** check box is selected, clear the check mark.



- b. Type your message.



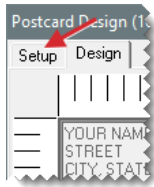
8. Generate a test page.
 - a. Click **Print Test Page**. TireMaster prompts you to save the postcard before printing the test page.



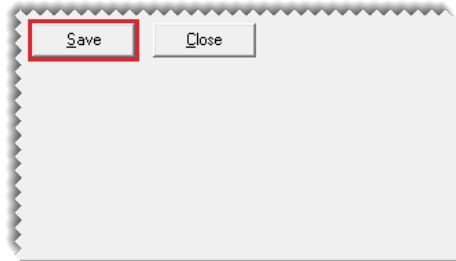
- b. Click **Yes**. The Print screen opens.
 - c. Print the test page.
 - d. Review the test page. Then make any needed changes to the layout.

Note: To ensure proper positioning of everything on the postcard, you might need to make additional adjustments to the print gutter settings on the **Setup** tab.
9. Save the postcard.

- a. Click the **Setup** tab.



- b. Click **Save**.



10. Close the open screens.

MANAGE EXISTING POSTCARDS

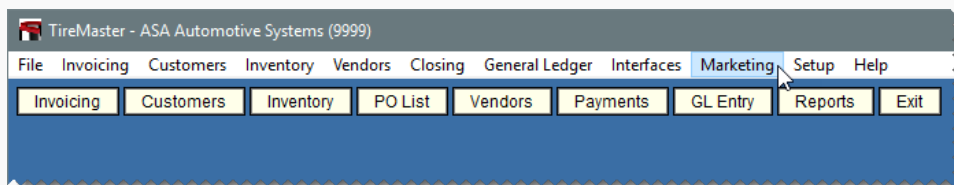
You can make changes to existing postcards and include or exclude them from the postcard list.

UPDATE A POSTCARD

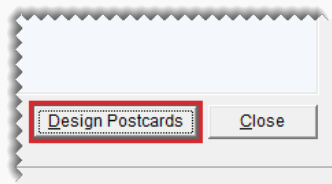
Occasionally, you might want to change the code, filter, description, or message for a postcard. If so, you can edit one or more of the card's settings.

To update a postcard

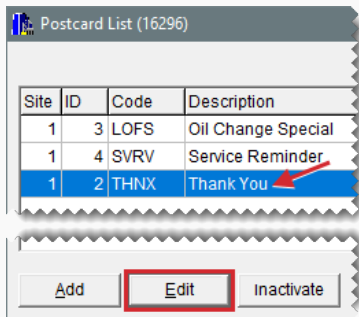
1. Click **Marketing**. The Marketing screen opens.



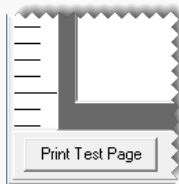
2. Click **Design Postcards**. The Postcard List opens.



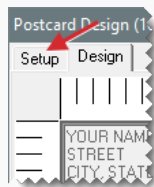
3. Select the card whose settings you want to change, and click **Edit**.



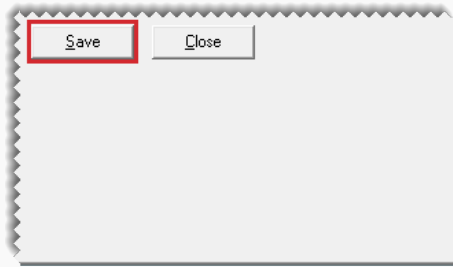
4. Do the following as needed:
 - To change the postcard code, type a new code.
 - To change the description, type a new description.
 - To assign a different filter, click **Select Filter**. Then select a new filter from the list, and click **OK**.
 - To remove the filter, click **Select Filter**. Then click **Cancel**.
 - To change the postcard text, see "[Lay Out a Postcard](#)" on page 546.
5. To review your changes, click **Print Test Page**.



6. Save your changes.
 - a. Make sure the **Setup** tab is selected.



- b. Click **Save**.



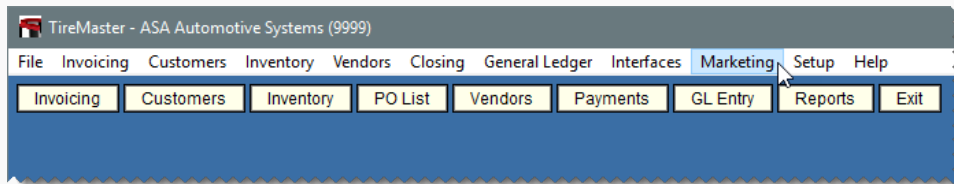
7. Close the opens screens.

MAKE A POSTCARD INACTIVE

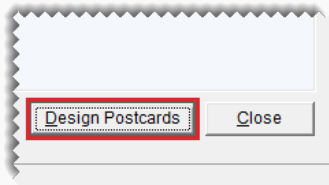
If you no longer use a postcard, you can make it inactive.

To make a postcard inactive

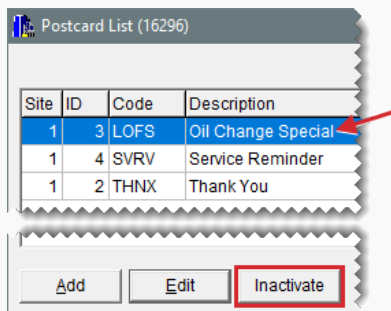
1. Click **Marketing**. The Marketing screen opens.



2. Click **Design Postcards**. The Postcard List opens.



3. Select the card that you want to make inactive, and click **Inactivate**. A confirmation message appears.



4. Click **Yes**. The postcard is removed from the list.

Note: To display inactive postcards on the list, clear the **Active Only** check box.

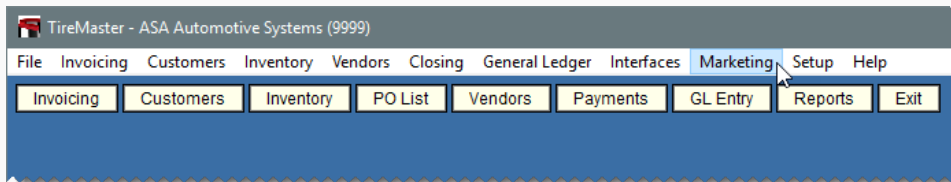
5. Close the open screens.

MAKE A POSTCARD ACTIVE

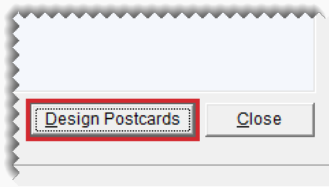
If you want to start using an inactive postcard again, you can make it active.

To make a postcard active

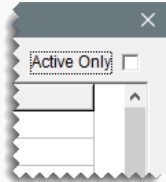
1. Click **Marketing**. The Marketing screen opens.



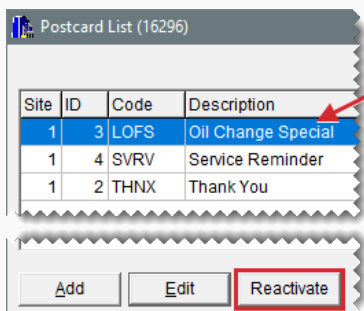
2. Click **Design Postcards**. The Postcard List opens.



3. To display both active and inactive postcards, clear the **Active Only** check box.



4. Select the card you want to make active, and click **Reactivate**. A confirmation message appears.



5. Click **Yes**.
6. Close the open screens.

POSTCARD FILTERS

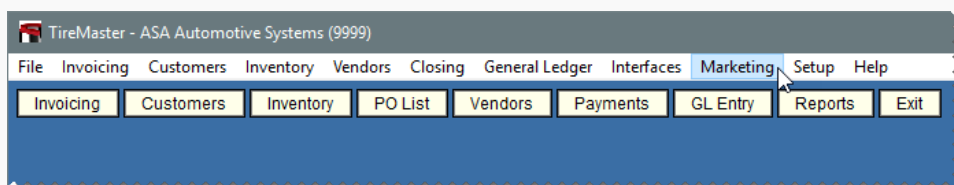
With filters, you can select which customers will receive postcards in a mass mailing based on parameters such as products purchased, purchase date, mileage intervals, and the amount of money spent.

CREATE A POSTCARD FILTER

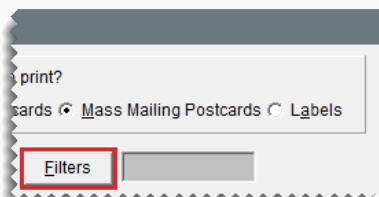
You can filter customer and purchase data on-the-fly when printing postcards. However, setting up reusable filters can help you save time. Filters can be retrieved when you print postcards, or you can assign a filter to a postcard.

To create a postcard filter

1. Click **Marketing**. The Marketing screen opens.



2. Click **Filters**. The Filter Selection screen opens.



Note: To remove settings for previously created filters from each of the tabs, click **Reset Filters**.

3. To limit the mailing to specific customers, make sure the **Customer Filter** tab is selected. Then do one or more of the following:
 - For a range of customers, click **Beginning Customer** and look up the name of the first customer in the range. Then click **Ending Customer** and look up the name of the last customer in the range. For more information, see ["Customer Searches"](#) on page 86.

Filter Selection (16387)

Customer Filter | Sales Filter | Product Filter | Mileage Filter

Beginning Customer: BROWN ELECTRIC

Ending Customer: BURNS, CAROL

- For one customer, click **Beginning Customer** and look up the customer's name. Then click **Ending Customer** and look up the same name again. For more information, see "[Customer Searches](#)" on page 86.

Filter Selection (16387)

Customer Filter | Sales Filter | Product Filter | Mileage Filter

Beginning Customer: CITY OF MERIDIAN

Ending Customer: CITY OF MERIDIAN

- For specific customer types, click **Customer Types**. Then select one or more types from the list.

Filter Selection (16387)

Customer Filter | Sales Filter | Product Filter | Mileage Filter

Beginning Customer:

Ending Customer:

Customer Types

Note: For multiple types, press **Ctrl** while you select each type.

- For customers who live in a particular city, type the city's name.

City: BOISE

Zip Code:

Save Filters | Load Filters | Reset Filters

- For customers who live in a particular zip code, type the zip code.

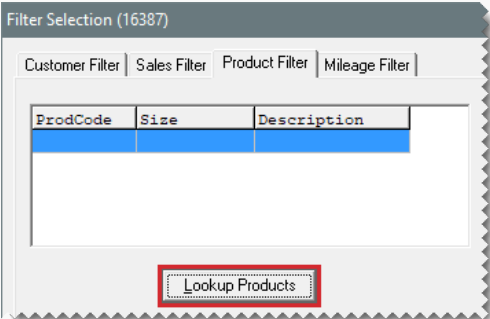
4. To limit the mailing by the amount of money spent, purchase date, or both, click the **Sales Filter** tab. Then do one or more of the following:

- For customers who've spent a minimum amount of money, type the amount in the **Min Sale Amount** field.

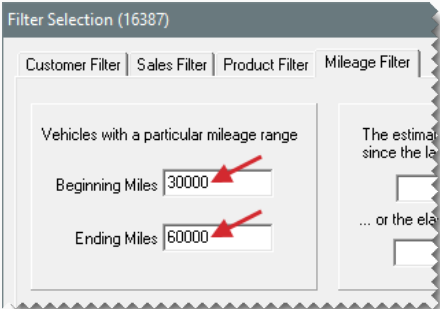
- For customers who bought items or services during a particular date range, select the **Purchased** check box. Then select the beginning and ending dates from the drop-down calendars.

- For customers who haven't bought anything since a particular date, select the **Has Not Purchased Since** check box. Then select the last date of purchase from the drop-down calendar.

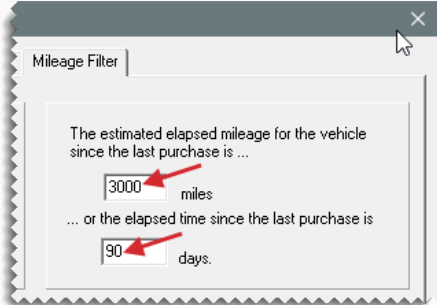
5. To limit the mailing to customers who've bought specific items, select the **Product Filter** tab. Then click **Lookup Products**, and look up the item or items sold. For more information, see ["Inventory Searches"](#) on page 202.



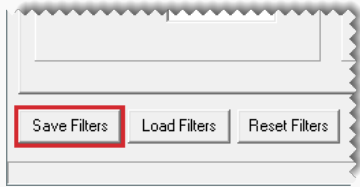
- 6. To limit the mailing by vehicle mileage, click **Mileage Filter**. Then do one of the following:
 - For vehicle mileage that falls within a particular range, type the range in the fields for **Beginning Miles** and **Ending Miles**.



- For elapsed vehicle mileage and elapsed days since the last purchase, type the mileage and number of days.



- 7. Save the filter for reuse:
 - a. Click **Save Filters**. The Save Setting screen opens.



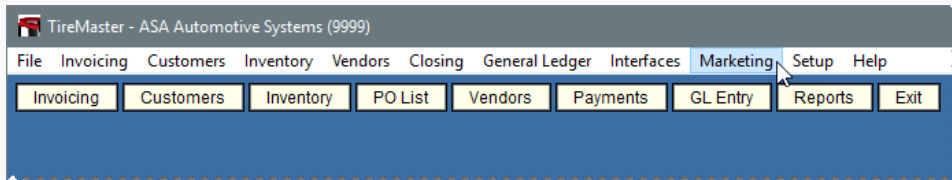
- b. Type a name for the filter.
 - c. Click **OK**.
8. Close the Filter Selection screen.

UPDATE A POSTCARD FILTER

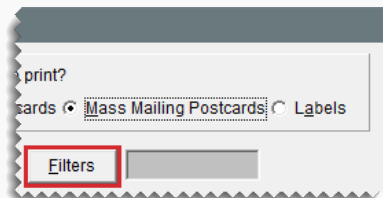
When you want to change the settings for a filter, you can update it.

To update a postcard filter

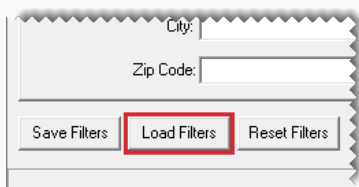
1. Click **Marketing**. The Marketing screen opens.



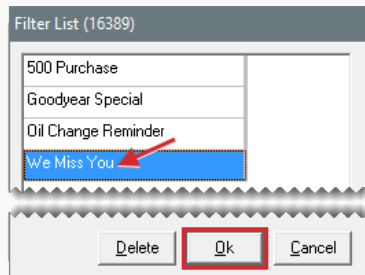
2. Click **Filters**. The Filter Selection screen opens.



3. Click **Load Filters**. The Filter List appears.



4. Select the name of the filter you want to update, and click **OK**. The settings for the filter are displayed on the applicable filter tabs.

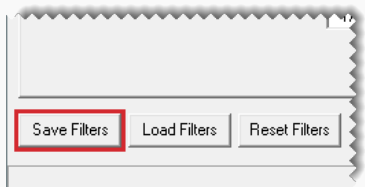


Tip: Write down the name of the filter to ensure that you'll use the same spelling when you're prompted to save your changes.

5. Select each tab whose settings you want to update. Then make the needed changes. For more information about the settings for each tab, see ["Create a Postcard Filter" on page 554](#).

Note: To start over from scratch, click **Reset Filters** to remove the settings from all of the filter tabs.

6. Click **Save Filters**. The Save Setting screen opens.



7. If a filter name is listed, make sure it is correct. Otherwise, type the correct filter name. Then click **OK**. A confirmation message appears.
8. Click **Yes**.
9. Close the open screens.

DELETE A POSTCARD FILTER

If you no longer use a filter, you can delete it from the Marketing Module.

To delete a filter

1. Click **Marketing**. The Marketing screen opens.
2. Click **Filters**. The Filter Selection screen opens.
3. Click **Load Filters**.
4. When the Filter List appears, select the name of the filter you want to remove and click **Delete**. The filter name is removed from the list.
5. Close the open screens.

POINT OF SALE MAILINGS

Point of sale mailings are typically used to target customers who've declined services and those whose vehicles need recommended repairs. You can identify recipients for point of sale mailings using the following methods:

- Associate invoices with postcards.
- Associate postcards with inspection areas on your service checklists.

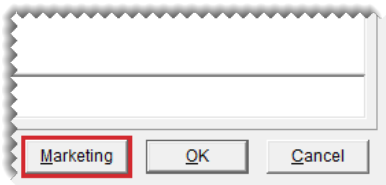
Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

ASSOCIATE AN INVOICE WITH A POSTCARD

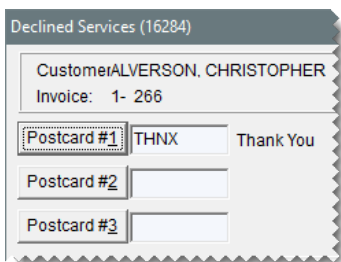
You can associate an invoice with up to three postcards when you complete an invoice. Once a customer's invoice has been associated with at least one postcard, that customer will be included in the next point of sale mailing.

To associate an invoice with postcards

1. Begin the process of completing an invoice. For more information, see ["Complete an Invoice" on page 410](#).
2. On the Invoice Completion screen, click **Marketing**. The Declined Services screen opens.



3. Assign up to three postcards to the invoice. To assign a postcard, click the **Postcard #1**, **Postcard #2**, or **Postcard #3** button. Then select a postcard from the list that appears.



Note: Invoices can be associated with active postcard codes only.

4. To save your changes and exit the Declined Services screen, click **OK**.



Note: Once you complete the invoice, the postcard codes assigned to it can no longer be changed.

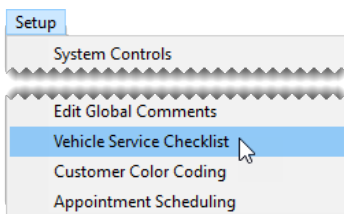
5. Finish completing the invoice.

ASSOCIATE AN INSPECTION AREA WITH A POSTCARD

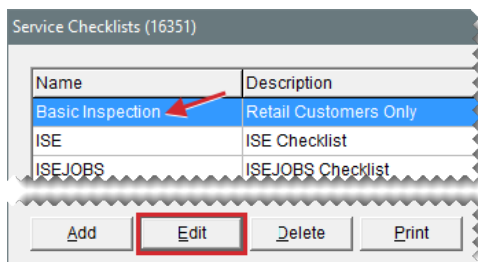
You can associate each inspection area on a service checklist with a postcard. If a customer's vehicle needs services recommended for an inspection area, that customer will be included in the next point of sale mailing. The customer will continue to be included in point of sale mailings as long as the status for an inspection area is set to either suggested (yellow) or recommended (red).

To associate an inspection area with a postcard

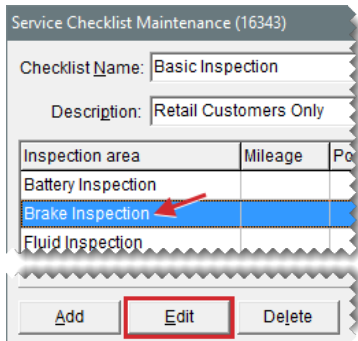
1. Open the service checklist Add/Edit Inspection Area screen.
 - a. Select **Setup > Vehicle Service Checklist**. The Service Checklists screen opens.



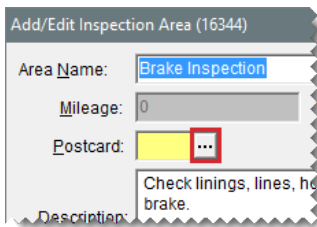
- b. Select the checklist that includes the inspection area you want to associate with a postcard, and click **Edit**. The Service Checklist Maintenance screen opens.



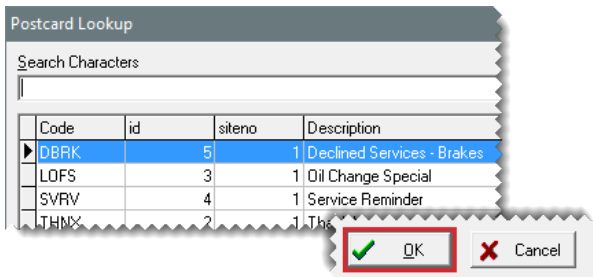
- c. Select the inspection area you want to associate with a checklist, and click **Edit**.



2. Click . A list of postcards opens.



3. Select a postcard and click **OK**.



4. Close the open screens.

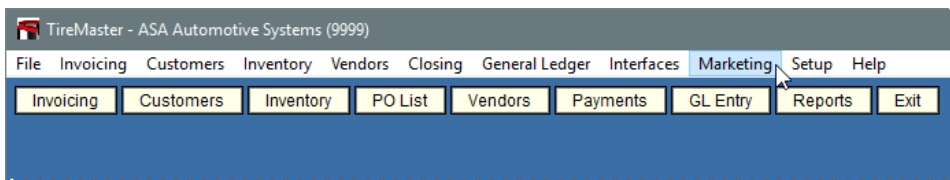
PRINT POINT OF SALE POSTCARDS

When you're ready to generate a mailing for customers who've declined repairs and recommended services, you can print a batch of point of sale postcards.

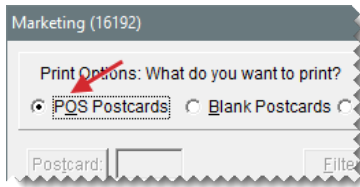
Note: Verify that the postcards have printed successfully before completing the process described below. Once point of sale postcards are printed, they are removed from TireMaster.

To print point of sale postcards

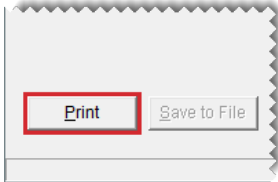
1. Click **Marketing**. The Marketing screen opens.



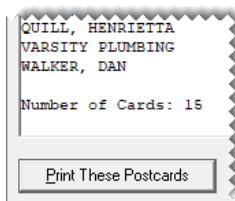
2. In the **Print Options** area, select **POS Postcards**.



3. Click **Print**. The Cards to Print screen opens.



4. Click **Print These Postcards**. The Print screen opens.



5. Select a printer, and click **OK**. A confirmation message appears.
6. Do one of the following:
 - If the postcards printed okay, click **Yes**. The following message appears: “Verify that the postcards have successfully printed. Once you click OK, they will be removed from TireMaster.”
 - If you need to reprint the cards, click **No** to return to the Cards to Print screen.
7. When you’re finished printing postcards, Close the Marketing screen.

MASS MAILINGS

Mass mailing postcards are typically used for promoting sales or special events, sending thank you notes, and reminding customers of services due. To generate postcards for a mass mailing, you need to do the following:

- Select a postcard for the mailing.
- Identify the recipients by using a filter that’s been saved for reuse or by creating a filter on the fly.
- Define whether the mailing should be based on customer names or vehicles.

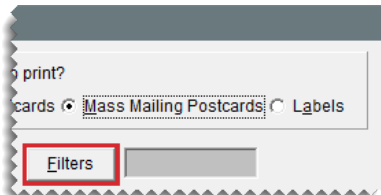
Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you’re interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

To generate mass mailing postcards

1. Click **Marketing**. The Marketing screen opens.

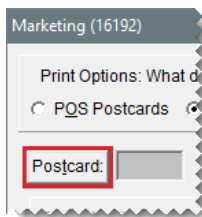


2. Make sure the print option **Mass Mailing Postcards** is selected.

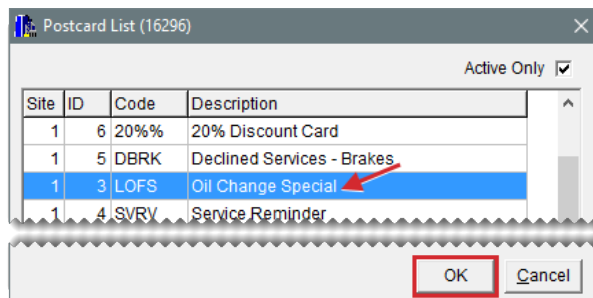


3. Select a postcard:

- a. Click **Postcard**.



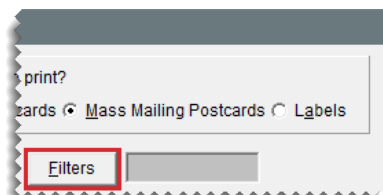
- b. Select a postcard from the list, and click **OK**.



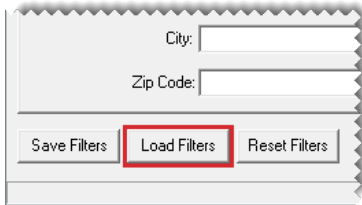
Note: If a filter has been assigned to the postcard, the following message appears: “There is a filter assigned to this postcard. Do you want to load it?” If you click **Yes**, disregard steps 4 and 5.

4. Select a reusable filter if needed. Otherwise, disregard this step.

- a. Click **Filters**. The Filter Selection screen opens.



- b. Click **Load Filters**. The Filter List appears.

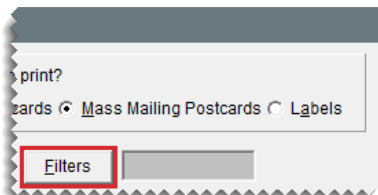


c. Select the filter you want to use, and click **OK**.



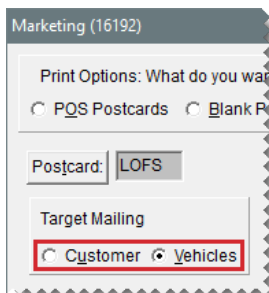
d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.

5. If you need to create a filter on the fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. For more information, see ["Create a Postcard Filter " on page 554.](#)

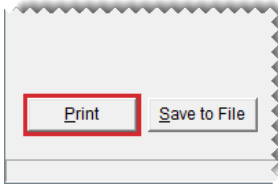


6. Select one of the following in the **Target Mailing** area:

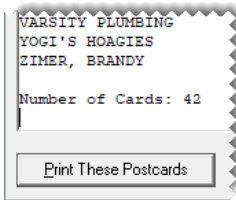
- To send a postcard for each vehicle that meets the filter criteria, select **Vehicles**.
Note: When the **Vehicles** option is selected, some customers might receive multiple postcards.
- To send only one postcard to each customer who meets the filter criteria, select **Customers**.



7. Click **Print**. The Cards to Print screen opens.



8. Click **Print These Cards**. The Print screen opens.



9. Select a printer, and click **OK** and take note of the following:

- If you're using the Mileage filter, the following message appears: "Did all of the postcards print OK?"
- If you're not using the mileage filter, skip step 10.

10. Do one of the following:

- If the postcards printed okay, click **Yes**. The following message appears: "Verify that the postcards have successfully printed. Once you click OK, they will be removed from TireMaster for this interval."
- If you need to reprint the cards, click **No** to return to the Cards to Print screen.

11. When you're finished printing postcards, close the Marketing screen.

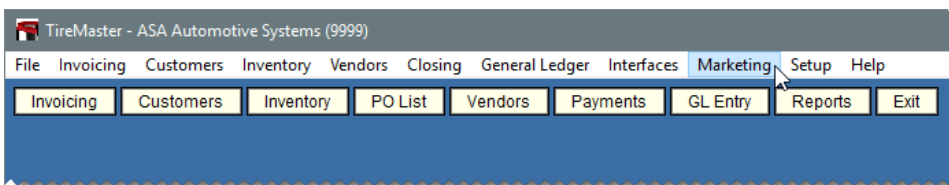
GENERIC POSTCARDS

The Marketing Module includes a means of generating generic postcards that you can hand out to customers at random. These postcards are referred to as blank postcards, because you don't use a filter to select the recipients.

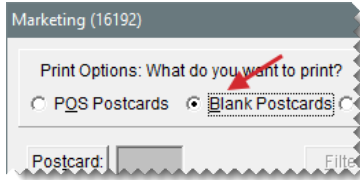
Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

To generate generic postcards

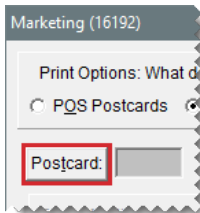
1. Click **Marketing**. The Marketing screen opens.



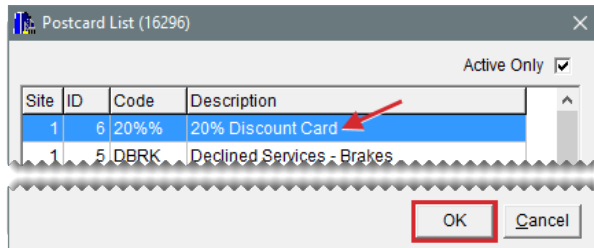
2. Select the print option **Blank Postcards**.



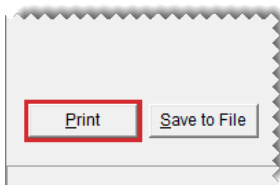
3. Select a postcard:
 - a. Click **Postcard**. The Postcard List opens.



- b. Select a postcard from the list, and click **OK**.



- c. Click **Print**. The Cards to Print screen opens.



- d. Click **Print These Postcards**. The Print screen opens.



- e. Select a printer from the drop-down, and type the number of copies you want to print. Then click **OK**.
4. Close the Marketing screen.

LABELS

You can use the Marketing Module to generate labels with customer names and addresses. The labels can be printed from TireMaster, or you can save the information as a text file that can be used to create labels in another application.

Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

LABEL DIMENSIONS

The Marketing Module is compatible with Avery® 5160 labels or another brand that meets the following criteria:

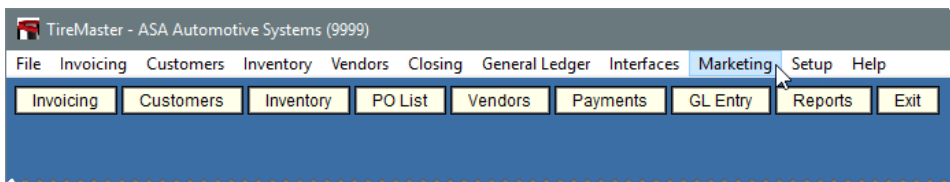
- **Size:** 1 x 2.63 inches
- **Number per sheet:** 30 (3 across, 10 down)

PRINT LABELS

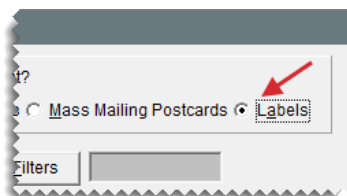
To select the customer names and addresses for a batch of labels, use a reusable filter or create a filter on the fly.

To print labels

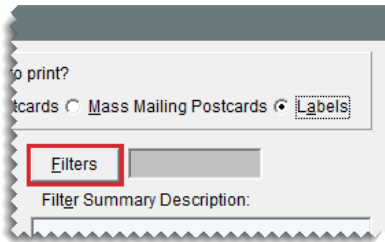
1. Click **Marketing**. The Marketing screen opens.



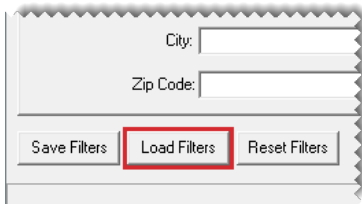
2. Select the **Labels** print option.



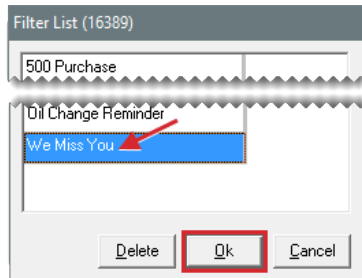
3. If you want to select a reusable filter, do the following. Otherwise, disregard this step.
 - a. Click **Filters**. The Filter Selection screen opens.



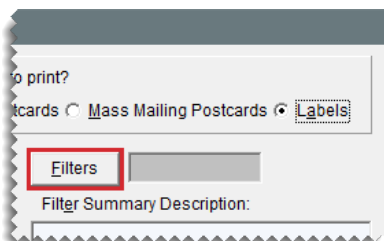
- b. Click **Load Filters**. The Filter List appears.



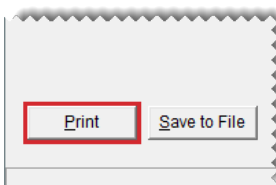
- c. Select the filter you want to use, and click **OK**.



- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.
4. If you want to create a filter on the fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. Otherwise, disregard this step. For more information, see ["Create a Postcard Filter " on page 554.](#)



5. Click **Print**. The Report Window opens and displays the labels.



6. Print the labels and close the Report Window.

7. Close the Marketing screen.

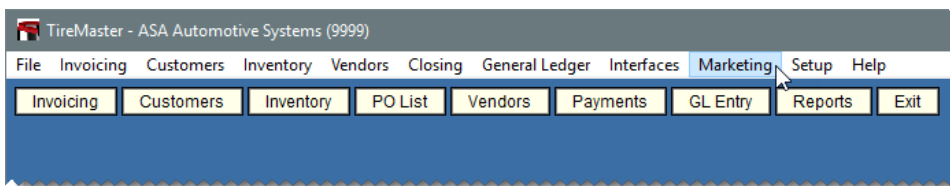
NAME AND ADDRESS TEXT FILES

You can use the Marketing Module to look up customer names and addresses and save the results of your search as a .txt (text) file. Then you can use the information in other applications.

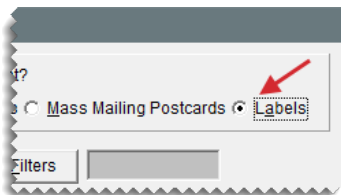
Note: For TireMaster Point of Sale, the Marketing Module is an optional application. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, contact your ASA account manager.

To save names and addresses in a text file

1. Click **Marketing**. The Marketing screen opens.

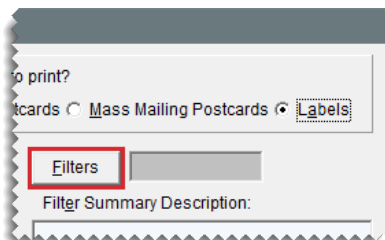


2. Select the **Labels** print option.

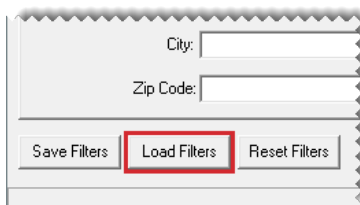


3. If you want to select a reusable filter, do the following. Otherwise, disregard this step.

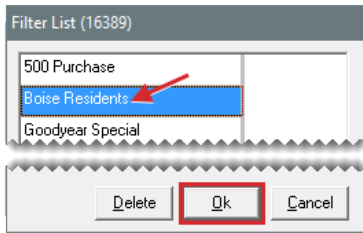
- a. Click **Filters**. The Filter Selection screen opens.



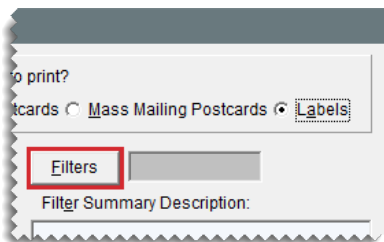
- b. Click **Load Filters**. The Filter List appears.



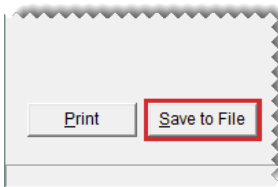
- c. Select the filter you want to use, and click **OK**.



- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.
4. If you want to create a filter on the fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. If you selected a reusable filter instead (step 3), disregard this step. For more information, see ["Create a Postcard Filter " on page 554.](#)



5. Click **Save to File**. The Save Customer Label File screen opens.



6. Select the computer drive or network location where you want to save the file from the **Save in** drop-down.
7. Type a name for the file and the extension `.txt` in the **File Name** field. For example, **MyFileName.txt**.
8. Click **Save**.
9. Close the Marketing screen.

CHAPTER 21

SALES TAX

TireMaster's sales tax module helps you comply with state sales tax laws, and it's designed so you can prepare for upcoming tax changes ahead of time. This chapter includes the following sections:

Sales Tax Rates and Levels	574
Tax Exemption Certificates	590
Sales Tax Adjustments	591
Sales Tax Collection Methods	593
Customer and Inventory Tax Settings	596
Special Tax Requirements	599

SALES TAX RATES AND LEVELS

To calculate sales tax in TireMaster, you need to set up tax rates and tax levels.

- **Tax rate:** The percentage of the sale total collected by a tax authority.
- **Tax level:** A combination of sales tax rates. Tax levels are assigned to customers, so TireMaster can compute the amount of sales tax they owe.

The number of tax rates and levels that you need depends on the complexity of your state's tax laws and how many sales tax totals you need on your reports. If your state requires information for nontaxable sales, create exempt tax rates and levels.

TAX RATE AND LEVEL EXAMPLES

If your state requires one sales tax total, you need only one or two rates and levels ([Table 21-1](#)).

Table 21-1: Simple Sales Tax Settings

Rates	Levels
Rate 1: Idaho Rate	Level 1: Idaho Level
Rate 2: Exempt Rate	Level 2: Exempt Level

If your state requires a variety of sales tax totals, you need one level for each total ([Table 21-2](#)). You can assign one or more rates to a level.

Table 21-2: Complex Sales Tax Settings

Rates	Levels
Rate 1: Idaho Rate	Level 1: Idaho, Ada County, Boise Level (includes Rates 1–3)
Rate 2: Ada County Rate	
Rate 3: Boise City Rate	
Rate 4: Oregon Rate	Level 2: Oregon Farm Level (includes Rates 4 and 5)
Rate 5: Farm Rate	
Rate 6: Government Rate	Level 5: Government Level (includes Rate 6)
Rate 7: Exempt Rate	Level 6: Exempt Level (includes Rate 7)

Because tax levels are created by combining various tax rates, you can customize tax collections based on the requirements of different customers.

Example: A resident of Boise, Idaho would pay city, county, and state sales tax. However, an Ada county resident who lives outside of the city limits would pay only county and state taxes.

Note: By default, sales tax calculations are based on the parts price, labor price, and federal excise tax for items. However, if you do business in a state where charging sales tax on FET is optional or prohibited, you can exclude it from sales tax calculations. For more information, see ["Exclude FET from Sales Tax" on page 595](#).

TAX RATES

A tax rate is the rate of tax assessed by a tax jurisdiction such as a city, county, or state. Having separate tax rates let you group different types of tax totals on the tax reports.

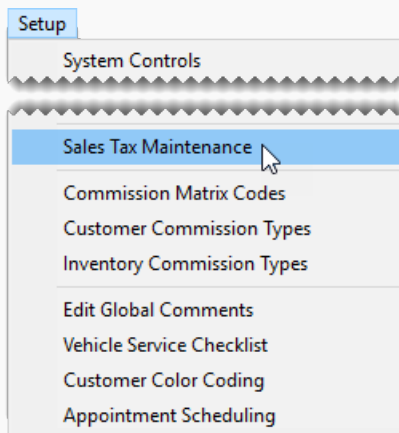
CREATE TAX RATES

The first component needed to calculate sales tax in TireMaster is the tax rate. The number and kind of rates that you need depend on the following:

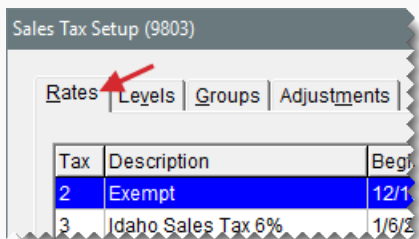
- Whether the city, county, or state where your store is located collects sales tax
- Whether you perform service calls in cities, counties, or states other than those where your store is located
- Whether some customers are exempt from paying taxes

To create a tax rate

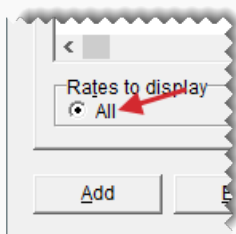
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



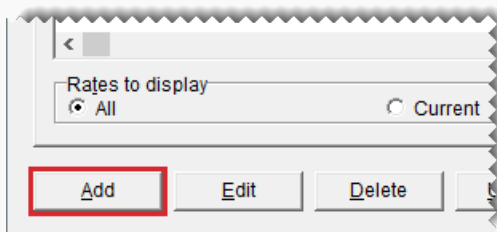
2. Make sure the **Rates** tab is selected.



- To display both current and future tax rates, select **All** under **Rates to display**.



- Click **Add**. The Tax Rate Add screen opens.



- Enter the following information for the new rate:


- Type a description.

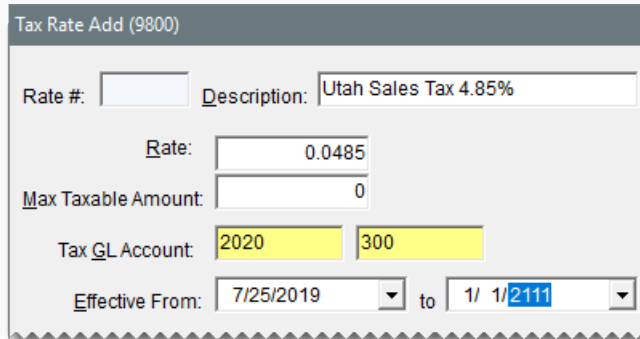
Note: For additional information about creating the descriptions for tax rates, see ["Tax Rate Names "](#) on the facing page.

- Type the tax rate amount as a decimal. For example, if the tax rate is 5%, type **.05**.

- If required by your state, enter the maximum taxable amount. Otherwise, leave the amount as **0 .00**.

Note: The maximum taxable amount lets you limit how much sales tax is charged for taxable items on an invoice. Therefore, if the total of the taxable items exceeds the number entered in the **Max Taxable Amount** field, TireMaster calculates the sales tax for the taxable items by multiplying the rate by the maximum taxable amount. For example, the Idaho rate is 5% with a maximum taxable amount of \$500. If the total of taxable items on an invoice using the Idaho rate is \$500 or higher, the amount of sales tax calculated for those taxable items is limited to \$25.

- d. Assign a GL account to the rate. Click the **Tax GL Account** field, press  and select preset account **2020-0**.
- e. To define when the rate goes into effect and ends, select dates from the **Effective From** and **to** pop-up calendars.



Tax Rate Add (9800)

Rate #: Description:

Rate:

Max Taxable Amount:

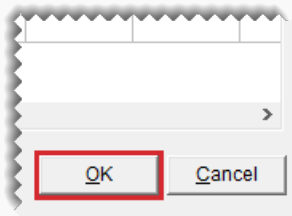
Tax GL Account:

Effective From: to

Note: Tax rates take effect at 12:00:00 a.m. (midnight) on the effective date and expire at 11:59:59 p.m. on the ending date.

Tip: To prevent rates from expiring, set the ending date far into the future (for example, **1-1-2111**). You can use the same ending date for all tax levels that are currently in effect.

6. To save the new rate, click **OK**.



Note: Once you assign a tax rate to a tax level, you can only edit its ending date. To change all settings for a tax rate, update the rate. For more information, see ["Prepare for Tax Rate Changes" on page 579](#).

TAX RATE NAMES

When you set up your tax rates, name them in a consistent manner. Using a consistent naming pattern helps to ensure that you will assign the proper rates to tax levels, and it helps you identify the tax rates on the sales tax reports. Tax rates are organized alphabetically on the Sales Tax Setup screen.

Tax	Description	BeginDate	EndDate	Rate
5	Ada County Rate 2%	7/25/2019	1/1/2111 11: 0.02	
2	Exempt	12/16/2014	12/31/2099 10	
3	Idaho Sales Tax 6%	1/6/2015	1/1/2999 11: 0.06	
4	Utah Sales Tax 4.85%	7/25/2019	1/1/2111 11: 0.0485	

Figure 21-1: Tax Rates Displayed Alphabetically

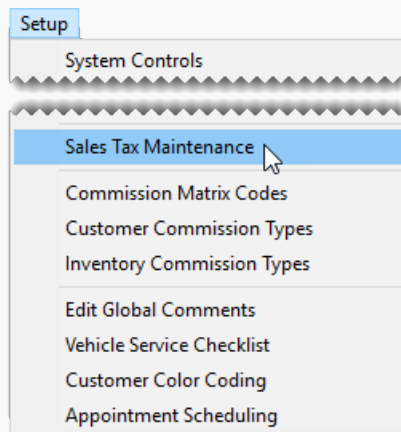
EDIT TAX RATES

The extent to which you can change the settings for a tax rate depends on whether the rate has been assigned to a tax level.

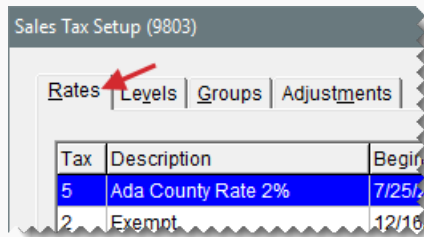
- If the rate has *never* been assigned to a tax level, *all* of its settings can be edited.
- If the rate has been assigned to a tax level, only the description and its ending date can be edited.

To edit a tax rate

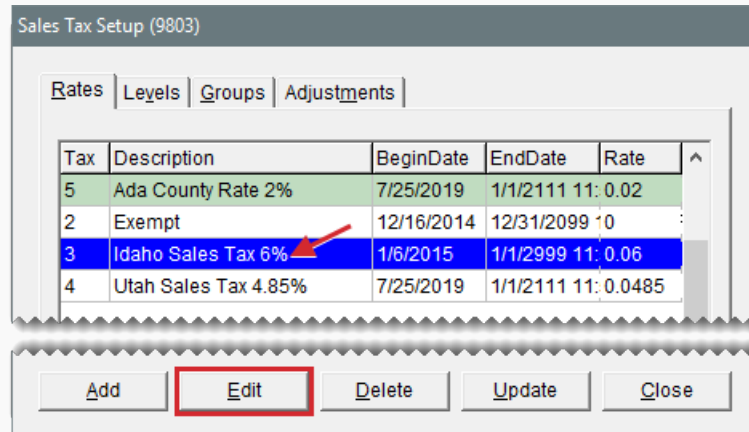
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Make sure the **Rates** tab is selected.



- To display both current and future rates, select **All** in under **Rates to display**.
- Select the rate that needs to be changed, and click **Edit**.



- Change the description, rate, maximum taxable amount, GL account, or effective dates as needed.

Note: The maximum taxable amount lets you limit how much sales tax is charged for taxable items on an invoice. Therefore, if the total of the taxable items exceeds the number entered in the **Max Taxable Amount** field, TireMaster calculates the sales tax for the taxable items by multiplying the rate by the maximum taxable amount. For example, the Idaho rate is 5% with a maximum taxable amount of \$500. If the total of taxable items on an invoice using the Idaho rate is \$500 or higher, the amount of sales tax calculated for those taxable items is limited to \$25.

- To save the changes, click **OK**.
- Close the Sales Tax Setup screen.

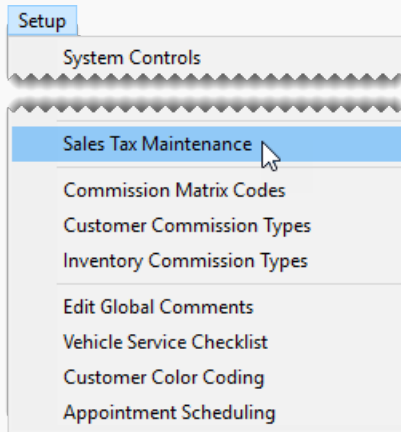
PREPARE FOR TAX RATE CHANGES

If your city, county, or state announces an increase or decrease for its sales tax rate, you can prepare for the change in advance by updating the tax rate. To update a tax rate, edit the ending date of the original rate. Then create a replacement rate.

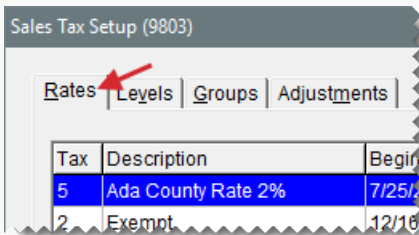
Note: Once a tax rate has been assigned to a tax level, you can only edit its ending date. To change other settings for the rate, you need to update the rate.

To prepare for tax rate changes

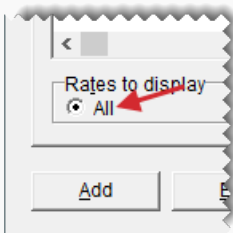
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Make sure the **Rates** tab is selected.



3. To display both current and future rates, select **All** in the **Rates to display** area.



4. Edit the ending date of the original rate.
 - a. Select the rate that needs to be changed, and click **Edit**. The Tax Rate Edit screen appears.

Sales Tax Setup (9803)

Rates | Levels | Groups | Adjustments

Tax	Description	BeginDate	EndDate	Rate
5	Ada County Rate 2%	7/25/2019	1/1/2111 11: 0.02	
2	Exempt	12/16/2014	12/31/2099 10	
3	Idaho Sales Tax 6%	1/6/2015	1/1/2999 11: 0.06	
4	Utah Sales Tax 4.85%	7/25/2019	1/1/2111 11: 0.0485	

Add Edit Delete Update Close

- b. In the **to** field, change the ending date of the original tax rate to the day before the replacement rate takes effect. You can select the date from the pop-up calendar.

Tax Rate Edit (9800)

Rate #: 3 Description: Idaho Sales Tax 6%

Rate: 0.06

Max Taxable Amount: 0

Tax GL Account: 2020 100

Effective From: 1/ 6/2015 to 7/24/2019

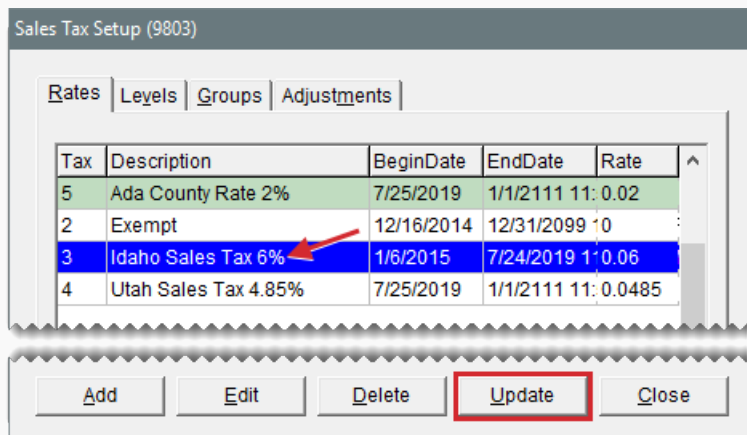
Note: The original tax rate remains in effect until 11:59:59 p.m. on the ending date. Therefore, if the new rate takes effect October 6 of the current year, change the ending date of the original rate to October 5 of the current year.

- c. Click **OK**.

1/6/2015 1/1/2999 11 0

OK Cancel

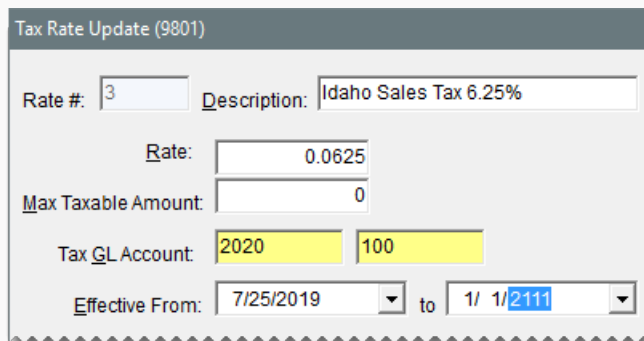
5. To create the replacement rate, do the following:
- Reselect the rate that needs to be changed, and click **Update**.



- b. Change the description and the rate.
- c. Change the maximum taxable amount if needed.

Note: The maximum taxable amount lets you limit how much sales tax is charged for taxable items on an invoice. Therefore, if the total of the taxable items exceeds the number entered in the **Max Taxable Amount** field, TireMaster calculates the sales tax for the taxable items by multiplying the rate by the maximum taxable amount. For example, the Idaho rate is 5% with a maximum taxable amount of \$500. If the total of taxable items on an invoice using the Idaho rate is \$500 or higher, the amount of sales tax calculated for those taxable items is limited to \$25.

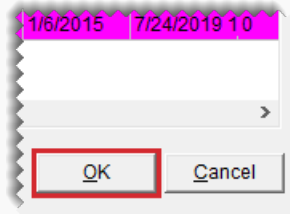
- d. Change the GL account if needed.
- e. Enter the date when the replacement rate goes into effect and the date when the replacement date ends. You can select these dates from the **Effective From** pop-up calendar.



Note: If the following message appears, you need to edit the ending date of the original rate: “The dates overlap with the date range for another rate in the same group. Please change the dates.” For more information, see step 4.

Tip: To prevent the rate from expiring, set the ending date far into the future (for example, **1-1-2111**). You can use the same ending date for all tax levels that are currently in effect.

6. To save the replacement rate, 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 will need to update the rate again.

DELETE A TAX RATE

Tax rates that have *never* been assigned to any tax levels can be deleted.

Note: If a rate has been assigned to one or more tax levels, you need to let the rate *expire* instead of deleting it. For more information, see ["Expired Tax Rates and Levels" on page 589](#).

To delete a tax rate

1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.
2. Make sure the **Rates** tab is selected.
3. To view both current and future rates, select **All** under **Rates to display**.
4. Select the rate you want to remove, and click **Delete**. A confirmation message appears.
5. Click **Yes**.

TAX LEVELS

A tax level is a group of tax rates. Tax levels are assigned to customers, so TireMaster can calculate the proper amount of sales tax to collect from them.

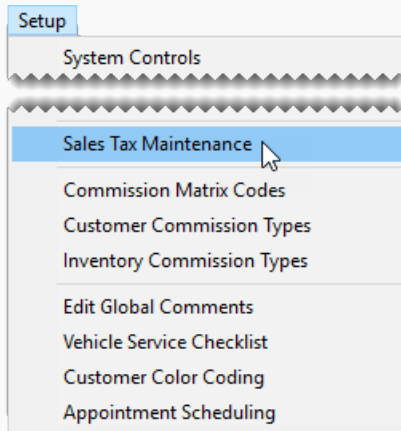
CREATE A TAX LEVEL

The second component needed to calculate sales tax in TireMaster is the tax level. A tax

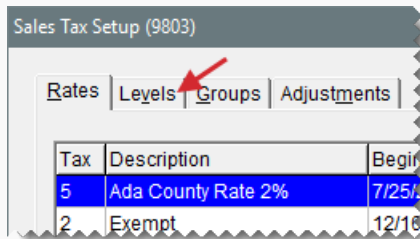
level, which is a combination of tax rates, can be assigned to customers to ensure that you collect the proper amount of sales tax from them.

To create a tax level

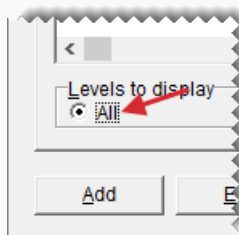
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



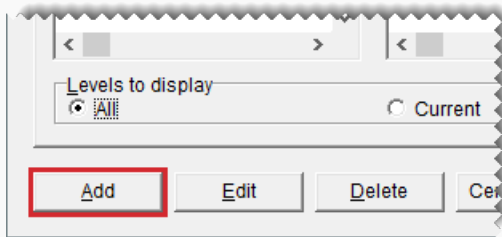
2. Click the **Levels** tab.



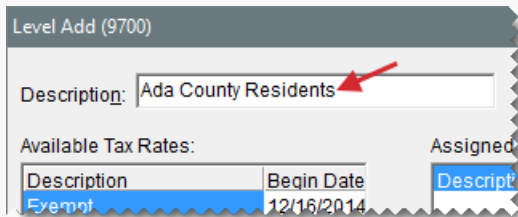
3. To display both current and future tax levels, select **All** under **Levels to display**.



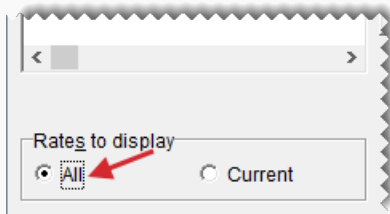
4. Click **Add**. The Level Add screen appears.




5. Type a description for the new tax level.

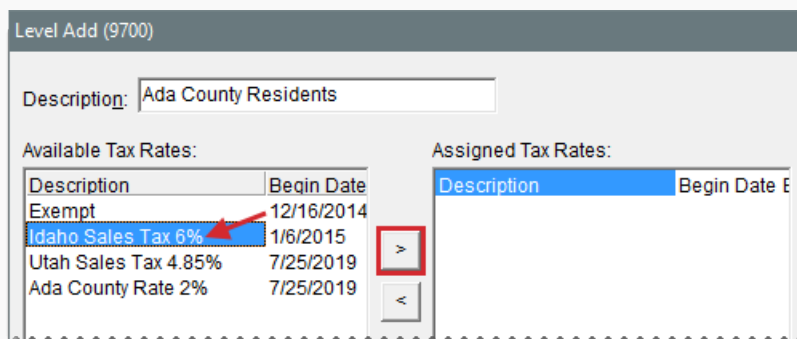



6. If you don't see a rate that you want to assign, select **All** under **Rates to Display**.

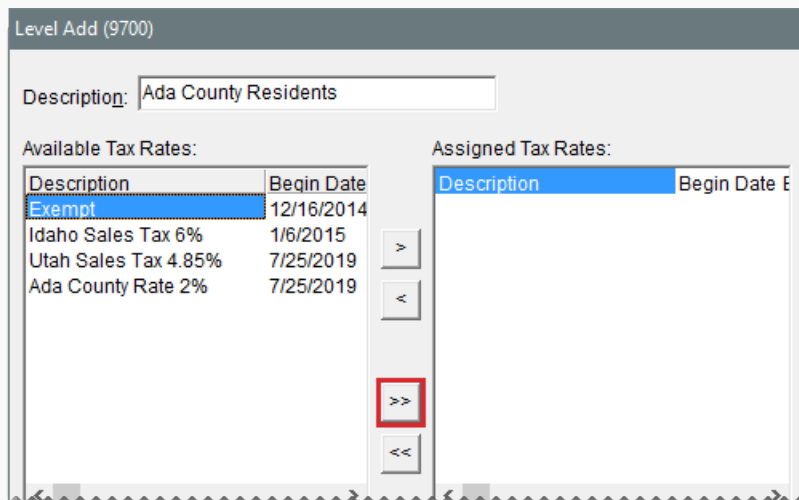


7. Assign one or more rates to the tax level:

- To assign a single rate, select the rate in the **Available Tax Rates** panel and click .

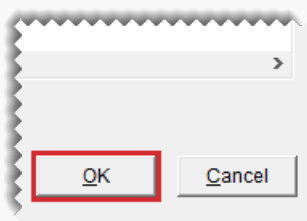


- To assign all rates, click .



Tip: If you assign rates in error, click for a single rate or click for all rates.

8. To save the new level, click **OK**.



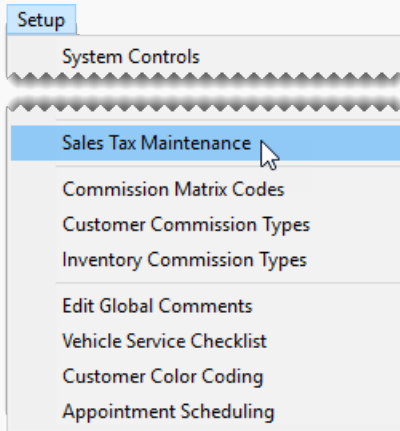
Tip: You can review your sales tax settings by printing the Sales Tax Setup Report.

UPDATE TAX LEVELS

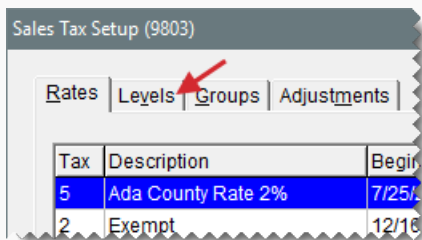
Because of changes in tax laws, you might need to update your tax levels by adding new rates or removing existing rates.

To update a tax level

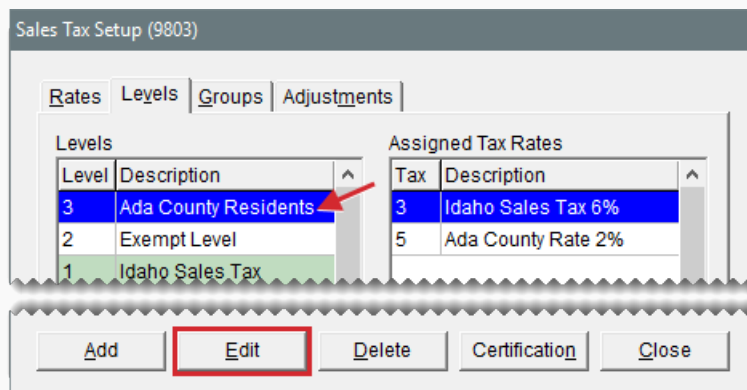
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.



2. Click the **Levels** tab.

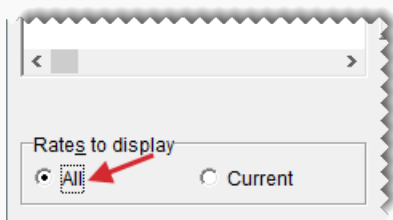


3. Select the level you want to update, and click **Edit**. The Level Edit screen appears.



Note: If you don't see the level that you want to update, select **All** in the **Levels to display** area.

4. To display both current and future tax rates that can be assigned to the tax level, select **All** under **Rates to display**.



5. Assign or remove rates from the level:
 - To assign a single rate to the tax level, select the rate in the **Available Tax Rates** area and click . To assign all rates, click .
 - To remove a single rate from the tax level, select the rate in the **Assigned Tax Rates** area and click . To remove all rates, click .
6. To save the updated level, click **OK**.

ASSIGN TAX LEVELS TO CUSTOMERS

TireMaster calculates how much sales tax customers need to pay based on the tax levels assigned to them. For each customer, you need to assign two tax levels. One is for an item's parts price, and the other is for an item's labor price.

When new customers are added to TireMaster, they're automatically assigned the default tax levels set in System Controls. If the default levels don't meet a new customer's tax requirements, assign different tax levels. For more information, see ["Update Customer Records" on page 68](#).

Note: If you have customers who are not required to pay sales tax, create exempt tax levels and assign those levels to your tax-exempt customers.

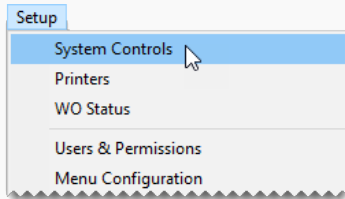
SET THE DEFAULT TAX LEVEL

When new customers are added to TireMaster, they're automatically assigned the default tax level. To define your default tax level, you need to complete a pair of control settings. There are two approaches for setting the default tax level:

- Use the level that calculates the highest amount of tax. This method ensures you'll collect enough sales tax.
- Use the tax level that's required for the majority of your customers. With this method, you'll rarely need to change the tax level when adding new customers.

To set the default tax levels

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Customer** tab.
3. Set the default labor level.
 - a. Select **Customer/Site Default Tax Level - Labor** and press **Enter**. The Tax Level Lookup screen opens.
 - b. Select the tax level you want to use as the default for labor, and click **OK**.
4. Set the parts level.
 - a. Select **Customer/Site Default Tax Level - Parts** and press **Enter**. The Tax Level Lookup screen opens.
 - b. Select the tax level you want to use as the default for parts, and click **OK**.

 A screenshot of the "System Controls (6400)" window. The "Customer" tab is selected. The window displays a table with three columns: "Description", "Value", and "SiteNo". Two rows are highlighted with red arrows pointing to them: "Customer/Site Default Tax Level - Labor" and "Customer/Site Default Tax Level - Parts".

Description	Value	SiteNo
Auto Inactivate Vehicles	NO	1
Customer - Transfer Type	T	1
Customer Default Type	1	1
Customer/Site Default Tax Level - Labor	1	1
Customer/Site Default Tax Level - Parts	1	1
Debit Cards - Allow Cash Back	NO	1

5. Close the System Controls screen.

EXPIRED TAX RATES AND LEVELS

Expired sales tax rates and levels are tax settings that are no longer in effect. A tax rate expires when the ending date passes. Once a rate expires, you cannot view, reinstate, edit, or update it.

A tax level expires when all of the tax rates assigned to it expire. When a tax level expires, you won't be able to complete invoices for customers who have been assigned that level. Although you can set up new rates for a tax level, those rates won't take effect until the next day.

Tip: You can view expired tax levels by selecting **All** on the **Levels** tab of the Sales Tax Setup screen. Expired tax rates cannot be viewed.

To prevent your tax rates and levels from expiring, follow these guidelines:

- Before changing tax rates, make sure you know which tax levels use those rates. Depending on how often you use various tax levels, you might decide to delay rate changes.
- When editing a tax rate, verify that you've entered the correct ending date before clicking **OK**. Once you click **OK**, you can't reset the ending date.
- When you create new rates or update existing rates, set the ending date far into the future. Consider using the same date (such as 1-1-2111) for all of your rates.
- When preparing for a rate change, create the replacement rate on the same day that you change the ending date of the original rate. This will prevent the original rate from expiring before you've created the replacement rate.

TAX EXEMPTION CERTIFICATES

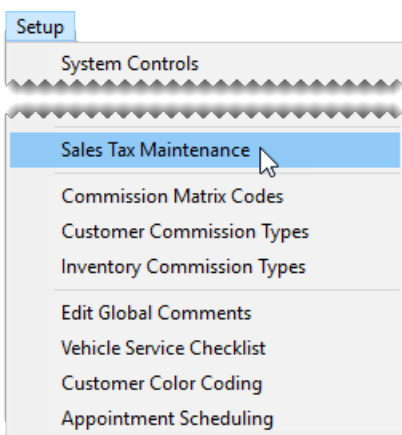
If your state requires additional documentation for tax-exempt customers, you can create a tax exemption certificate that can be printed on invoices for tax-exempt customers.

CREATE A TAX EXEMPTION CERTIFICATE

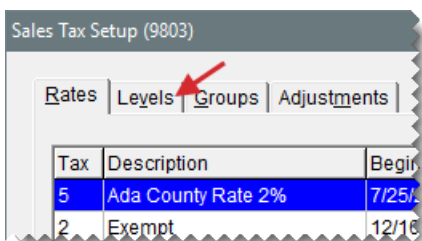
Creating a tax exemption certificate includes defining the certificate text and adding a signature line..

To create a tax exemption certificate

1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



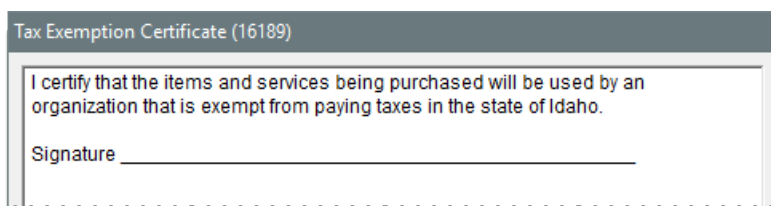
2. Click the **Levels** tab.



3. Click **Certification**. The Tax Exemption Certificate screen appears.



4. Type the certificate text and a signature line.



Tip: To create a signature line, repeatedly press the keyboard's underline key.

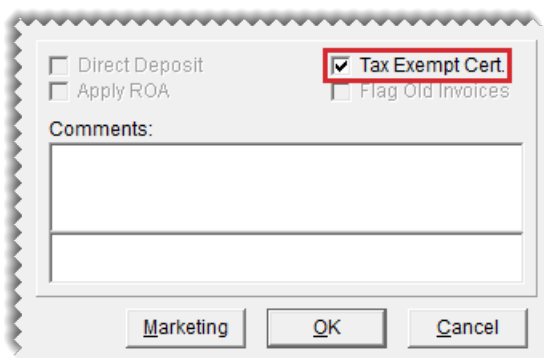
5. To save the certificate, click **OK**.
6. Close the Sales Tax Setup screen.

PRINT A TAX EXEMPTION CERTIFICATE

Tax exemption certificates can be printed on invoices for tax-exempt customers at point of sale.

To print a tax exemption certificate

1. Turn a work order into an invoice. For more information, see ["Complete an Invoice" on page 410](#).
2. Select the **Tax Exempt Cert** check box on the Invoice Completion screen.



3. Complete the invoice as usual. The printed invoice will include the text from the tax exemption certificate.

SALES TAX ADJUSTMENTS

If you collected the wrong amount of sales tax from a customer, you can adjust the sales tax for the corresponding invoice. A tax rate adjustment does not alter the amount of sales tax that appears on the original invoice. If you charged too much sales tax, the adjustment produces a credit for the

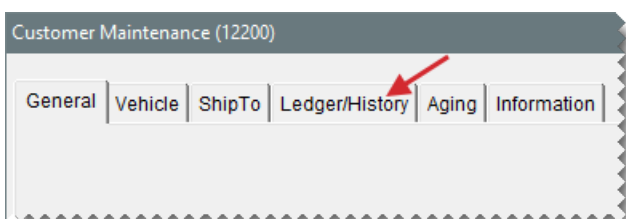
customer. Likewise, if you didn't collect enough sales tax, the customer will owe you money. In TireMaster Plus and TireMaster Corporate systems, a sales tax adjustment results in an adjusting journal entry.

Because sales tax adjustments post to customer accounts (subledgers), you need to reimburse customers if you reduced the sales tax for their invoices. If customers owe sales tax, send them statements so you can collect the additional tax money. To see how much sales tax customers owe, print the Unapplied Credit Report .

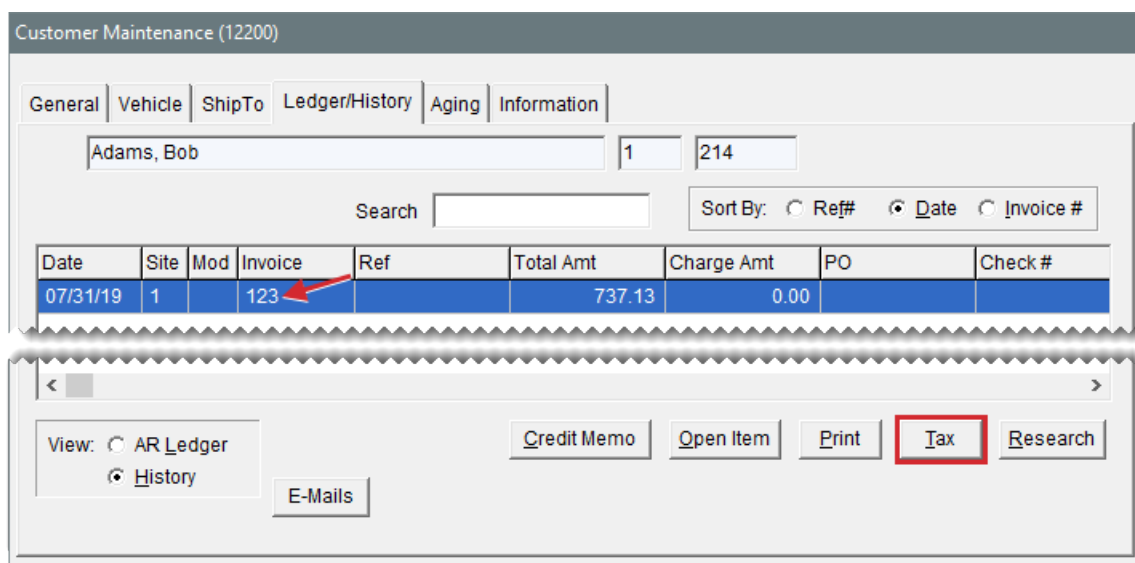
Note: The document type code ST is used to identify transactions in which the sales tax has been changed for an invoice.

To make a sales tax adjustment

1. Look up the customer whose invoice needs a sales tax adjustment. For more information, see "Customer Searches" on page 86.
2. On the Customer Maintenance screen, click the **Ledger/History** tab.



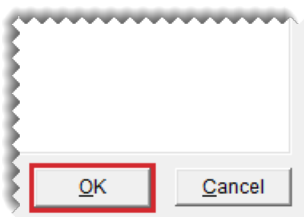
3. Select the invoice for which you want to change the sales tax amount, and click **Tax**. The Sales Tax Adjustment screen opens.



4. To change the amount of tax assessed for a particular rate, select the rate and type the new sales tax amount in the **New Amount** column. For rates that do not need to be changed, leave the entries in the **New Amount** field alone.

Rate	Description	Amount	New Amount
6	Idaho Sales Tax 6.25%	39.10	38.50
5	Ada County Rate 2%	12.51	12.51

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



- To process the changes, click **Yes**.

Note: Changing the tax rate does not alter the amount of sales tax that appears on the original invoice. It creates an entry in the customer's account instead. In TireMaster Plus and TireMaster Corporate, it also results in an adjusting journal entry.

- If you reduced the tax, reimburse the customer for the difference between the old amount and the new amount. If you increased the tax, send a statement to the customer so you can collect the additional tax owed. For more information, see "[Customer Reimbursements](#)" on page 626.

SALES TAX COLLECTION METHODS

You can base your sales tax collections on one of the following:

- The default tax levels for your store
- The tax levels assigned to individual customers

Basing tax collections on the levels assigned to individual customers is sufficient if your sales tax requirements are minimal, such as if you only need to collect state sales tax or if all of your stores are located within the same tax jurisdiction.

If you need to collect taxes for a variety of government agencies, such as the state and multiple cities that each have different tax rates, you can base your sales tax collections on the default tax levels for your store. Basing collections on your store's levels, helps to ensure that you collect enough sales tax to satisfy the requirements of all of the various government agencies.

Example: You have a store in Minneapolis which charges 10% sales tax. Five percent of it goes to the state and the other 5% goes to the city. Many of your customers, however, are assigned a tax level amounting to 6% sales tax. They're from nearby St. Paul where they pay the same 5% state tax and a city tax of only 1%. By basing sales tax collections on your store's default tax levels, you can automatically charge the customers from St. Paul 10% sales tax instead of 6%,

which ensures that the state of Minnesota and the city of Minneapolis both get their share of tax dollars.

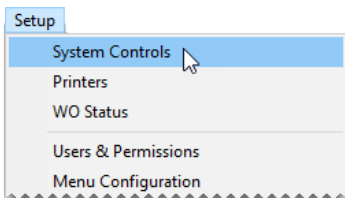
Although this scenario typically occurs in TireMaster Corporate environments, where customers are added at various locations with differing sales tax requirements, the option to base sales tax on store levels can also be used in TireMaster Plus and TireMaster Point of Sale systems.

Note: If you base sales tax collections on your store’s default levels, there are two instances in which this setting is disregarded: 1) When the customer is exempt from paying sales tax, and 2) When you’re prompted to choose the customer’s tax level at point of sale, because of settings for the customer’s customer type.

You can define how sales tax is collected by setting a system control.

To define how sales tax is collected

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Customer** tab.
3. Select **Sales Tax - Use Tax Levels Assigned to Customers** and press **Enter**.

System Controls (6400)

Commission			Customer	Enterprise	General ledger	Inventory	Other	Vendor
Description	Value	SiteNo						
Finance Chrg Later than Day	0	1						
Ledger History show all sites	NO	1						
RDA Complete - Flag Old Invoices Selected	YES	1						
Sales Tax - Charge Govt. Customers	CUST	1						
Sales Tax - Charge Natl. Acct. Customers	CUST	1						
Sales Tax - Use Levels Assigned to Customers	YES	1						
Statement Cutoff Date	25	1						

4. Do one of the following:
 - To base your sales tax collections on the default parts and labor tax levels for your store, select **No**.

Note: The system controls for setting your store’s default tax levels are **Customer/Site Default Tax Level - Labor** and **Customer/Site Default Tax Level - Parts**.
 - To base your sales tax collections on the tax levels assigned to individual customers, select **Yes**.
5. In TireMaster Corporate, repeat steps 3 and 4 until the control has been set for all sites.

- Close the System Controls screen.

SALES TAX ROUNDING ACCOUNT

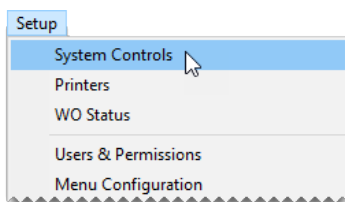
The sales tax rounding account is a GL account that's used in to track the amount of sales tax that's rounded off during sales tax calculations.

When calculating sales tax, TireMaster temporarily extends the tax amount for each item by two digits. Using the extra digits ensures that the sales tax total for each of the items equals the sales tax total for the invoice. Once the sales tax total is calculated, the extra digits are no longer needed. As a result, the amount of tax that posts to the general ledger matches the amount of tax actually charged.

Note: Talk to your accountant before you choose an account to use for posting sales tax rounding amounts. If you use TireMaster's default chart of accounts, you can create an offset minor account under the 2020-0 Sales Tax Payable account.

To define the sales tax rounding account

- Select **Setup > System Controls**. The System Controls screen opens.



- Click the **General Ledger** tab.
- Select **Default Account - Sales Tax Rounding** and press **Enter**. The Chart of Accounts screen opens.

 A screenshot of the 'System Controls (6400)' window. The 'General ledger' tab is selected. Below the tabs is a table with columns for Description, Value, and SiteNo. The row 'Default Account - Sales Tax Rounding' is highlighted in blue, with a red arrow pointing to it.

Description	Value	SiteNo
Default Account - Sales Tax	2020-0	1
Default Account - Sales Tax Rounding	2020-0	1
Default Account - Year-End Profit/Loss	3010-0	1

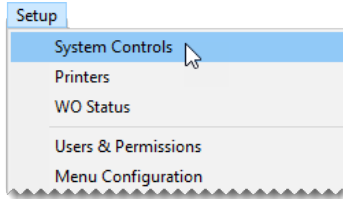
- Select the account you want to use to track sales tax rounding, and click **OK**.
- Close the System Controls screen.

EXCLUDE FET FROM SALES TAX

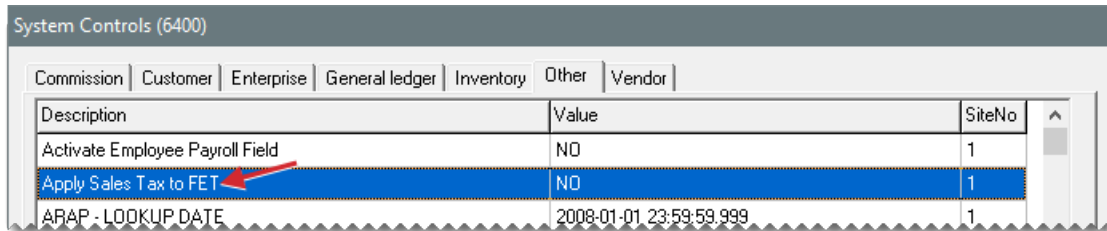
By default, the sales tax for quotes and work orders is calculated based on the parts price, labor price, and federal excise tax for items. However, if you do business in a state where charging sales tax on FET is optional or prohibited, you can exclude it from sales tax calculations by changing a control setting.

To exclude FET from sales tax

- Select **Setup > System Controls**. The System Controls screen opens.



2. Click the **Other** tab.
3. Select **Apply Sales Tax to FET**, and press **Enter**.
4. Select **No** and click **OK**.



5. Close the System Controls screen.

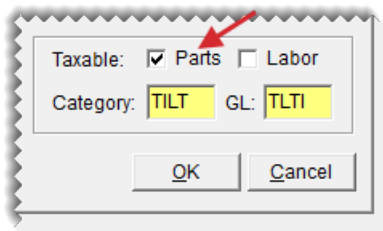
CUSTOMER AND INVENTORY TAX SETTINGS

In addition to creating sales tax rates and levels, you also need to complete tax settings for individual customers and inventory items to ensure that you collect sales tax when required. The settings that you need to complete vary depending on the circumstances.

COLLECT TAX ON AN ITEM'S PARTS PRICE

If you need to collect sales tax on an item's parts price only, complete the following settings:

- On the Inventory Maintenance screen, select the **Parts** check box for that item and leave the **Labor** check box clear.



- On the Customer Maintenance screen, select the **Taxable** check box (unless the customer doesn't have to pay tax), and use the same tax level for both parts and labor to include them both in the same section of the Sales Tax Report.

COLLECT TAX FOR BOTH PARTS AND LABOR

If you need to collect sales tax on both the parts and labor prices for an item, complete the following settings:

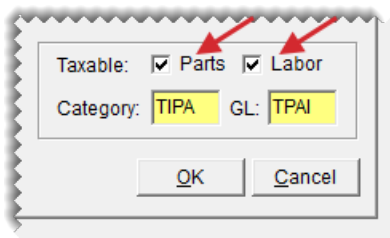
- On the Inventory Maintenance screen, select both the **Parts** and **Labor** check boxes (unless the item is not taxed).

- On the Customer Maintenance screen, select the **Taxable** check box (unless the customer doesn't have to pay tax), and use the same tax level for both parts and labor to include them both in the same section of the Sales Tax Report.

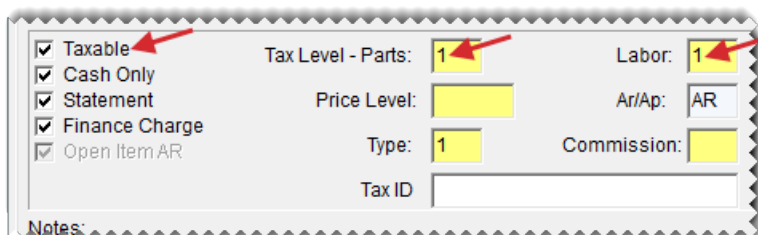
COLLECT TAX IN MULTIPLE STATES

If labor is not taxed in your state, but you do work in a state that charges sales tax for labor, complete the following settings:

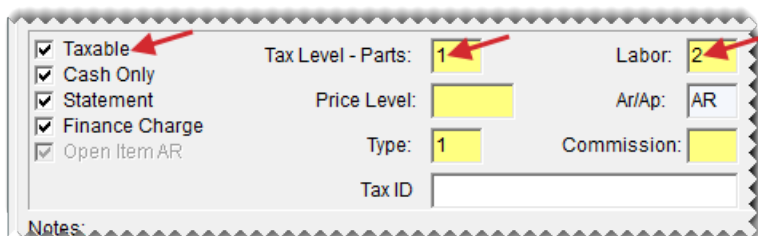
- On the Inventory Maintenance screen, select both the **Parts** and **Labor** check boxes (unless the item is not taxed).



- On the Customer Maintenance screen, make sure the **Taxable** check box is selected (unless the customer does not have to pay sales tax and you haven't set up an exempt tax level). If labor is taxed, use the same tax level for both parts and labor. However, if the customer does not have to pay tax on labor, use a non-taxable tax level for labor instead.



However, if the customer does not have to pay tax on labor, use a non-taxable tax level for labor instead.



CHANGE A CUSTOMER'S TAX LEVEL AT POINT OF SALE

Occasionally, you might need to change a customer's price level at point of sale (such as when a service call occurs in another state). Changing the tax level at point of sale helps you collect the proper amount of sales tax without affecting the sales tax settings in the customer's record. To change the tax level at point of sale, you need to be assigned the **Customer Edit** permission.

Note: This method of changing the tax level applies only to customers who are set up as taxable (the **Taxable** check box is selected on the Customer Maintenance screen on the **General** tab).

To change a customer's tax level at point of sale

1. Start a work order or retrieve an existing work order. For more information, see ["Create a Regular Work Order"](#) on page 396 or ["Update a Work Order"](#) on page 405
2. On the Invoice Entry screen, click the **Tax Level** button.

Note: Tax levels can also be changed in a similar manner when working with the Quote and Estimate Writer.

3. Do the following as needed:
 - a. Click **Lookup 1** and select the tax level for parts.
 - b. Click **Lookup 2** and select the tax level for labor.
 - c. Click **OK** to save your changes.

4. Make additional changes to the work order, or click **Quit** to close the Invoice Entry screen.

SPECIAL TAX REQUIREMENTS

Some states require businesses to charge a percentage of the regular tax rate for certain items. For example, retreads might be taxed at 75% of the regular rate. If you conduct business in a state with this type of tax requirement, you need to set up one or more tax rate adjustments in TireMaster.

Setting up tax rate adjustments includes the following steps:

- Creating one or more inventory tax adjustment groups
- Creating one or more tax rate adjustments, to define which tax rate and items are affected by an adjustment

With a tax rate adjustment, only the tax on the parts price is adjusted. Labor and federal excise tax are calculated as usual. If you're unsure of whether you need to set up tax rate adjustments, talk to your accountant.

INVENTORY TAX ADJUSTMENT GROUPS

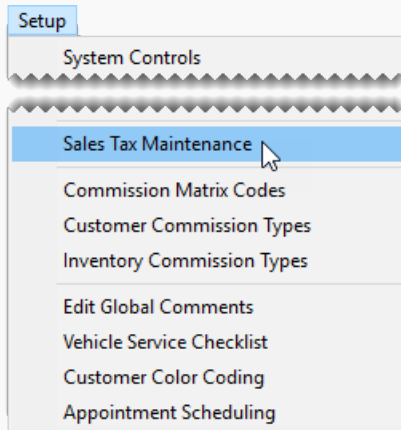
An Inventory tax adjustment group is a collection of items that need to be taxed at a percentage of the regular tax rate. Inventory adjustment groups can be assigned to tax rate adjustments.

CREATE AN INVENTORY TAX ADJUSTMENT GROUP

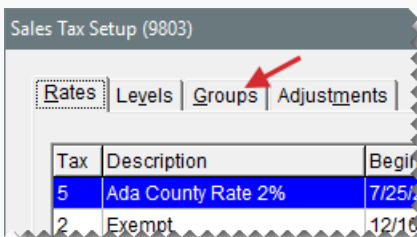
When you create an inventory tax adjustment group, look up and assign the items that need to be included in the group.

To create an inventory tax adjustment group

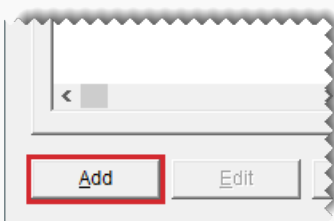
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Groups** tab.



3. Click **Add**. The Inventory Group Add screen opens.



4. Type a description for the inventory tax adjustment group.

Inventory Group Add (9701)

Description: Retreads - All Positions



Available Inventory: Assigned

ProdCode	Size	Descript	ProdCode
----------	------	----------	----------

5. Click **Lookup**, and look up items that you want to include in the inventory tax adjustment group. For more information, see ["Inventory Searches" on page 202](#).

Lookup OK Cancel

6. Assign items to the tax adjustment group:



- For a single item, select it and click .
- For all items, click .

Inventory Group Add (9701)

Description: Retreads - All Positions

Available Inventory: Assigned Inventory:

Description	ProdCode	Size	Descriptic
Precure G182A	PCT011	275/70R22.5	PCT Endu
Precure G182A	PCT012	275/80R22.5	PCT Endu
PCT Endurance WHD	PCT013	275/80R24.5	PCT Endu
PCT Endurance WHD	PCT015	285/75R24.5	PCT Endu

Tip: If you assign an item in error, select it and click . To remove all items, click .

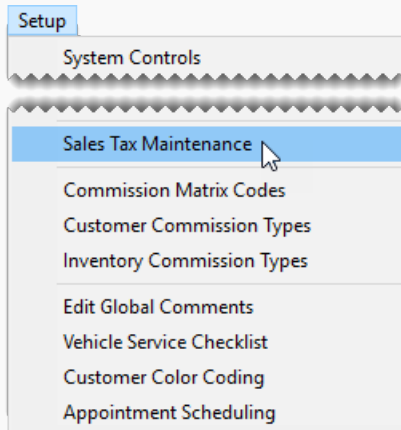
7. To save the new tax adjustment group, click **OK**.

UPDATE AN INVENTORY TAX ADJUSTMENT GROUP

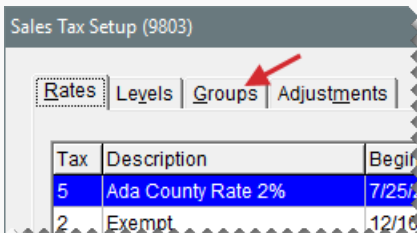
If you need to add or remove items from an inventory tax adjustment group, you can update the group.

To update an inventory tax adjustment group

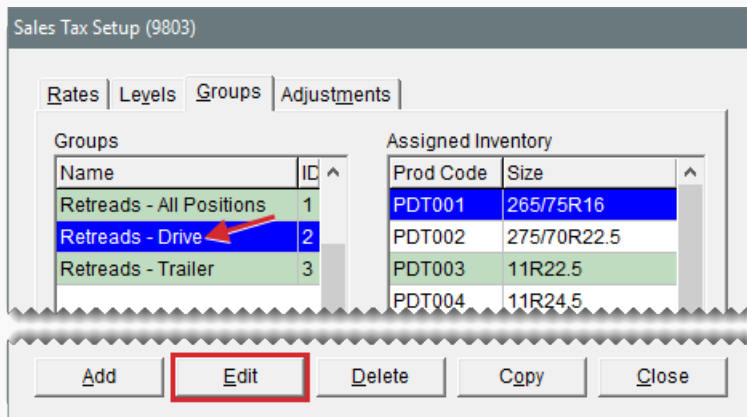
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Groups** tab.



3. Select the group you want to update and click **Edit**.



4. Add or remove items as needed:

- To add items, click **Lookup** and search for the items you want to add. For a single item, select it and click . To add all items, click instead. For more information, see "Inventory Searches" on page 202.
- To remove an assigned item, select it and click . To remove all items, click .

5. To save your changes, click **OK**.

DELETE AN INVENTORY TAX ADJUSTMENT GROUP

If an inventory tax adjustment group has *never* been used for a tax rate adjustment, you can delete it.

To delete an inventory tax adjustment group

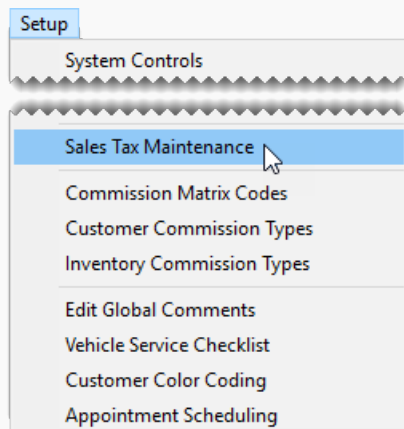
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.
2. Click the **Groups** tab.
3. Select the group you want to remove, and click **Delete**. A confirmation message appears.
4. Click **Yes**.
5. Close the Sales Tax Setup screen.

COPY AN INVENTORY TAX ADJUSTMENT GROUP

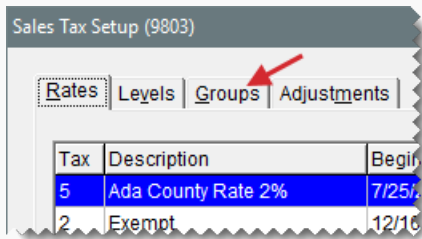
You can create a new inventory tax adjustment group by copying an existing group. Copying an existing group saves you time if the new group needs to have many of the same settings as an existing group.

To copy an inventory tax adjustment group

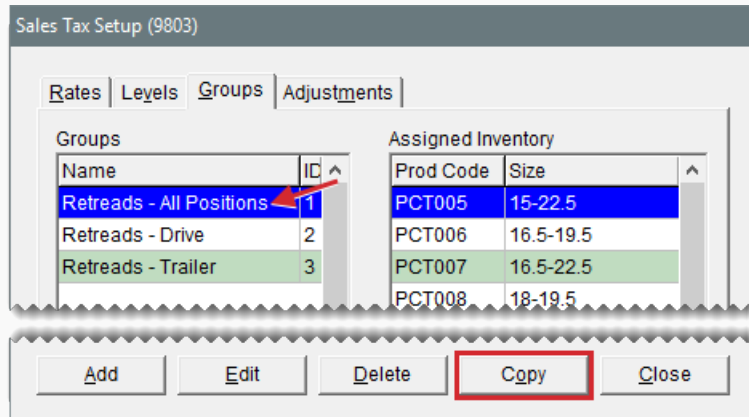
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Groups** tab.



- Under **Groups**, select the group you want to copy and click **Copy**. The Inventory Group Copy screen appears.



- Type a description for the new inventory tax adjustment group.
- Add or remove items as needed:
 - To add items, click **Lookup** and search for the items you want to add. For a single item, select it and click . To add all items, click instead. For more information, see ["Inventory Searches" on page 202](#).
 - To remove an assigned item, select it and click . To remove all items, click .
- To save the new group, click **OK**.

TAX RATE ADJUSTMENTS

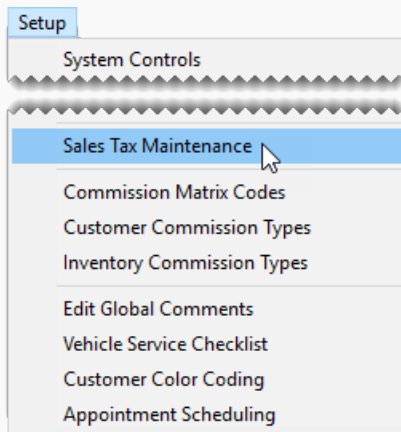
A tax rate adjustment is a setting that ensures that items are taxed at a percentage of the regular tax rate. Each tax rate can have only one tax rate adjustment.

CREATE A TAX RATE ADJUSTMENT

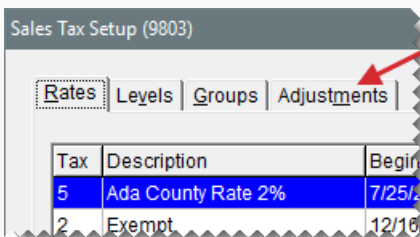
The settings for a tax rate adjustment define which tax rate to adjust and which items are taxed at the adjusted rate. If you sell items that should be tax exempt for certain customers, you can set up an exempt tax rate adjustment. In this case, federal excise tax is exempt.

To create a tax rate adjustment

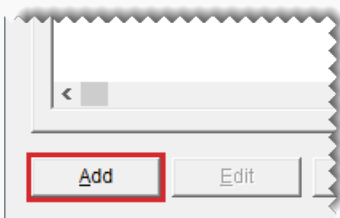
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Adjustments** tab.



3. Click **Add**. The Adjustment Add screen appears.





4. Enter the following information:
 - a. Type a description for the tax rate adjustment.
 - b. Define which rate will be adjusted by clicking the **Tax Rate** field, pressing , and selecting a rate from the list.



Tip: To display both current and future tax rates, select **All** under **Rates to Display**.
 - c. Define the percentage of an item's price that will be taxed, by typing the number as a decimal in the **Taxable Factor** field. (For example, if 75% of the item's price is

taxable, type . 75.) If the items assigned to this group should not be taxed, select the **Exempt** check box instead.

5. Assign one or more inventory tax adjustment group to the adjustment:

- To assign a single inventory tax adjustment group, select the group, and click .
- To assign all inventory tax adjustment groups, click .

Note: If you assign multiple inventory tax adjustment groups to a tax rate adjustment, the items each of those groups must be unique. If TireMaster detects that the same item is used in multiple inventory tax adjustment groups, you will be required to remove the duplicate item from all but one of the groups before assigning the groups to the tax rate adjustment.

Tip: If you assign a group in error, select it and click . To remove all groups, click .

6. To save the new tax rate adjustment, click **OK**. A message that lists the settings for the tax rate adjustment appears.

7. Review the settings described in the message, and do one of the following:

- If the settings are correct, click **Yes**.

- If the settings are not correct, click **No**, and make the needed changes.

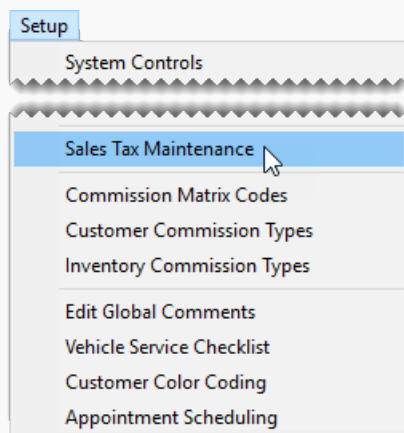
UPDATE A TAX RATE ADJUSTMENT

You can update a tax rate adjustment by changing its name, adding new inventory tax adjustment groups, and removing inventory tax adjustments groups.

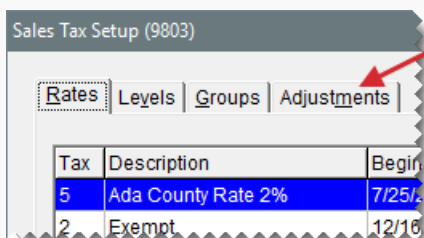
Note: The tax rate and taxable factor used for the group cannot be edited. To change that information, you need to make the tax rate adjustment inactive and create a new one. For more information, see "[Make a Tax Rate Adjustment Inactive](#)" on the next page.

To edit a tax rate adjustment

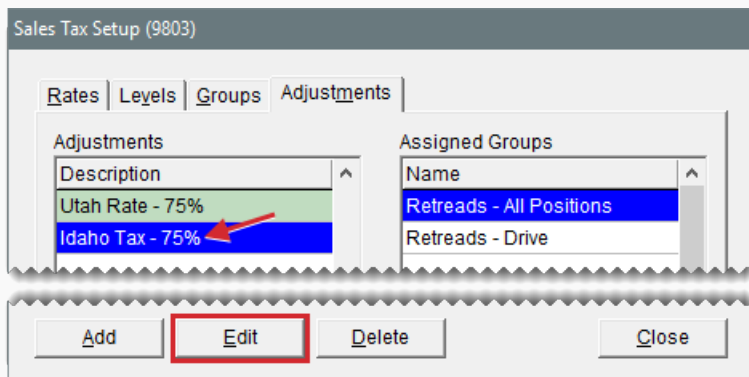
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Adjustments** tab.



3. Select the tax rate adjustment that you want to update and click **Edit**. The Adjustment Edit screen appears.



4. Change the description and add or remove inventory tax adjustment groups as needed:

- To add a single inventory tax adjustment group, select the group, and click . To assign all tax adjustment groups, click .

Note: If you assign multiple inventory tax adjustment groups to a tax rate adjustment, each item in each of those groups must be unique. If the program detects that the same item is in multiple inventory tax adjustment groups, you will be required to remove the duplicate item from all but one of the groups before assigning the groups to the tax rate adjustment.

- To remove a single inventory tax adjustment group, select the group, and click . To remove all inventory tax adjustment groups, click .

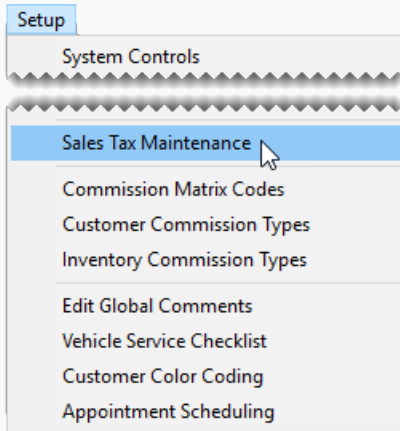
5. To save the updated tax rate adjustment, click **OK**.

MAKE A TAX RATE ADJUSTMENT INACTIVE

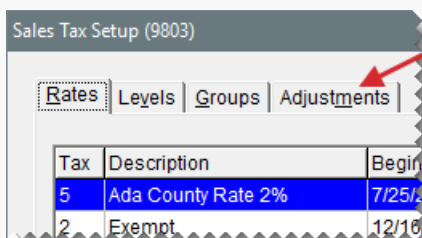
If you no longer need to use a tax rate adjustment, you can make it inactive.

To make a tax rate adjustment inactive

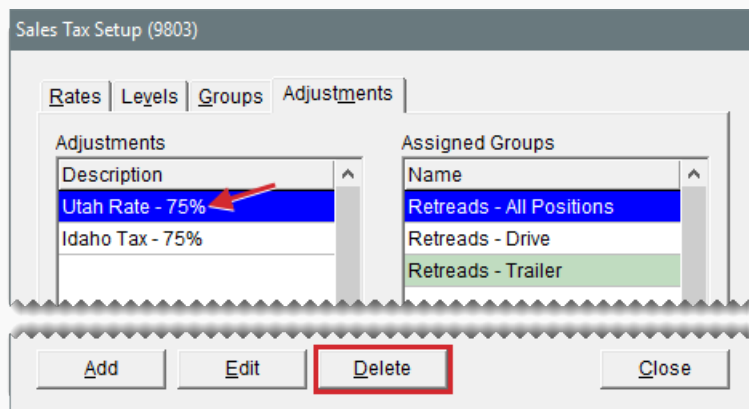
1. Select **Setup > Sales Tax Maintenance**. The Sales Tax Setup screen opens.



2. Click the **Adjustments** tab.



3. Select the tax rate adjustment that you want to make inactive, and click **Delete**.



4. Click **Yes** to confirm that you want to delete the tax rate adjustment. The following message appears: "This Adjustment has been associated with a tax level. To make it inactive, click OK. Otherwise click Cancel."
5. Click **OK**. The tax rate adjustment is removed from the Sales Tax Setup screen.

CHAPTER 22

ACCOUNTING

TireMaster helps you control your company's finances by providing a double-entry accounting system. This chapter includes the following sections:

Chart of Accounts	612
Subledgers	612
Research Transactions	612
Fiscal Calendar	613
Sites	614

CHART OF ACCOUNTS

The chart of accounts lists all of the accounts in your general ledger. It's accessible on a limited basis and cannot be modified. The chart of accounts typically appears when you need to assign GL account numbers to codes or system control settings TireMaster. In this scenario, assign the preset account listed in the instructions for the task you're performing.

SUBLEDGERS

In TireMaster, the term subledger refers to the record in which account activity for an individual customer, vendor, or item is tracked. There are also subledgers for tracking the credits you expect to receive from vendors for national account, government support, and adjustment sales.

VIEW SUBLEDGER BALANCES

The following information describes how you can view the balances for different kinds of subledgers:

- For customers, look at the **Ledger/History** and **Aging** tabs on the Customer Maintenance screen.
- For vendors, look at **Ledger/History** and **Aging** tabs on the Vendor Maintenance screen.
- For inventory items, print the Inventory Value Report.
- For expected credits, print a National Account Reconciliation Report for each vendor's reconciliation code.
Note: For subledger information, you need to print this report from the National Credits screen and display only items that have not been reconciled. For more information, see [National Account Reconciliation Report](#).

RESEARCH TRANSACTIONS

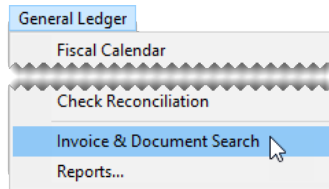
When you need to review completed transactions or reprint a document, TireMaster provides a way to find the information you need.

SEARCH FOR INVOICES, PURCHASE ORDERS, AND OTHER DOCUMENTS

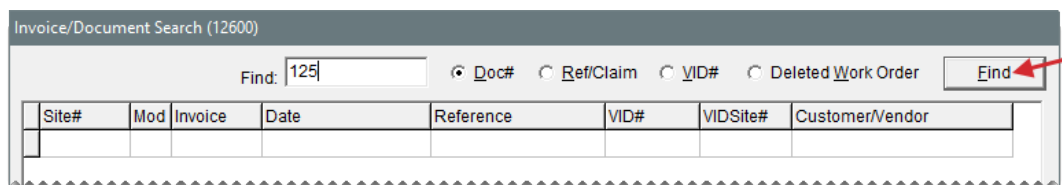
If you need to reprint documents or research transactions, use the Invoice/Document Search screen to retrieve the information you need.

To search for a document

1. Select **General Ledger > Invoice & Document Search**. The Invoice/Document Search screen opens.



2. Type the document, reference, claim, or VID number for the document you want to retrieve in the **Find** field. Then select one of the following:
 - **Doc#** to look up a document by the system-generated document number
 - **Ref/Claim#** to look up a document by the reference or claim number entered during a transaction
 - **VID#** to look up a document by the system-generated vendor invoice document number
 - **Deleted Work Order** to look up a work order that was deleted
3. Click **Find**.



4. Do the following as needed:
 - To reprint a document, select the document and click **Reprint**.
 - To view any BAR change entries for a document, select the document, and click **BAR**.
 - To view the journal entries for a document, select the document and click **Research**.



5. Close the Invoice/Document Search screen.

FISCAL CALENDAR

In TireMaster, a fiscal calendar is used to implement your fiscal year. A fiscal year is the period businesses and government agencies use for accounting, budgeting, and reporting earnings. The fiscal calendar is available on a limited basis for dealers who use the Accounting Interface for QuickBooks®.

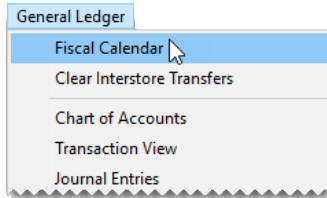
Before you can post an entry to a fiscal period that has been closed, you need to unlock the period on the Fiscal Calendar screen. Once the entry has posted, you can relock the period. Fiscal periods are locked during the month end closing process. For more information, see "[Close a Fiscal Period](#)" on [page 785](#).

Note: You cannot unlock a period that comes before a closed period. For example, to unlock Period 3, you need to unlock Period 4 first, if Period 4 is closed.

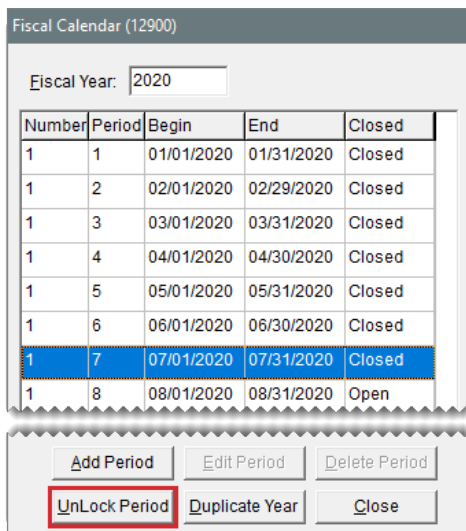
If a fiscal period is part of a fiscal year that has been closed, it cannot be unlocked.

To unlock a fiscal period

1. Select **General Ledger > Fiscal Calendar**. The Fiscal Calendar opens.



2. Select the period that you want to unlock, and click **Unlock Period**. The status changes from closed to open.



Note: If you try to unlock a period that comes before a locked period, the following message appears: “You cannot reopen a period prior to a period that is closed!” Click **OK** to close the message. Then unlock all of the closed periods that follow the period you want to unlock before repeating step 2.

3. Close the Fiscal Calendar screen.

Now you can post entries to the period that you just unlocked. When you’re done, relock the period. For instructions, see "[Lock a Fiscal Period](#) " on page 786.

SITES

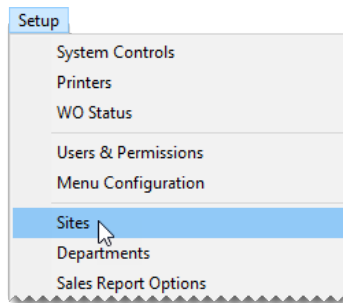
The site number is used to identify your store. Because you have only one site, the site number is always 1.

SET UP SITES

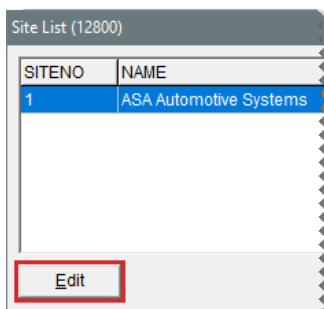
When you set up a site, you define information that prints on various documents, such as quotes and invoices. The site settings also include fields for recording contact information and ID numbers for government agencies.

To set up a site

1. Select **Setup > Sites**. The Site List opens.



2. Click **Edit**. The Site Identification Maintenance screen opens.



3. Type the name, address, city, state, and zip code for the site.

Tip: Use the physical address in the **Address 1** field and the mailing address in the **Address 2** field. If the mailing address and the physical address are the same, leave the **Address 2** field blank.
4. Type the data phone, fax, and phone numbers for the site.

Tip: The field for the data phone can be used to record information about the site's Internet connection.
5. Type the name of the person ASA Support should talk to in the **Contact** field.
6. Type your dealer number, if any.
7. Type the number assigned to you by the Bureau of Auto Repair or another consumer agency in the **BAR ID** field.
8. In the **EPA ID** field, type in the number assigned to you by the Environmental Protection Agency.
9. To save the site information, click **OK**.

The screenshot shows a dialog box titled "Site Identification Maintenance (9500)". It contains the following fields and values:

Site #	1
Name	ASAAutomotive Systems
Address 1	800 S. Industry Way
Address 2	
City	Meridian
State	ID
Zip	83642
Data Phone	
Fax Phone	
Phone	208-855-0781
Contact	ASA Sales
Dealer ID	
BAR ID	
EPA ID	
Disp Name	Site #1
Status	<input checked="" type="checkbox"/> Active
Sort Order	1
Customer	

At the bottom of the dialog, there are two buttons: "OK" (highlighted with a red rectangle) and "Cancel".

Note: Disregard setting the **Active** check box and defining the display name, sort order, and customer. These settings are used when the Data Exchange program is installed or by other sites (in TireMaster Corporate) that want to include your store's on-hand quantities on the Inventory List. For more information, see [Set Up Site Specific Quantity Information](#).

10. Close the Site List.

CHAPTER 23

ACCOUNTS RECEIVABLE

With TireMaster, you can manage customer account balances and track income from pending sales. This chapter includes the following sections:

ROAs	618
Customer Balance Adjustments	623
Credit Memos	624
Customer Reimbursements	626
Finance Charges	627
Statements	630
Beginning Balances	649

ROAS

An ROA (received on account) is a payment received from a customer who has a charge account. When you process an ROA, you can apply the payment to the customer's balance immediately, apply the payment later, or leave the payment unapplied.

- It decreases (credits) the balance of the general ledger's AR account.
- It increases (debits) the balance of the GL account for your cash till.

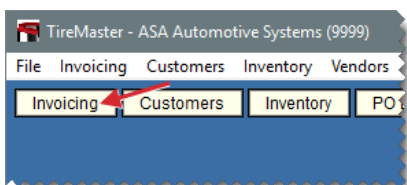
Note: When you close the day, the ROA moves out of the cash till account to the GL account for your bank's checking account.

PROCESS AN ROA

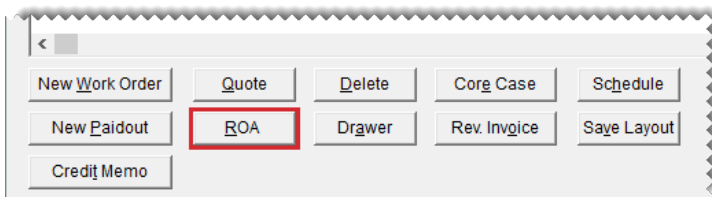
Processing an ROA includes recording a customer's payment and applying it to the customer's account balance now or later.

To process an ROA

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



2. Click **ROA**. TireMaster prompts you for the customer's name.



3. Look up the customer, and click **OK** on the Customer Maintenance screen to continue. For more information, see "[Customer Searches](#)" on page 86.

Tip: To check the customer's balance, click the **Aging** tab.

4. On the ROA entry screen, type the payment amount in the **Cash, Check**, or **Credit/Debit** card row and press **Enter**. For check payments, TireMaster prompts you for a check number.

Pay Type	Amount
Cash	0.00
Check	804.71
Rev. Finance Charge	0.00

5. To print a different number of copies, change the number in the **# of Copies** field.

6. Select the following check boxes as needed:

- **Direct Deposit**, if the payment was already put into your bank account.
Note: Typically, only credit card companies make direct deposits, although other customers or vendors might also pay in this manner under special circumstances. For more information, see ["Record a Payment from a Credit Card Company"](#) on page 656.
- **Apply ROA**, if you want to open the customer's open item ledger and apply the payment.
- **Flag Old Invoices**, if you want to apply the payment to the oldest invoices first.
Note: Whether this check box is selected by default depends on a system control setting. For more information, see ["ROA Complete - Flag Old Invoices Selected"](#) on page 957.

7. Type any notes about the payment (such as recommendations for applying it) in the **Comments** field.

Note: ROA comments can be accessed from a customer's open item ledger.

8. Finalize the payment.

- a. Click **OK**. TireMaster prompts you to complete and print the ROA.

- b. Click **Yes**. Then do one of the following:

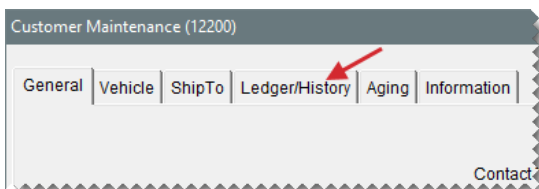
- If the Open Item Ledger opens, continue with step 8c.
 - If the Report Window opens, go to step 9.
- c. If you want to apply the ROA to a different invoice, select the letter **A** for the invoice it's current applied to and press the space bar. Then type an **A** in the **Apply** field for another invoice.
 - d. Click **OK**. TireMaster prompts you to save your changes.
 - e. Click **Yes**. TireMaster prompts you to apply the items.
 - f. To apply the payment to the customer's balance now, click **Yes**. To apply it later, click **No**. The Report Window opens and displays the ROA document.
9. Print the ROA document and close the Report Window.

APPLY AN ROA

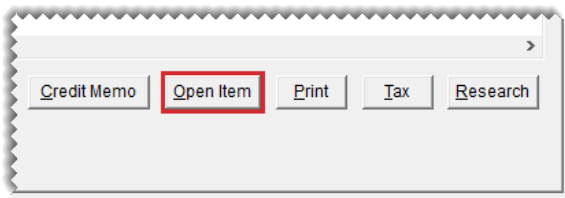
If you have an ROA that was not applied to any invoices, you can apply the ROA manually in the customer's open item ledger.

To apply an ROA

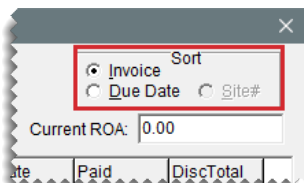
1. Look up the customer whose ROA you want to apply. For more information, see "[Customer Searches](#)" on page 86.
2. When the Customer Maintenance screen opens, click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger screen opens.



4. To sort items on the screen, select **Invoice** or **Due Date**.



5. To see if any comments about an ROA were entered when it was processed, select the ROA and click **Notes**.



6. Type the letter **A** in the **Apply** field for the ROA you want to apply.

Open Item Ledger (7700)

Customer: BUNN'S BAKERY

Discount: 0.00 Unapplied Amt: -400.00 Search:

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	Di
1	RO	119		-400.00	0.00	02/27/2019	0.00	-400.00	A	02
1		224		29.94	0.00	04/05/2019	0.00	29.94		02

7. Do the following for each invoice to which you want to apply the ROA:

- a. Type the letter **A** in the **Apply** field.
- b. Change the amount in the **Pay** field if needed.

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	Di
1	RO	119		-400.00	0.00	02/27/2019	0.00	-400.00	A	01
1		224		29.94	0.00	04/05/2019	0.00	29.94		02
1		228		789.96	391.52	04/05/2019	0.00	398.44	A	02
1		235		76.56	0.00	04/05/2019	0.00	1.56	A	02

Note: Although the amount in the **Pay** field is automatically filled in when you mark an item with an **A**, you can change it. The remaining balance of the payment, if any, is displayed in the **Unapplied Amt** field.

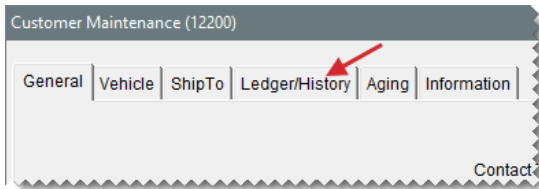
- 8. Click **OK**. TireMaster prompts you to save your changes.
- 9. Click **Yes**. TireMaster prompts you to apply the items.
- 10. To apply the payment to the customer’s balance, click **Yes**.

UNAPPLY AN ROA

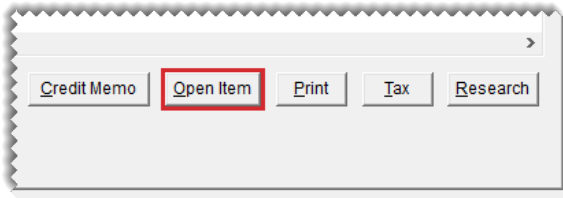
If you make a mistake when entering a customer payment, you can unapply the ROA.

To unapply an ROA

- 1. Look up the customer whose ROA you want to unapply. For more information, see "[Customer Searches](#)" on page 86.
- 2. When the Customer Maintenance screen opens, click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger screen opens.



4. Click **Un-Apply**. The ROA UnApply screen opens.

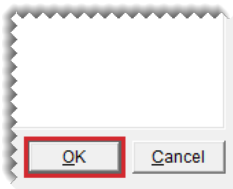


- 5.
6. Select a row for the ROA you want to unapply.

Apply Group	Apply Date	Inv-Site	Mod	Invoice	Roa-Site	Mod	Invoice	Amount	D
46	03/07/2019	1		228	1	RO	119	398.44	
46	03/07/2019	1		235	1	RO	119	1.56	
45	03/07/2019	1		235	1	XX	115	75.00	

Note: All of the invoices that an ROA was applied to are assigned an identification number, which is displayed in the **Apply Group** field.

7. Click **OK**. A confirmation message appears.



8. Click **Yes**. The invoices are added back to the Open Item Ledger.
9. Click **OK**. TireMaster prompts you to save your changes.
10. Click **Yes**. TireMaster prompts you to apply the items.
11. Click **No**. The payment is no longer applied to the customer's balance.

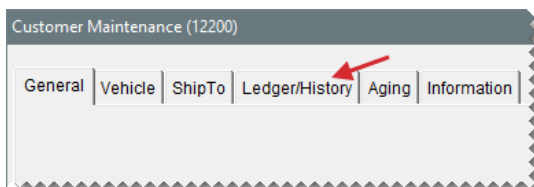
CUSTOMER BALANCE ADJUSTMENTS

When you need to adjust a customer's balance, make an AR journal entry. Two examples of when you'd make an AR journal entry include writing off a customer's bad debt and penalizing a customer for writing a nonsufficient funds check.

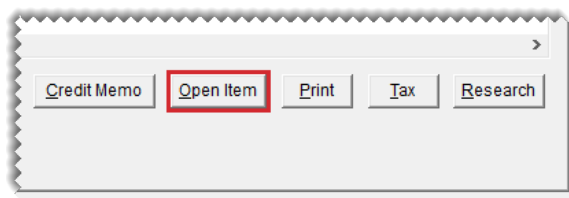
Note: For information about customer historical and AR ledgers, see "[Customer Ledger/History Tab](#)" on page 82.

To adjust a customer's AR balance

1. Look up the customer whose balance you want to adjust. For more information, see "[Customer Searches](#)" on page 86.
2. On the Customer Maintenance screen, click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger opens.



4. Click **AR Journal Entry**. The Customer Balance Adjustment screen opens.



5. Add the following information:
 - Select the date on which the adjustment should be applied, along with the discount date and payment due date from the pop-up calendars.
 - Type a reference for the adjustment if needed.

Customer Balance Adjustment (3801)

DRAKE, CRAIG

Date: 3/ 6/2019 Due Date: 3/ 6/2019

Disc Date: 3/16/2019 Reference: Bad Debt Write-Off

6. Create the offset entry:
 - a. Click **Add**. A journal entry line appears under **Offsets**.

DRAKE, CRAIG

Due Date: 3/ 6/2019

Reference: Bad Debt Write-Off

Amount	CL

Add Delete

- Click the **Major** column, press , and select the preset account for accounts receivable.
- b. Type a description for the entry.
 - c. Type the amount of the adjustment.

Offsets:

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	6020	0	Bad Debt Expense	-3.33	1

Add Delete

Note: A positive amount increases the customer's balance. A negative amount reduces the customer's balance. You can disregard entering a value in the **Disc \$** field.

7. To finish the adjustment, click **OK**. A confirmation message appears.

Total: -3.33

OK Cancel

8. Click **Yes**.

You can apply the adjustment to an invoice or another document right away or later. For more information, see ["Apply an ROA" on page 620](#).

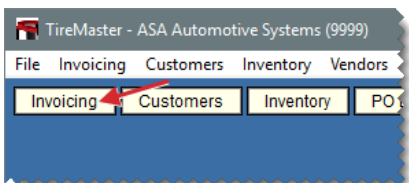
CREDIT MEMOS

Occasionally, you might need to issue a 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

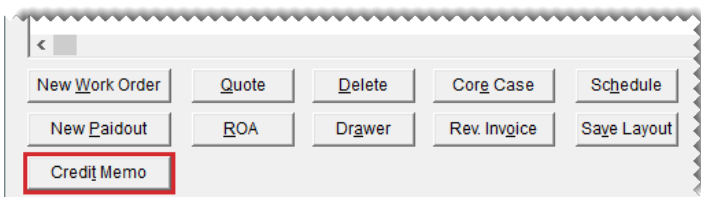
computer technician repaired a workstation and wants to be paid with an in-store credit. Issuing a credit memo allows you to credit the customer's account and record the expense in the GL.

To issue a credit memo

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

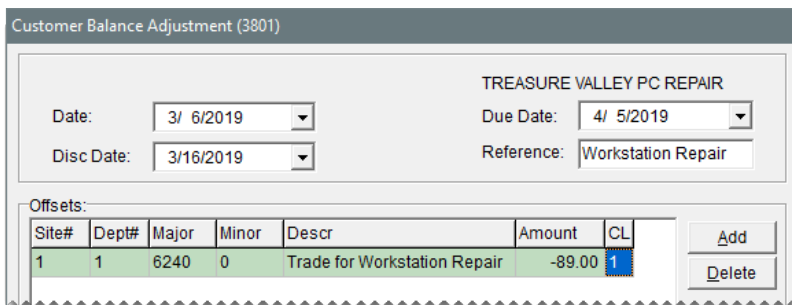


2. Click **Credit Memo**. TireMaster prompts you for the customer's name.



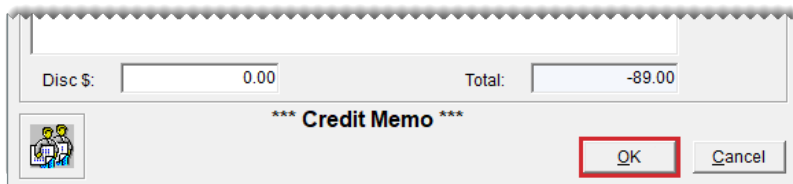
Note: You can also create a credit memo from the Customer Maintenance screen. To begin, look up the customer, click the **Ledger/History** tab, and click **Credit Memo**.

3. Look up the customer. For more information, see "[Customer Searches](#)" on page 86
4. On the Customer Balance Adjustment screen, do the following:
 - a. Add a reference number for the memo.
 - b. Click the **Major** field, press \downarrow , and select the general ledger account for the offsetting entry.
 - c. Type the amount of the credit as a *negative* number (for example, **-89.00**).



- d. Make sure the amount in the **Disc \$** field is 0.00.

5. Click **OK**. A confirmation message appears.



6. Click **Yes**. The Report Window opens.

7. Print the credit memo and click **Close**. The Open Item Ledger screen opens. You can apply the credit in the same manner as an ROA, or leave it as an open item.

CUSTOMER REIMBURSEMENTS

When you reverse invoices or when customers return or trade in items, you might need to refund their money. You can reimburse customers in the following ways:

- Issue a cash refund
- Issue a store credit
- Issue a credit memo
- Write a check
- Reverse a credit card payment

Typically, you reimburse customers in the same manner in which they paid you. When you create an invoice for a return or trade-in, you need to define the payment method you're using for the reimbursement.

Tip: When customers pay by check, you might want to wait until the check clears before issuing a reimbursement.

REIMBURSE WITH CASH

A cash reimbursement reduces the amount of cash you have on hand.

Warning: Do not use a payout for a cash reimbursement. Reimbursing customers with cash from the till does not update inventory quantities or the customer's history.

To reimburse a customer with cash, create a work order with a negative total for a return or trade-in. When you complete the invoice, give the customer the cash due.

ISSUE A STORE CREDIT

Issuing a store credit reduces the customer's balance. To issue a store credit, create a work order with a negative total for a return or trade-in and complete the invoice as a charge payment. You can apply the reimbursement to the customer's balance immediately or wait until later to apply it to a future charge.

Tip: To issue the credit, you might need to change the customer's status from cash-only to charge.

Note: If you have a customer who provides services to your company in exchange for in-store credit, issue a credit memo. For more information, see ["Credit Memos" on page 624](#).

REIMBURSE WITH A CHECK

For large reimbursements, you might want to write a check instead of giving a customer cash. To

reimburse a customer with a check, create an invoice with a negative total for a return or trade-in. Depending on your TireMaster application, use one of the following methods:

- For TireMaster Plus and TireMaster Corporate, write an AR easy check to the customer for the amount of the reimbursement. For more information, see [AR Easy Checks](#).
- For TireMaster Point of Sale, write a check manually or with your bookkeeping software, and adjust the customer's balance for the amount of the check. For more information, see ["Customer Balance Adjustments" on page 623](#).

REVERSE A CREDIT CARD INVOICE

Credit card reversals reduce the accounts receivable for the credit card.

To reimburse customers with a credit card reversal

1. Create an invoice with a negative total for a return or trade-in.
2. Enter a negative amount for the credit card on the Invoice Completion screen.
3. When the Card Authorization Box opens, process the credit card manually or automatically with card processing software. For more information, see ["Complete a Credit or Debit Card Sale" on page 654](#).
4. To complete the invoice, click **OK**.

Tip: Make sure to give the customer copies of the invoice and the credit card receipt.

FINANCE CHARGES

Finance charges are applied to outstanding customer balances during the month end closing process. In TireMaster, you have the option to calculate finance charges on all outstanding invoices or only those that are a certain age. For more information, see ["Finance Chrg Later than Day" on page 957](#).

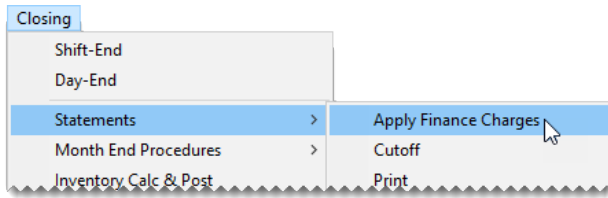
APPLY FINANCE CHARGES

Before you perform the statement cutoff, you should apply any finance charges to outstanding customer balances.

Note: Depending on your system control settings, finance charges might be calculated only for invoices that exceed a certain age. For more information, see ["Finance Chrg Later than Day" on page 957](#).

To apply finance charges

1. Select **Closing > Statements > Apply Finance Charges**. The Report Window opens and displays the Finance Charge Edit Report.



2. Review the charges listed on the report.

Note: If you don't want to assess finance charges for a customer listed on the report, close the Report Window and click **No** when prompted to post the charges. Then look up the customer's record and clear the **Finance Charge** check box on the **General** tab of the Customer Maintenance screen.

3. Print the report if needed and close the Report Window. A confirmation message appears.

4. To post the finance charges, click **Yes**. A confirmation message appears.

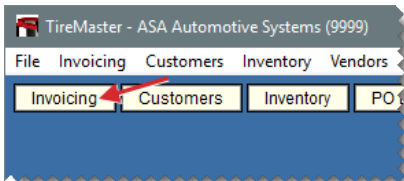
Note: If you applied finance charges to a customer's balance in error, see "[Reverse Finance Charges](#)" below.

REVERSE FINANCE CHARGES

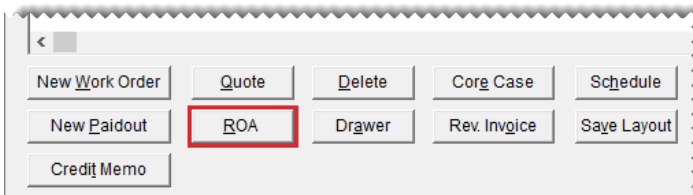
If you applied a finance charge to a customer's subledger account by mistake, you can reverse the finance charge by creating a special type of ROA.

To reverse a finance charge

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



2. Click **ROA**. TireMaster prompts you for the customer's name.



3. Look up the customer whose finance charge you want to reverse, and click **OK** on the Customer Maintenance screen to continue. For more information, see "[Customer Searches](#)" on page 86.

4. On the ROA Entry screen, type the amount you want to reverse in the **Rev. Finance Charge** row.

ROA/Deposit Complete (3901) CAGNEY COURIER

Invoice Total: 0.00

Pay Type	Amount
Cash	0.00
Check	0.00
Rev. Finance Charge	3.04
Credit / Debit	0.00

5. To print a different number of copies, change the number in the **# of Copies** field.

Print ROA Deposit # of Copies: 1

Completed: 3/ 6/2019 Sales: DJ

License #: Dept: 0

Miles In: 0 Out: 0

6. Do the following as needed:

- If you want the reversal to be applied to open invoices automatically, make sure the **Apply ROA** check box is selected.
- If you want the reversal to be applied to the oldest open invoices first, make sure the **Flag Old Invoices** check box is selected.

Direct Deposit Tax Exempt Cert.

Apply ROA Flag Old Invoices

Comments:

OK Cancel

7. Click **OK**. TireMaster prompts you to complete and print the ROA.

OK Cancel

8. Click **Yes**. The Open Item Ledger opens.

9. Select the finance charge you want to reverse, and type an **A** in the **Apply** field.

Open Item Ledger (7700)

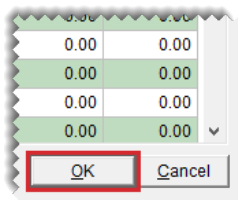
Customer: CAGNEY COURIER

Discount: 0.00 Unapplied Amt: 508.00 Search

Site	Mod	Invoice	Ref#	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	Di
1	FC	108		3.04	0.00	04/05/2019	0.00	3.04	A	01
1	RO	118		-2500.00	0.00	02/27/2019	0.00	-2500.00		02
1	FC	122		3.04	3.04	04/05/2019	0.00	0.00		03
1	FC	124		-3.04	0.00	03/06/2019	0.00	-3.04	A	01
1		181		789.96	289.96	09/05/2015	0.00	0.00		02

Note: You might need to remove the **A** from one of the other fields. To remove the letter **A** from a field, select it and press the space bar or **Backspace** key.

10. Click **OK**. TireMaster prompts you to save your changes.



11. Click **Yes**. TireMaster prompts you to apply the items.

12. Click **Yes**.

STATEMENTS

If you have customers with in-store charge accounts, you need to send them regular statements so they know their account balances and can make payments on their accounts.

Note: During the going-online process, you should have set a starting date for statement cutoffs. The date is changed in monthly increments, so your statement cutoff should occur on the same date each month. For more information, see "[Statement Cutoff Date](#)" on page 959 and "[Statement Cutoff Date - Most Recent](#)" on page 959.

STATEMENT PROPERTIES

Statements include balances and a list transactions affecting customer accounts, such as invoices, finance charges, and payments.

ASA AUTOMOTIVE SYSTEMS
800 S. INDUSTRY WAY, #150
MERIDIAN, ID 83637
800-657-6409

DARING DAISIES FLORAL INC.
900 ORCHID AVE
BOISE ID 83709

AMOUNT PAID \$ _____

Payments and purchases after the closing date
will be included in next month's statement

STATEMENT

Account No.
1-12882

Date
07/09/2019

RETURN THIS PORTION OF THE STATEMENT WITH YOUR PAYMENT

DATE	DOC. NO.	AMOUNT	DUE	PAYMENTS	PO# or REF #	DUE DATE	BALANCE OWING
11/02/2018	1-65163	1,143.01	543.01			Due: 12/10/2018	543.01
12/20/2018	1-FC 3859	20.00	20.00			Due: 12/20/2018	20.00
01/20/2019	1-FC 3885	14.75	14.75			Due: 01/20/2019	14.75
01/19/2019	1-66156	132.30	132.30			Due: 02/10/2019	132.30
04/20/2019	1-FC 3965	11.82	11.82			Due: 04/20/2019	11.82
05/20/2019	1-FC 3993	11.82	11.82			Due: 05/20/2019	11.82
05/11/2019	1-67794	350.48	350.48			Due: 06/10/2019	350.48
06/20/2019	1-FC 4019	17.95	17.95			Due: 06/20/2019	17.95

Current	1-30	31-60	61-90	91+	Total Due
0.00	368.43	11.82	11.82	744.20	1,136.27

Page 1 of 1

Figure 23-1: A Customer Statement

Item	Description
Date	Displays the date of transactions affecting the customer's balance since the last statement cutoff.
Doc. No	Displays the document numbers for transactions affecting the customer's balance since the last statement cutoff.
Amount	Displays the original amounts for transactions affecting the customer's balance since the last statement cutoff.
Due	Displays the amounts due for charges to the customer's account since the last statement cutoff.
Payments	Displays the amounts of payments (as negative numbers) received from the customer since the last statement cutoff.
PO# or Ref#	Displays the purchase order number entered on an invoice, the reference number entered on an invoice, or nothing. The entry, if any, for this column is defined in the statement print options. For more information, see "Define Statement Print Options" on page 637 .
Due Date	Displays the original due dates for invoices, finance charges, overdue

Item	Description
	charges, and payments that have not been applied to the customer's account.
Balance Owing	Displays the amount owed to you for transactions affecting the customer's balance since the last statement.
Current	<p>Displays the balance resulting from in-house charge and finance-charge activity that occurred since the last statement cutoff. This balance also includes the following:</p> <ul style="list-style-type: none"> ▪ Any negative charges that have not been fully applied to positive invoices. ▪ Any payments that have not been applied to the customer's balance. ▪ Any balances that will be due on future statements (only when the Include Future Due check box is selected on the Statement Setup screen). For more information, see "Define Statement Print Options" on page 637.
1–30	Displays any balances due as of the last statement.
31–60	Displays any balances due as of the second-to-last statement.
61–90	Displays any balances due as of the third-to-last statement.
91+	Displays any balances due for more than 90 days.
Total Due	<p>Displays the amount the customer owes you as of the statement cutoff date.</p> <p>Note: Any in-house charges and finance charges due in the future are excluded from this amount.</p>

STATEMENTS SCREEN

With the Monthly Statement screen, you manage the process of generating customer statements.

Note: This screen is also used when producing real-time statements from the Report List (**Customer** tab).

Monthly Statements (16334)

Beginning Customer: A [REDACTED] Customer Types: 1,2,3,N,O,R,S,Z All Email Print Email or Print

Ending Customer: Z [REDACTED] Sites: 1

Load List

Cust #	Site #	Name	Invoices	Current Balance	Email	Print
12	1	[REDACTED]	3	504.00	07/30/2019	07/30/2019
17776	1	[REDACTED]	2	446.17	07/30/2019	None
17333	1	[REDACTED]	3	638.95	07/30/2019	None
1293	1	[REDACTED]	4	730.58	None	None
4546	1	[REDACTED]	11	4842.60	07/30/2019	None
14408	1	[REDACTED]	1	10.00	07/30/2019	None
16935	1	[REDACTED]	7	1825.21	None	07/30/2019
17354	1	[REDACTED]	2	-6.05	07/30/2019	None
376	1	[REDACTED]	2	249.28	07/30/2019	None
15303	1	[REDACTED]	4	385.57	07/30/2019	None
2799	1	[REDACTED]	5	1085.17	07/30/2019	None





Figure 23-2: The Monthly Statement Screen

Item	Description
Beginning Customer	Lets you define the customer for the beginning of the customer range.
Ending Customer	Lets you define the customer for the end of the customer range.
Customer Types	Lets you define the types of customers for whom you'll generate statements. All types are selected by default.
Load List	Retrieves the customers who fall within the defined customer range and match the selected customer types.
All	Displays customers with balances who receive statements and those who do not. Note: If you generate statements for customers with zero balances, they're included on the list. For more information, see Define Statement Print options .
Email	Displays only the customers with balances who receive statements by email.

Item	Description
Print	Displays only the customers with balances who receive printed statements.
Email or Print	Limits the customers displayed to those with balances who receive statements.
Cust#	Displays system-assigned customer numbers.
Site #	Identifies the site where customers were added.
Name	Displays customer names.
Invoices	Displays the number of transactional documents (such as invoices, payments, finance charges, and credit memos) listed on statements .
Current Balance	Displays the amount of money the customer owes you as of today.
Email	<p>Displays one of the following:</p> <ul style="list-style-type: none"> ▪ The last date on which a statement was emailed <p>Note: The Email field is blank for new customers who have not yet been emailed statements. It is also blank prior to the first-ever statement run, after updating to TireMaster 9.3.0.</p> <ul style="list-style-type: none"> ▪ <i>None</i> for customers who do not receive statements by email
Print	<p>Displays one of the following:</p> <ul style="list-style-type: none"> ▪ The last date on which a statement was printed <p>Note: For new customers, the Print field is blank until their statements are printed. It is also blank prior to the first-ever statement run, after updating to TireMaster 9.3.0.</p> <ul style="list-style-type: none"> ▪ <i>None</i> for customers who do not receive printed statements
	Lets you access the Statement Setup screen.
Email	Sends statements to customers who are assigned the email delivery method.
Print	Prints statements for customers who are assigned the print delivery method.
Close	Closes the Monthly Statement screen.

STATEMENT CONFIGURATION

Statement configuration includes customizing statement forms, preparing to send statements by

email, and defining how customers will receive their statements.

ADD A STORE LOGO (OPTIONAL)

You can add your store logo to the statement form. The logo image file used for statements needs to meet the following requirements or recommendations:

- The file extension must be .jpg
- The dimensions of the logo should be small enough to fit in the limited amount of white space in the statement header.
- The file size cannot exceed 500 KB.
- The resolution should be at least 300 DPI (dots per inch)

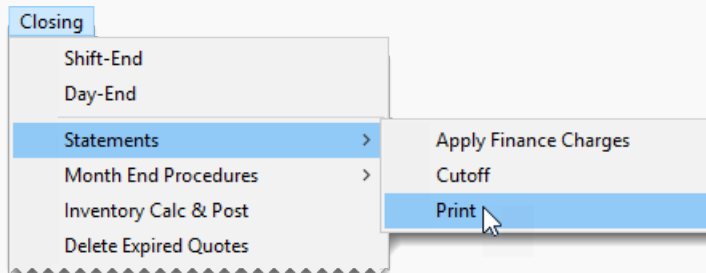
Note: Logo dimensions typically range from 150 x 150 pixels to 300 x 300 pixels. The typical logo file size is 10 KB to 15 KB, and the resolution is typically 300 DPI.

Before you add the logo, note its dimensions. You'll use this information when adding it to the statement form.

To add a logo to the statement form

1. Prepare to load the logo.
 - a. If the logo isn't already stored on your computer, save a copy of it on the computer's desktop or in a folder.

Note: To successfully add a logo to statements, the logo image file must be retrieved from your local computer instead of the network.
 - b. Right-click the image's file name and select **Properties**. The properties screen opens.
 - c. Click the **Details** tab. Then locate the height and width, and write down those values.
2. Open the Statement Setup screen.
 - a. Select **Closing > Statements > Print**. The Monthly Statements screen opens.



- b. Click .



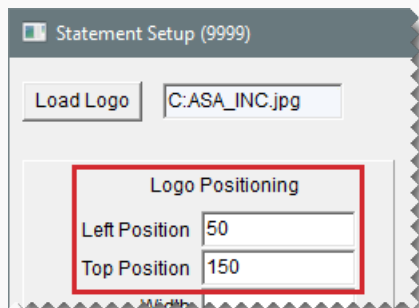
3. Click **Load Logo**, go to the location on your computer where the logo is stored, and select it.



Note: Logo file format is set to .jpg and the logo is saved in the TireMaster database.

4. Define the position of the logo.
 - a. In the **Left Position** field, type the number of pixels from the left edge of the available print space where the logo will be placed.

Note: Available print space is the area on a page on which text and images can be printed. Because printers do not print at the edges of a page, available print space does not extend to page edges.
 - b. In the **Top Position** field, type the number of pixels from the top edge of the available print space where the logo will be placed.



5. Referring to the dimensions recorded in step 1c, type the height and width of the logo.

Logo Positioning	
Left Position	50
Top Position	150
Width	285
Height	49

6. Review the placement of the logo.
 - a. Click **Lookup Customer** and search for a customer who receives statements.

Lookup Customer	
Test Logo	Save Logo

- b. Click **Test Logo**. The Report Window opens and displays a sample statement.

Lookup Customer	ACME CO.
Test Logo	Save Logo

- c. If the logo position needs to be adjusted, change the position values.
 - d. If the logo needs to be resized, change the dimensions in an image-editing program. Then reload the logo and update the values in the **Width** and **Height** fields. Examples of image-editing programs include Microsoft® Paint, Tech-Smith® Snag-It, and GIMP.
 - e. Click **Test Logo** (again) to review your changes.
 - f. Repeat steps 6c through 6e until you're satisfied with the sample statement's appearance.
7. Click **Save Logo**.

Lookup Customer	ACME CO.
Test Logo	Save Logo

Note: When you re-open the Statement Setup screen after completing the logo configuration, the file name for the logo will no longer be in the **Load Logo** field. Although the file name is not visible, the logo will continue to be used on statements because it's stored in the TireMaster database.

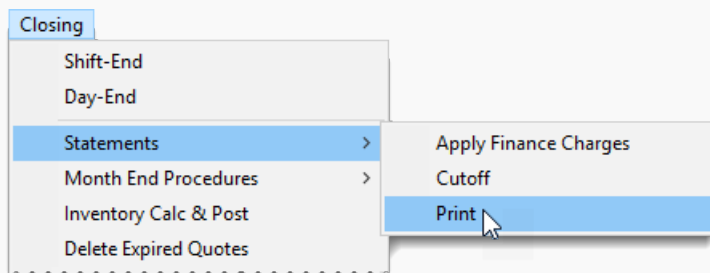
DEFINE STATEMENT PRINT OPTIONS

By setting the statement print options, you define the type of information that prints on

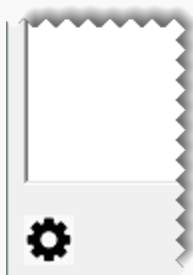
statements and whether to generate statements for customers with \$0 balances.

To set the statement print options

1. Open the Statement Setup screen.
 - a. Select **Closing > Statements > Print**. The Monthly Statements screen opens.



- b. Click .



2. Select the following as needed:
 - To include customer payment terms on statements, select **Print Customer Terms**.
 - To define whether customer purchase order or reference numbers print on statements, select **PO#** or **Ref#**. To exclude PO numbers and reference numbers, select **None**.
 - To include customer fax numbers on statements, select **Print Customer Fax**.
 - To include customer email addresses on statements, select **Print Customer Email address**.
 - To include future due balances on statements, select **Include Future Due**.

Note: You can override this setting for individual customers in the configuration of their payment terms. For more information, see "[Customer Payment Terms](#)" on page 87.
 - To use the customer's payment due date as the due date for finance charges, select **Age Fin. Charge by Due Date**. To use the statement cutoff date as the

due date for finance charges instead, clear the **Age Fin. Charge by Due Date** check box.

- To generate statements for customers with \$0 balances, select **Print 0 Balances**.
- To include your business address on statements, select **Statement - Print Address**.
- To generate the statement as of the last statement cutoff date, select the **Statement - Print from Cutoff** check box. For a statement as of today's date, clear the **Statement - Print from Cutoff** check box.
- Type the number of days that need to pass before previously-generated statements can be printed or emailed again in the **Statement - Days After Cutoff** field. This value is set to 25 by default.

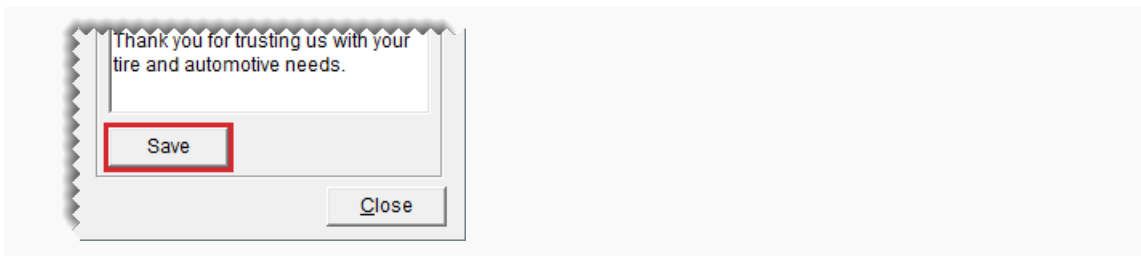
Note: The purpose of this setting is to prevent you from accidentally emailing or printing another set of statements after you've already generated them. If you need to resend or reprint a statement, you can override this setting. For more information, see "[Regenerate Statements](#)" on page 648.

- To include a message in the statement header (underneath the word STATEMENT at the top of the page), type the message in the **Statement - Verbiage** field.

Note: The **Statement - Verbiage** field holds up to 1024 characters. However, for best results, keep the message brief.

Print Customer Terms
 Print PO# Ref# None
 Print Customer Fax #
 Print Customer Email address
 Include Future Due
 Age Fin. Charge by Due Date
 Print Site Header
 Print 0 Balances
 Statement - Print Address
 Statement - Print From Cutoff
 Statement - Days After Cutoff
 Statement - Verbiage

3. Click **Save**.

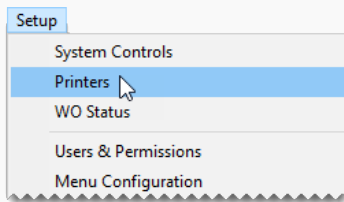


CONFIGURE STATEMENT EMAIL

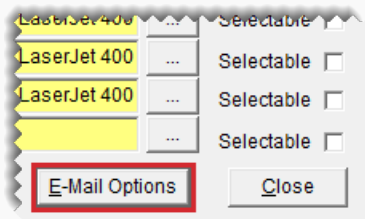
Define the email address that will be used for sending statements to customers and customize the subject and body text for statement emails.

To complete statement email configuration

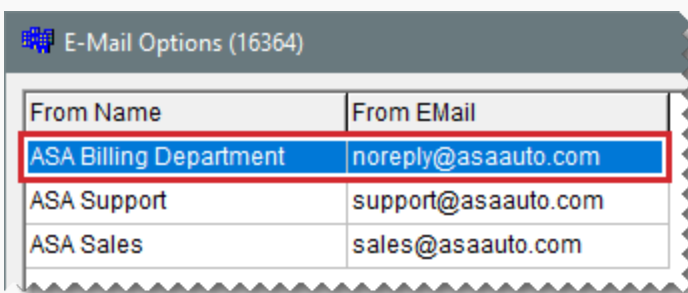
1. Select **Setup > Printers**. The Printer Selection screen opens.



2. Click **E-Mail Options**.



3. On the left side of the screen, select the name and email address that emails will be sent *from*.



4. In the lower-right corner of the screen, select the **Statements** check box and click **Save**.

From Name: ASABilling Department

Employee

Save Statements

Note: In addition to defining the address for sending emails, this setting also enables the ability to email statements from TireMaster.

5. Update the subject and body text for statement emails (optional).
 - a. Click **Verbiage**. The E-Mail Verbiage Setup screen opens.

Statements

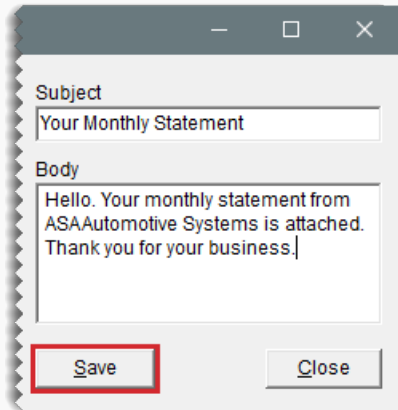
- b. Under **Documents**, select Statement.

E-Mail Verbiage Setup (16490)

Documents

Document Description
Quote/Estimate
Received on Account
Vendor Invoice Document
Purchase Order
Receiving Document
Deposit
Statement

- c. Type the subject line and body text for statement emails in the applicable fields.
 - d. Click **Save**.



6. Close the open screens.

DEFINE THE STATEMENT DELIVERY METHOD FOR CUSTOMERS

Settings in individual customer records define whether customers receive printed statements, emailed statements, or emailed statements and the corresponding invoices. For customers who receive statements by email, you also need to define the email addresses to which statements will be sent.

To define a customer's statement delivery method

1. Search for the customer whose statement delivery method you want to define. For more information, see "[Customer Searches](#)" on page 86.
2. On the Customer Maintenance screen, click **Edit**.



3. Under **Statement**, select one or more of the following delivery methods:
 - For a hard copy of a statement to send by US mail, select **Print**.
 - To send a statement by email, select **Email**.
 - To send a statement and copies of the documents listed on the statement, select **Email & Invoices**.
 - For a customer who does not receive statements, clear the **Print**, **Email**, and **Email & Invoices** check boxes.

A screenshot of a software window titled 'Customer Statement'. It contains several checkboxes: 'Taxable' (checked), 'Cash Only' (unchecked), 'Statement' (checked), 'Print' (unchecked), 'Email' (unchecked), 'Email & Invoices' (checked), 'Finance Charge' (unchecked), and 'Open Item AR' (checked). There are also 'Tax ID' and 'Tax ID' labels with input fields. A red box highlights the 'Email & Invoices' checkbox and the 'Emails' button to its right.

4. If the customer will receive statements by email, define the email addresses to which the statements will be sent. If the customer will receive only printed statements, disregard this step.

- a. Click **Emails**. The Customer Statement screen opens.

A screenshot of the same software window. The 'Emails' button is now highlighted with a red box, indicating it has been clicked.

- b. Do the following as needed:

- To send statements to an email address in the customer's contact information, click **Select Email** and choose a name from the list that appears. Repeat as needed.

A screenshot of a dialog box with a large empty text area at the top. At the bottom, there are four buttons: 'Add', 'Edit', 'Delete', and 'Select Email'. The 'Select Email' button is highlighted with a red box.

- To send statements to an email address that's not in the customer's contact information, click **Add**. Then type the email address and a name (or description) of the email address in the screen that opens, and click **OK**. Repeat as needed.

A screenshot of a dialog box similar to the previous one, but with the 'Add' button highlighted with a red box.

Note: If you need to correct an email address, select the email address and click **Edit**. Then make your changes and click **OK**. Likewise, if you

need to remove an email address, select it and click **Delete**.

- c. Close the Customer Statement screen.
- 5. On the Customer Maintenance screen, click **OK** to save your changes. Then click **Close**.



PROCESS STATEMENTS

Processing statements include applying finance charges, performing the statement cutoff, and generating printed statements and statement emails.

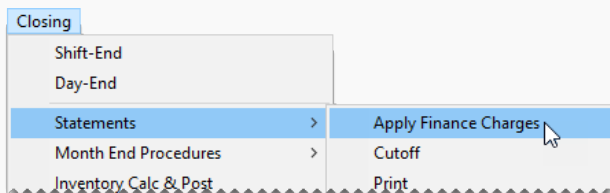
APPLY FINANCE CHARGES

Before you perform the statement cutoff, you should apply any finance charges to outstanding customer balances.

Note: Depending on your system control settings, finance charges might be calculated only for invoices that exceed a certain age. For more information, see ["Finance Chrg Later than Day"](#) on page 957.

To apply finance charges

1. Select **Closing > Statements > Apply Finance Charges**. The Report Window opens and displays the Finance Charge Edit Report.



2. Review the charges listed on the report.

Note: If you don't want to assess finance charges for a customer listed on the report, close the Report Window and click **No** when prompted to post the charges. Then look up the customer's record and clear the **Finance Charge** check box on the **General** tab of the Customer Maintenance screen.

3. Print the report if needed and close the Report Window. A confirmation message appears.
4. To post the finance charges, click **Yes**. A confirmation message appears.

Note: If you applied finance charges to a customer's balance in error, see ["Reverse Finance Charges"](#) on page 628.

CUT OFF STATEMENTS

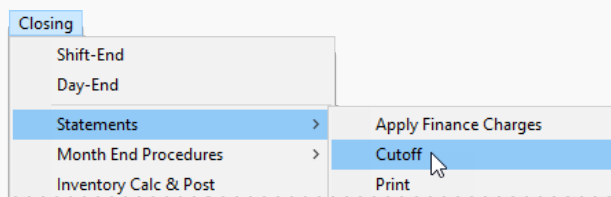
Once you've applied finance charges, you can run the statement cutoff. This process ages customer balances. You should perform this procedure on the same day every month.

To cut off customer statements

1. Generate a Customer Balance Report and review your customers' balances (optional). For more information, see ["Customer Balance Report"](#) on page 864.

Note: Because the statement cutoff ages balances, the amounts listed on this report are displayed in different buckets than those on the statements. Therefore, you might also want to print the report once the statement cutoff is complete.

2. Select **Closing > Statements > Cutoff**. TireMaster prompts you to print an unapplied credit report.



3. Click **Yes**. The Report Window opens and displays the Unapplied Credit Report.
4. Print the report or view it on the screen.

Note: If the report lists any unapplied credits, close the Report Window and click **No** when prompted to continue the statement cutoff. Then apply the credits to the appropriate customer balances, if possible. For more information, see ["Apply an ROA"](#) on page 620.

5. Close the Report Window. A confirmation message appears.
6. Click **Yes**. Another confirmation message appears.
7. Click **OK**.

GENERATE STATEMENTS

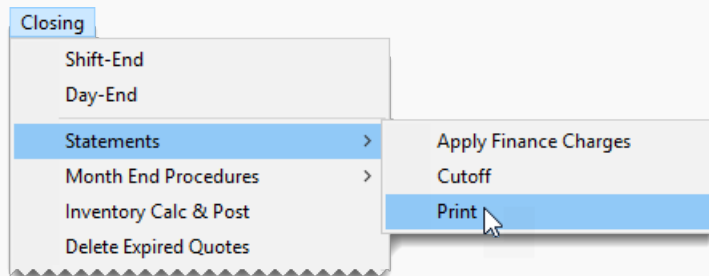
When you generate customer statements, you can produce them for all customers or limit

the statement run to those who meet specific requirements. Then you can send statement emails and print the hard copies.

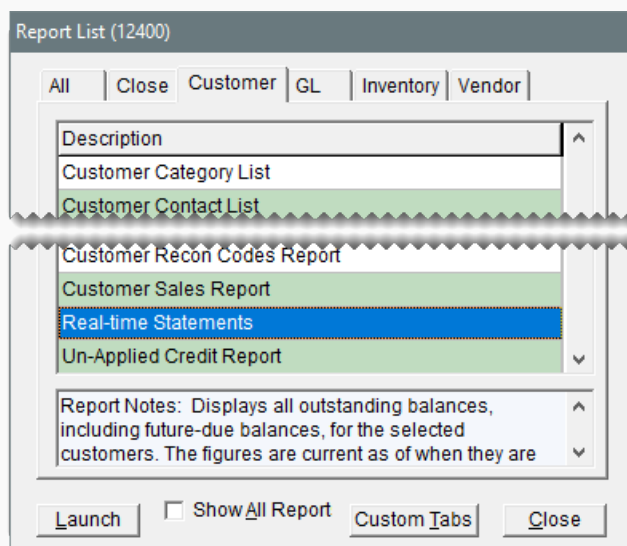
To generate statements

1. Open the statements screen using one of the following methods:

- Select **Closing > Statements > Print**.



- Click **Reports** to open the Report List. Click the **Customer** tab, select Real-time Statements, and click **Launch**.



2. To define whether all customers, a group of customers, or individual customers will receive statements, do one of the following:

- For all customers, leave all of the fields blank.
- For one customer, click **Beginning Customer** and look up the customer for whom you want to generate a statement.
- For a range of customers, click **Beginning Customer** and search for the first customer in the range. Then click **Ending Customer** and search for the last customer in the range.

- For specific customer types, click **Customer Types**. Then select one or more types from the list that appears and click **OK**.
Note: For multiple types, press the **Ctrl** key while making your selections.
- For transactional activity from specific sites, click **Sites**. Then select one or more sites from the list that appears and click **OK**.
Note: For multiple sites, press the **Ctrl** key while making your selections.

Monthly Statements (16334)

Beginning Customer	A	Customer Types	1,2,3,N,O,R,S,Z
Ending Customer	L	Sites	1

- Click **Load List**. TireMaster adds the names and account balances for the customers who will receive statements to the screen.

Monthly Statements (16334)

Beginning Customer	A
Ending Customer	L
Load List	

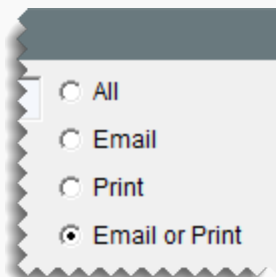
The colors, codes, and dates in the **Email** and **Print** columns indicate the following:

- The color green means a statement can be generated for a customer
 - The color red means a statement has been printed or emailed to a customer
 - The code *None* means the delivery method is not used for a customer
 - The date is the date when a statement was last emailed or printed.
- Note:** The **Email** field is blank for new customers who have not yet been emailed statements. It is also blank prior to the first-ever statement run, after updating to TireMaster 9.3.0.

- If you want to narrow down the number of customers displayed, do one of the following. By default, all customers with balances are displayed regardless of whether they receive statements.

Note: If you generate statements for customers with zero balances, they're also listed. For more information, see [Define Statement Print options](#).

- For only the customers with balances who receive statements by email, select **Email**.
- For only the customers with balances who receive printed statements, select **Print**.
- For customers with balances who receive statements, select **Email or Print**.

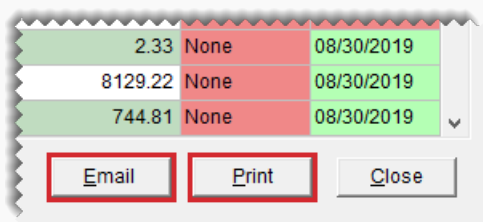


5. Generate the statements.

- a. Click **Email**. TireMaster emails statements to customers assigned the email delivery method.

Note: Distributing statements by email can last several minutes to several hours, depending on the number of customers receiving statements by email. The PDFs of statements and duplicate invoices that are emailed to customers are available in the **Out** folder in your TireMaster program directory.

- b. Click **Print**. Statements for customers assigned the print delivery method are sent to the printer.



Once a customer's statement is printed or emailed, the **Print** field, **Email** field, or both turn red (depending on the customer's delivery method) and the statement-generation date appears.

6. If you experience an issue such as a printer jam or an email failure, resend the affected statements as needed. Otherwise, disregard this step. For more information, see ["Regenerate Statements" below](#).
7. Close the statements screen.

REGENERATE STATEMENTS

Statements can be reprinted or resent to customers if they need duplicates or if you encountered an issue during a statement run.

To regenerate statements

1. If the statement screen isn't already open, select **Closing > Statements > Print**.
2. Define the customer or customers for whom you want to regenerate statements.
3. For each statement that needs to be resent, double-click the red field in the **Email** or **Print** column.

Balance	Email	Print
504.00	None	07/09/2019
153.84	07/09/2019	None
547.73	07/09/2019	None
730.58	None	None

4. If any of the statements need to be delivered by email, click **Email**. Otherwise, disregard this step.
5. If any of the statements need to be delivered by the postal service, click **Print**. Otherwise, disregard this step.
6. Close the statement screen.

BEGINNING BALANCES

When you go online, you need to enter the outstanding customer balances from your previous system. The application that you use to enter these balances in TireMaster is called the Customer Balance - Startup Utility, which is referred to as Cbal.

ENTER A CUSTOMER'S BEGINNING BALANCES

With the Cbal utility, you can enter outstanding customer balances from your previous system into TireMaster. You can add entries to Cbal in one of the following ways:

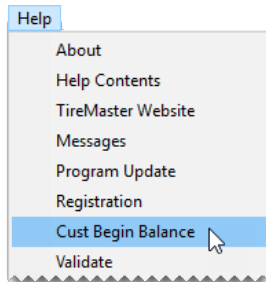
- Make an entry for the lump sum of each aging breakdown (such as future, current, or 1–30).
- Make an entry for each payment owed to you. If a customer has four invoices and is set up for two installments for each invoice, you would need eight entries.

Note: The last statement cutoff in System Controls needs to be set to two months before you go live. So if you go live October 1, set the last statement cutoff to August. 25.

To enter a customer's beginning balances

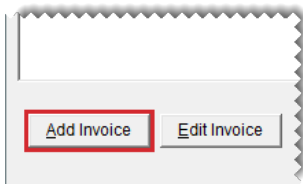
1. Generate a report of customer balances from your previous system.

2. Open the Cbal utility.
 - a. Select **Help > Cust Begin Balance**. The Cbal login prompt appears.



Note: You can also access the Cbal utility from the TireMaster program folder. Open the local disk drive in which TireMaster is installed (usually **D:** or **C:**), and double-click (**TireMaster**, **qdstm**, or **tmpos** program folder. The double-click **cbal.exe**.

- b. Type your user ID and password, and click **OK**. TireMaster prompts you for the customer's name.
3. Look up the customer whose beginning balances you want to enter. For more information, see ["Customer Searches" on page 86](#).
4. For *each* balance you need to enter, do the following:
 - a. Click **Add Invoice**. The Add Invoice screen opens.



- b. For the reference, type **Beginning Balance**.
 - c. If you're entering a lump sum for an aging breakdown, type the statement cutoff date in the **Invoice Date** field. If you're entering individual invoices instead, type the invoice date for the invoice you're entering.
 - d. Type the date when payment from the customer is (or was) due in the **Due Date** field. This date will be used to age the balance.
 - e. Type the balance due for the aging breakdown or invoice in the **Charge** field.
 - f. To save the entry, click **OK**.

Edit Invoice (16116)
 Invoice: 118 Keymod: XX Site: 1
 Ref: BEGINNING BALANCE
 Invoice Date: 1/16/2019
 Due Date: 2/15/2019
 Charge: 355.01
 Ok Cancel

5. When you've entered all of the customer's balances, click **Complete Adjustments**.

Delete Invoice Complete Adjustments Exit

6. To enter balances for another customer, click **Pick Customer** and repeat steps 3 through 5.

Future: 1 245 Pick Customer
 GL Offset Account: 3999-100

7. To close the Cbal utility, click **Exit**.

Delete Invoice Complete Adjustments Exit

8. When you're done entering balances, print the Customer Balance Report from TireMaster and compare it to the customer balances from your previous system to verify that they match. For more information, see ["Customer Balance Report"](#) on page 864.

CHAPTER 24

CREDIT AND DEBIT CARDS

TireMaster's card processing functions include the means to collect and track information about the credit and debit cards customers use to pay for their purchases.

Process Payment Cards	654
Set Up Credit Cards	659
Set Up Debit Cards	663

PROCESS PAYMENT CARDS

When a customer pays you with a credit or debit card, you need to gather the card information at point of sale to ensure that the amount charged posts to the credit card company's subledger account.

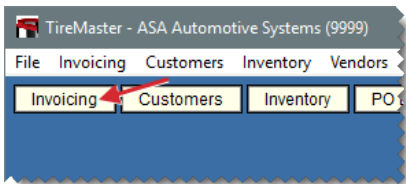
Note: For automatic payment card processing, you can integrate TireMaster with a third-party card processing application. For more information, contact your account manager.

COMPLETE A CREDIT OR DEBIT CARD SALE

When a customer pays for a purchase with a debit or credit card, you need to identify which card is being used and provide the customer's account information to complete the sale.

To complete a credit card or debit card sale

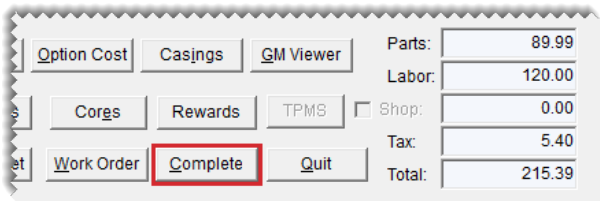
1. If the Open Work Order List isn't already open, click **Invoicing**.



2. Select the work order you want to complete and click **Select**. The Invoice Entry screen opens.



3. Click **Complete**. The Invoice Completion screen opens.



4. Select the first **Credit/Debit** row. Then press to fill in the exact invoice amount or type the amount being paid with the card and press **Enter**. The Card Authorization Box opens.

Invoice Completion (3900)

Invoice Total: 215.39

Pay Type	Amount
Cash	0.00
Check	0.00
Charge	0.00
Credit / Debit	0.00
Credit / Debit	0.00

5. Select the card type.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMERICAN EXPRESS
- B - BRIDGESTONE/FIREST
- C - DINER'S CLUB
- D - DISCOVER
- M - MASTERCARD
- V - VISA

Note: If auto authorization was enabled in the card's settings, the **Auto Authorize** check box in the lower-left corner of the screen will be selected by default.

6. Do one of the following.

- To manually process the card, type a reference number (such as the last four digits of the card number) and the authorization code. Then click **OK**.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMERICAN EXPRESS
- B - BRIDGESTONE/FIREST
- C - DINER'S CLUB
- D - DISCOVER
- M - MASTERCARD
- V - VISA

Ref Number: 2078

Card Holder:

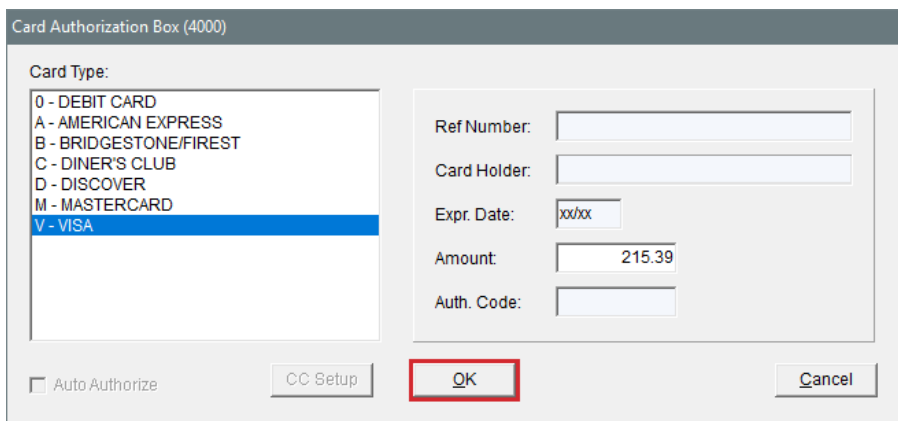
Expr. Date: xx/xx

Amount: 215.39

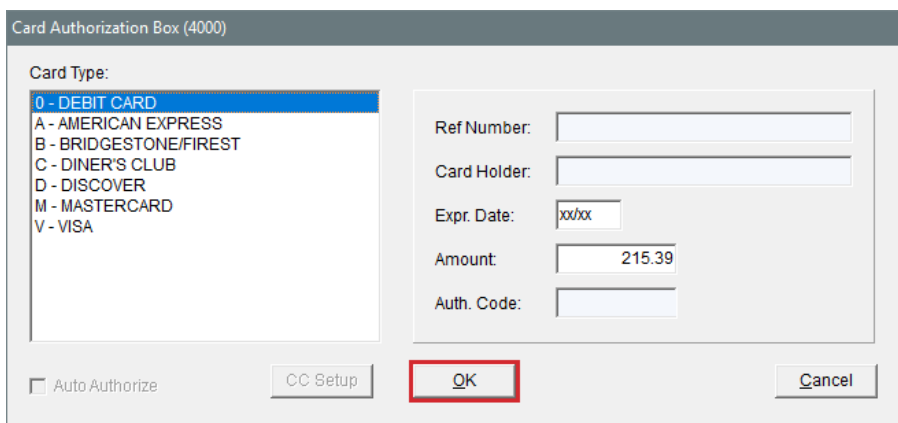
Auth. Code: 1234

Auto Authorize CC Setup **OK** Cancel

- For an automatically processed credit card, click **OK** and swipe the card.



- For an automatically processed debit card, click **OK** and swipe the card. Then ask the customer to enter the PIN when prompted.



7. Complete the invoice and print a copy for the customer to sign. For more information, see ["Complete an Invoice" on page 410](#).

Note: If you cancel a sale in TireMaster after swiping an automatically processed payment card, you'll be prompted to void the payment in your card processing software.

REVERSE A CREDIT CARD INVOICE

When a customer returns items that were paid for with a credit card, you need to refund the payment by creating a return invoice on which you charge a negative amount to the customer's credit card. Completing the sale in this manner reduces the credit card company's AR balance in TireMaster. For more information, see ["Reverse an Invoice" on page 412](#) and ["Reverse a Credit Card Invoice" on page 627](#).

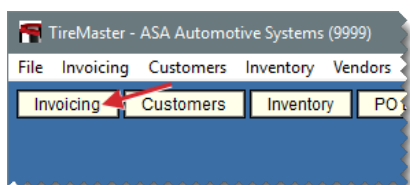
RECORD A PAYMENT FROM A CREDIT CARD COMPANY

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.

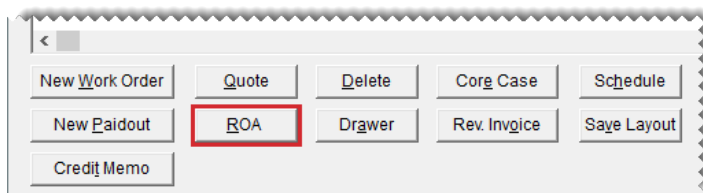
To record a payment from a credit card company

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

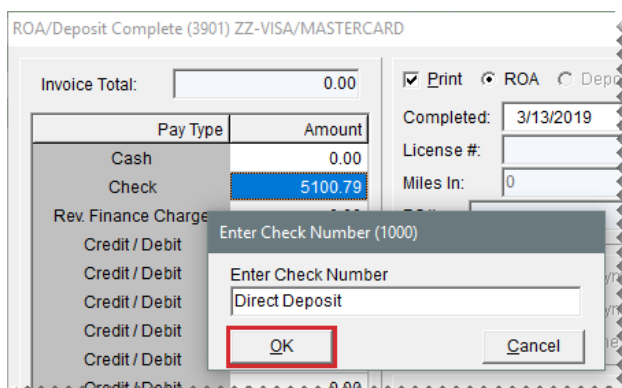


2. Enter the payment received from the credit card company:

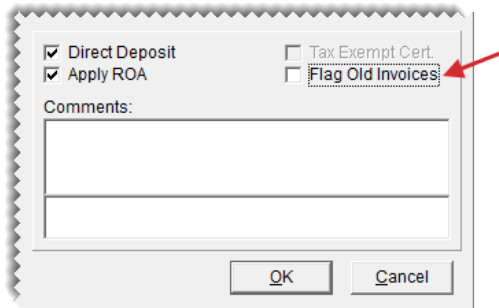
- a. Click **ROA**. TireMaster prompts you for a name.



- b. Look up the name of the credit card company, and click **OK** on the Customer Maintenance screen to continue. For more information, see "[Customer Searches](#)" on page 86.
- c. Type the amount of the direct deposit in the **Check** field and press **Enter**. TireMaster prompts you for a check number.
- d. Because there is no check, type **Direct Deposit** and date the payment was received. Then click **OK**.



- e. Make sure the **Direct Deposit** check box is *selected* and the **Flag Old Invoices** check box is *clear*.

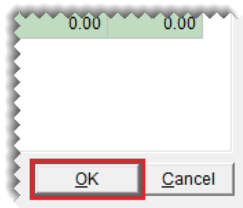


- f. Click **OK**. TireMaster prompts you to complete and print the ROA.
 - g. Click **Yes**. The Open Item Ledger screen opens.
3. Apply the payment to the invoices listed on the Open Item Ledger screen.
- a. Type the amount paid for each invoice in the **Pay** field.

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	DiscDate
1	RO	122		-5100.79	0.00	03/13/2019	0.00	-5100.79	A	01/01/2000
1	CC	125	1234	599.42	0.00	03/29/2019	0.00	599.42	A	02/27/2019
1	CC	126	1234	1345.41	0.00	03/29/2019	0.00	1345.41	A	02/27/2019
1	CC	127	1234	1071.84	0.00	03/29/2019	0.00	1071.84	A	02/27/2019
1	CC	128	1234	1071.84	0.00	03/29/2019	0.00	1071.84	A	02/27/2019
1	CC	129	1234	1012.28	0.00	03/29/2019	0.00	1012.28	A	02/27/2019
1	CC	130	113	984.89	984.89	04/06/2019	0.00	0.00		03/07/2019

Note: To automatically enter the amount paid, type the letter **A** in the **Apply** field for an invoice.

- b. Depending on how the credit card company handles merchant fees, do one of the following:
 - If the ROA was for the full amount charged, click **OK**. The credit card company will withdraw the merchant fees from your checking account.



- If the credit card company deducted the merchant fees *before* paying you, enter the fee amount in the **DiscAmt** field for one of the invoices the payment is being applied to. Then click **OK**, and disregard step .

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply
1	RO	122		-5100.79	0.00	03/13/2019	0.00	-5100.79	A
1	CC	125	1234	599.42	0.00	03/29/2019	102.02	497.40	A
1	CC	126	1234	1345.41	0.00	03/29/2019	0.00	1345.41	A

Note: If the amount displayed in the **Discount** field matches the total of the merchant fees on the statement, the fees were entered correctly in TireMaster.

- c. Click **Yes** to save your changes. Then click **Yes** again to apply the payment
4. Record the merchant fees in your accounting program.

SET UP CREDIT CARDS

TireMaster handles credit cards differently from cash and in-store charge sales. With cash and in-store charge sales, you bill a customer directly. However, when a customer pays with a credit card, you need to bill the credit card company instead. For this reason, you need to create a customer record for each credit card you accept. If you plan to process credit and debit cards automatically, the Merchant Partners card processing system also needs to be installed and set up on your computers.

Note: The database that ships with TireMaster includes credit card accounts for American Express, Discover, MasterCard, and Visa. The names of these credit card customer records are preceded by the prefix ZZ- to simplify card selection at point of sale.

ADD A CUSTOMER TYPE FOR CREDIT CARDS

Before you can add a customer record for a credit card, you need a customer type for tracking credit card activity. In TireMaster Plus and TireMaster Corporate systems, this customer type defines how credit card charges post to the general ledger

Note: New TireMaster systems ship with customer type Z already set up for credit cards. However, you can add your own customer type for credit cards if you want. For more information, see ["Add a Customer Type" on page 92.](#)

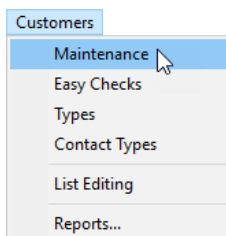
ADD A CREDIT CARD CUSTOMER

Before you can bill credit card companies and collect payments for credit card sales, you need to set up customer records for each of the credit cards your store accepts. The customer records you create for credit cards will be assigned to credit card codes.

Note: If a customer, such as ZZ-Visa/MasterCard, is assigned to multiple credit cards, TireMaster uses the same GL account number for all of those cards. If you need each of those cards to post to different accounts instead, create separate GL account numbers and card customers, such as ZZ-Visa and ZZ-MasterCard.

To add a credit card customer

1. Select **Customers > Maintenance**. TireMaster prompts you for a name.



2. Click **Cancel** to close the Name Lookup/Entry screen.

3. Click **Add**.

4. Type the name of the credit card and click **OK**. The Customer Maintenance screen opens.

Tip: To group credit card customers together on the Customer List, use the same prefix for all credit card customer names (such as, ZZ-DINER'S CLUB and ZZ-AMERICAN EXPRESS).

5. Type **Do Not Delete** and **Do Not Use for Invoicing** in the address fields.

6. Do the following:

- Clear the **Taxable**, **Statement**, and **Finance Charge** check boxes.
- Click the **Type** field, and press \downarrow . Then select the customer type for credit cards and bank cars (usually type Z).

7. Fill in additional information about the credit card company as needed.
8. To save the new customer record, click **OK**.

CREDIT CARD CODES

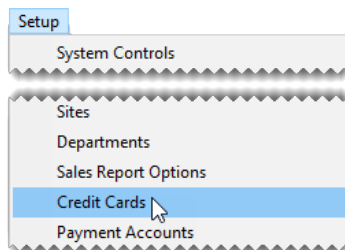
Credit card codes provide unique identifiers for credit cards and they define whether cards can be authorized automatically. In the full version of TireMaster, credit card codes also identifies which general ledger accounts are affected by transactions involving credit cards.

Note: If a customer, such as ZZ-Visa/MasterCard, is assigned to multiple credit cards, TireMaster uses the same GL account number for all of those cards. If you need each of those cards to post to different accounts instead, create separate GL account numbers and card customers, such as ZZ-Visa and ZZ-MasterCard.

If you'll be processing debit cards manually, set them up in the manner described below. For information about automatically processing debit cards, see ["Set Up Debit Cards" on page 663](#) instead.

To set up a credit card code

1. Select **Setup > Credit Cards**. The Credit Card Controls screen opens.



2. Click **Add**. The Credit Card Edit screen opens.

B	BRIDGESTONE/FIREST
D	DISCOVER
M	MASTERCARD

3. Type a unique code for the credit card.

Note: You can use any letter or number, except 0, as the code. The number 0 is reserved for automatically authorizing debit cards.

4. To enable automatic card authorization, select the **Auto Authorize** check box. Otherwise, leave it alone.
5. Type the name of the credit card in the **Description** field.
6. Click **Lookup**, and look up the customer record for the credit card. For more information, see ["Customer Searches" on page 86](#).
7. Type card's Issuer Identification Number or a unique number of your choice in the **Identify By**. For a list of commonly used prefixes, see ["Card Issuer Identification Numbers" below](#). (For example, the prefixes for MasterCard are 51 – 55. Therefore, you would type **51 , 52 , 53 , 54 , 55**.)
8. Depending on your TireMaster application, do one of the following:
 - For TireMaster Plus and TireMaster Corporate, click the **GL Acct** field and press . Then select the GL account for tracking credit card transactions from the list that appears.
 - For TireMaster Point of Sale, click the **GL Acct** field and press . Then select preset account **1110-0**.

9. To save the credit card code, click **OK**.
10. Close the Credit Card Controls screen.

CARD ISSUER IDENTIFICATION NUMBERS

Each type of credit card begins with certain prefix or a range of prefixes that are known as Issuer Identification Numbers (IIN). The prefixes for the most commonly used credit cards are listed in [Table 24-1](#).

Table 24-1: Card Identification Numbers

Card	Prefix
MasterCard	51–55
Visa	4

Card	Prefix
American Express	34, 37
Diners Club	36, 38, 300–305
Discover	6011

SET UP DEBIT CARDS

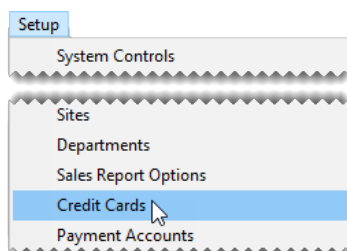
The way in which you set up debit cards depends on whether you'll process them manually or automatically:

- For manual processing, set up debit cards in the same manner as credit cards. See "[Set Up Credit Cards](#)" on page 659 for instructions.
- For automatic processing, complete the steps below. Regardless of whether you process debit cards manually or automatically, you need only one debit card setting.

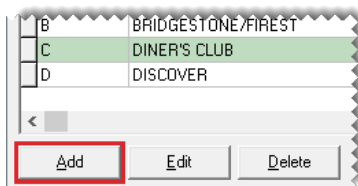
Note: Cash back for debit cards is not supported in this version of TireMaster.

To set up a debit card

1. Select **Setup > Credit Cards**. The Credit Card Controls screen opens.



2. Click **Add**. The Credit Cards screen opens.



3. Type 0 in the **Code** field.

Note: The code 0 allows TireMaster to distinguish debit cards from credit cards.

4. Select the **Auto Authorize** check box.
5. Type the description **Debit Card**.
6. Click **Lookup** and search for the customer record for Visa/Mastercard. For more information, see "[Customer Searches](#)" on page 86.

Note: Because debit cards are not automatically detected when scanned, typing the description **Debit Card** makes it easier to select the debit card from a drop-down at point of sale.

7. Type a number (such as **9999**) that does not match the prefixes already used for the credit cards in the **Identify By** field.
8. Depending on your TireMaster application, do one of the following:
 - For TireMaster Plus and TireMaster Corporate systems, click the **GL Acct** field and press . Then select the GL account for tracking debit card transactions and click **OK**.
 - For TireMaster Point of Sale, click the **GL Acct** field and press . Then select the preset account **1110-0**.

Credit Card Edit (6800)

Code: 0 Auto Authorize

Description: DEBIT CARD

Customer: ZZ-VISA/MASTERCARD

Identify By: 9999

Account

Account: 1110 0

9. To save the debit card settings, click **OK**.
10. Close the Credit Card Controls screen.

CHAPTER 25

SPECIAL SALES

With TireMaster, you can process national account, government support, and adjustment sales separately from regular sales and track the vendor credits associated with these transactions. This chapter includes the following sections:

Reconciliation Codes	666
National Recon Code Edit Screen	671
National Account Sales	674
Government Support Sales	682
Adjustment Sales	690
Credit Reconciliation	695
National Credits Screen	697
Sales Commission Adjustments	699
National Sales Commission List	702
Sales Commission Adjustments Screen	704

RECONCILIATION CODES

Reconciliation codes make it possible for you to track the credits you expect to receive from vendors when you perform national account, government support, and adjustment sales. They also define how these types of sales post to the general ledger.

You need to create a reconciliation code for each vendor with whom you do national account, government support, or adjustment sales. Once you create a reconciliation code for a vendor, you need to assign it to the following:

- Items in the vendor's product line
- Customers who have national account or government support agreements with the vendor

Reconciliation codes are sometimes called *recon* codes.

GENERAL LEDGER SETTINGS FOR RECONCILIATION CODES

Reconciliation codes define the following:

- How national account, government support, and adjustment sales post to the general ledger
- How credits resulting from national account, government support, and adjustment sales post to the general ledger

The chart of accounts in the startup database for new TireMaster Plus and TireMaster Corporate systems includes the accounts shown in [Table 25-1](#). You can assign these accounts to your reconciliation codes, or you can add your own general ledger accounts for tracking national account, government support, and adjustment sales. TireMaster Point of Sale uses preset GL accounts for reconciliation codes.

Table 25-1: Default General Ledger Accounts for Reconciliation Codes

Major	Minor	Account Name
2000	100	Accounts Payable - General
2000	999	Accounts Payable - Expected Credits
4500	0	NA/GS/ADJ Gain/Loss
4510	0	NA/GS/ADJ Commission

You also need to assign GL classes to your reconciliation codes. Depending on which GL classes you assign, you can track profit information for national account, government support, and adjustment sales separately from the profit information for the rest of your sales. The startup database for new TireMaster systems includes GL Class 3 - NA/GS/ADJ Sales. For more information, see [GL Classes](#).

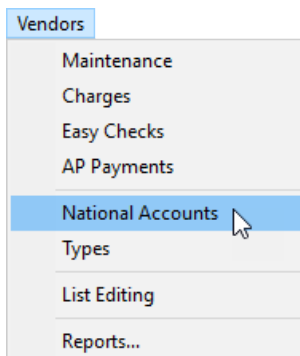
ADD A RECONCILIATION CODE

The process of setting up a reconciliation code includes assigning a vendor and defining the general

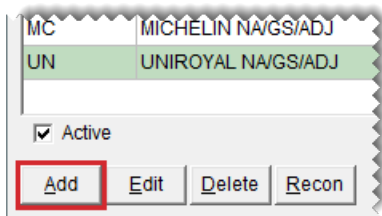
ledger accounts to which national account, government support and adjustment sale activity posts.

To add a reconciliation code

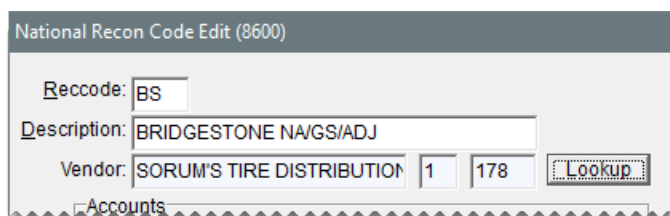
1. Select **Vendors > National Accounts**. Then Natl/Recon Codes/Credits screen opens.



2. Click **Add**. The National Recon Code Edit screen opens.



3. Enter the following information:
 - a. In the **RecCode** field, type a unique two-character code.
 - b. Type a description for the reconciliation code.
 - c. Click **Lookup**, and search for the vendor you want to associate with the reconciliation code. For more information, see "[Vendor Searches](#)" on page 174.



Note: This vendor is the local or regional distributor for the national vendor.

4. Assign the following GL accounts. To assign an account, click the field for an account, press , and select the following preset accounts.
 - **National AR** 2000–999
 - **Government AR** 2000–999
 - **Adjustment AR** 2000–999
 - **Commission Sales** 4510–0
 - **Cost Offset** 4500–0

- **Profit Offset** 4500–0

5. Under **Commission Percentages**, type the expected commission percentage for each type of sale (optional).

Note: The percentages entered here are used to calculate the value that appears in the **Com** column on the National Credits screen.

6. Assign preset GL class 3 to the reconciliation code. To assign a class, click the field for a sale type, press , and select a class 3 from the list.

The screenshot shows a dialog box titled "Accounts" with the following sections:

- Accounts:** A table with two columns for National AR, Government AR, Adjustment AR, Commission Sales, Cost Offset, and Profit Offset. Each row has two input fields.

National AR:	2000	999
Government AR:	2000	999
Adjustment AR:	2000	999
Commission Sales:	4510	0
Cost Offset:	4500	0
Profit Offset:	4500	0
- Commission Percentages:** Three input fields for National %, Government %, and Adjust %, all set to 0. A checkbox for "Calculate Commission on FET" is unchecked.
- GL Class:** Three input fields for National, Government, and Adjust, all set to 3.
- Active:** A checked checkbox.
- Buttons:** OK and Cancel buttons.

7. To save the reconciliation code, click **OK**.

The new code can be assigned to items in the vendor’s product line and customers who have national account or government support agreements with the vendor.

MANAGE EXISTING RECONCILIATION CODES

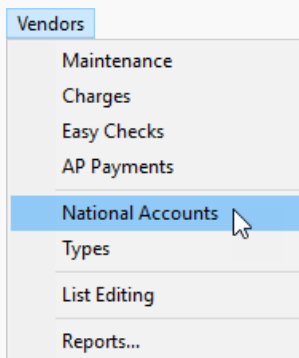
When the need arises, reconciliation codes can be updated and removed from TireMaster.

UPDATE A RECONCILIATION CODE

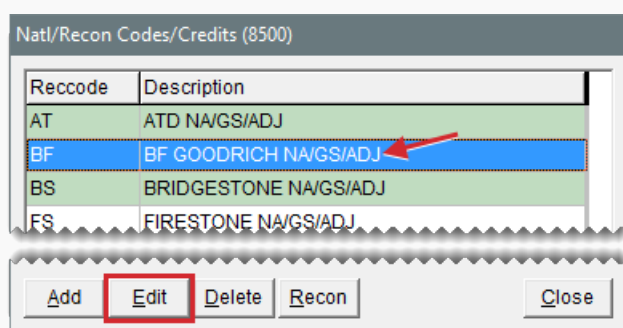
In rare instances, you might need to update the settings for a reconciliation code. Such changes are needed if a mistake was made when the code was originally set up or if a vendor’s business is renamed.

To update a reconciliation code

1. Select **Vendors > National Accounts**. Then Natl/Recon Codes/Credits screen opens.



2. Select the reconciliation code you want to update, and click **Edit**. The National Recon Code Edit screen opens.



3. Make the needed changes. For more information, see "[National Recon Code Edit Screen](#)" on page 671.
4. To save your changes, click **OK**.

DELETE A RECONCILIATION CODE

If a reconciliation code has *never* been used, it can be deleted. If a reconciliation code has transaction history, you can make it inactive. For more information, see "[Make a Reconciliation Code Inactive](#)" below.

To delete a reconciliation code

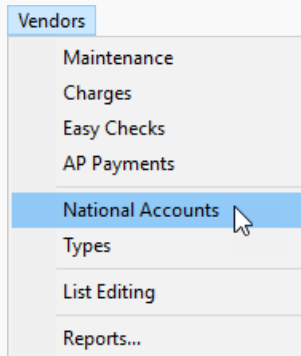
1. Select **Vendors > National Accounts**. Then Natl/Recon Codes/Credits screen opens.
2. Select the code you want to delete, and click **Delete**. Confirmation message appears.
3. Click **Yes**. The code is removed.
4. Close the Natl/Recon Codes/Credits screen.

MAKE A RECONCILIATION CODE INACTIVE

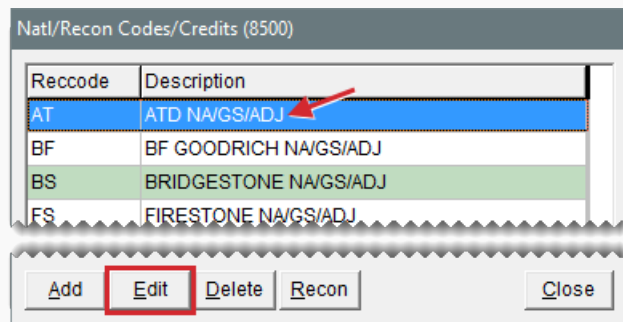
If you no longer use a reconciliation code, you can inactivate it.

To make a reconciliation code inactive

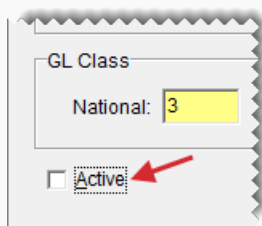
1. Select **Vendors > National Accounts**. Then Natl/Recon Codes/Credits screen opens.



2. Select the reconciliation code you want to make inactivate, and click **Edit**. The National Recon Code Edit screen opens.



3. Clear the **Active** check box and click **OK**.



4. Close the Nat'l/Recon Codes/Credits screen.

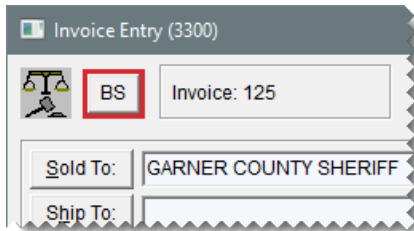
CHANGE A WORK ORDER'S RECONCILIATION CODE

If you assign the wrong reconciliation code to a work order in error, you can change it point of sale.

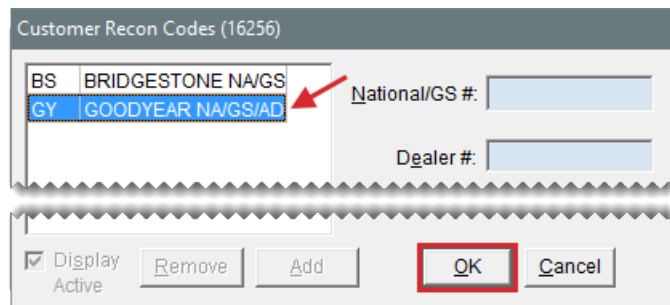
To change a work order's reconciliation code

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

2. Select the work order for which the reconciliation code needs to be changed, and click **Select**. The Invoice Entry screen opens.
3. Click the button that displays the reconciliation code (upper-left corner of the screen). The Customer Recon Codes screen opens.



4. Select the code that should be assigned to the work order, and click **OK**. The following message appears: "All prices will be reset to default values. Any changes you have made will be overwritten."



Note: If you need to remove a reconciliation code from a work order, click **Cancel** on the Customer Recon Codes screen. Then click **No** to create a regular work order.

5. Click **OK**. The new reconciliation code appears in the upper-left corner of the screen and prices for the items on the work order are recalculated.
6. Click **Quit** to close the work order, or complete the invoice. For more information, see ["Complete an Invoice"](#) on page 410.

NATIONAL RECON CODE EDIT SCREEN

Reconciliation codes are set up and maintained on the National Recon Code Edit screen (Figure 25-1).

National Recon Code Edit (8600)

Recode: BS

Description: BRIDGESTONE NA/GS/ADJ

Vendor: SORUM'S TIRE DISTRIBUTION 1 178

Accounts

National AR:	2000	999
Government AR:	2000	999
Adjustment AR:	2000	999
Commission Sales:	4510	0
Cost Offset:	4500	0
Profit Offset:	4500	0

Commission Percentages

National %: 0 Government %: 0 Adjust %: 0

Calculate Commission on FET

GL Class

National: 3 Government: 3 Adjust: 3

Active

Figure 25-1: National Recon Code Edit

Item	Description
RecCode	Let you enter a two-character code for tracking national-account, government-support, and adjustment sales. This code can, but doesn't need to, match the vendor's manufacturer code.
Description	Lets you enter a description for the reconciliation code. This description can, but doesn't need to, include the name of the national vendor.
Vendor	Displays the name of the local vendor who distributes the national vendor's products.
Lookup	Lets you look up and assign a local vendor to the reconciliation code.
Accounts	Includes fields for assigning general ledger accounts to the reconciliation code.
National AR	Lets you set the general ledger account for posting expected credits received from the selected vendor for national-account sales. This account is usually a contra AP account (such as Accounts Payable - Expected Credits) or an AR account.
Government AR	Lets you assign the general ledger account for posting expected credits received from the selected vendor for government-support sales. This account is usually a contra AP account (such as Accounts

Item	Description
Adjustment AR	<p>Payable - Expected Credits) or an AR account.</p> <p>Lets you assign the general ledger account for posting expected credits received from the selected vendor for adjustment sales. This account is usually a contra AP account (such as Accounts Payable - Expected Credits) or an AR account.</p>
Commission Sales	<p>Lets you assign the general ledger account for posting any commissions or handling fees received from the selected vendor. This account is usually a revenue or income account.</p>
Cost Offset	<p>Lets you assign the general ledger account for posting any losses for national-account, government-support, or adjustment invoices associated with the selected vendor. This account is usually an NA/GS/ADJ Gain/Loss account.</p> <p>Note: The loss is the difference between the expected credit and the actual credit.</p>
Profit Offset	<p>Lets you assign the general ledger account for posting any gains for national-account, government-support, or adjustment invoices associated with the selected vendor. This account is usually an NA/GS/ADJ Gain/Loss account.</p> <p>Note: The gain is the difference between the expected credit and the actual credit.</p>
Commission Percentages	<p>Includes fields for setting the commission percentages (handling fees) you expect from the vendor assigned to the reconciliation code.</p>
National%	<p>Lets you define the commission percentage (handling fee) you expect to receive for national-account invoices.</p>
Government%	<p>Lets you define the commission percentage (handling fee) you expect to receive for government-support invoices.</p>
Adjust%	<p>Lets you define the commission percentage (handling fee) you expect to receive for adjustment invoices.</p>
Calculate Commission on FET	<p>Lets you define whether to include federal excise tax (if any) in commission calculations.</p>
GL Class	<p>Includes fields for assigning a GL class to each type of sale. See GL Classes for more information.</p>

Item	Description
National	The GL class for any national-account sales associated with this vendor.
Government	The GL class for any government-support sales associated with this vendor.
Adjust	The GL class for any adjustments associated with this account.
Active	Lets you define whether the reconciliation code is currently in use.

NATIONAL ACCOUNT SALES

National account 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.

Note: If you don't want to sell items to national account customers at cost, you can use price levels to establish prices. For more information, see ["Price Levels for National Account Customers" on page 682](#).

WHAT HAPPENS IN A NATIONAL ACCOUNT SALE

When a you perform 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 completes the cycle by giving you a credit and possibly a commission or handling fee ([Figure 25-2](#)).

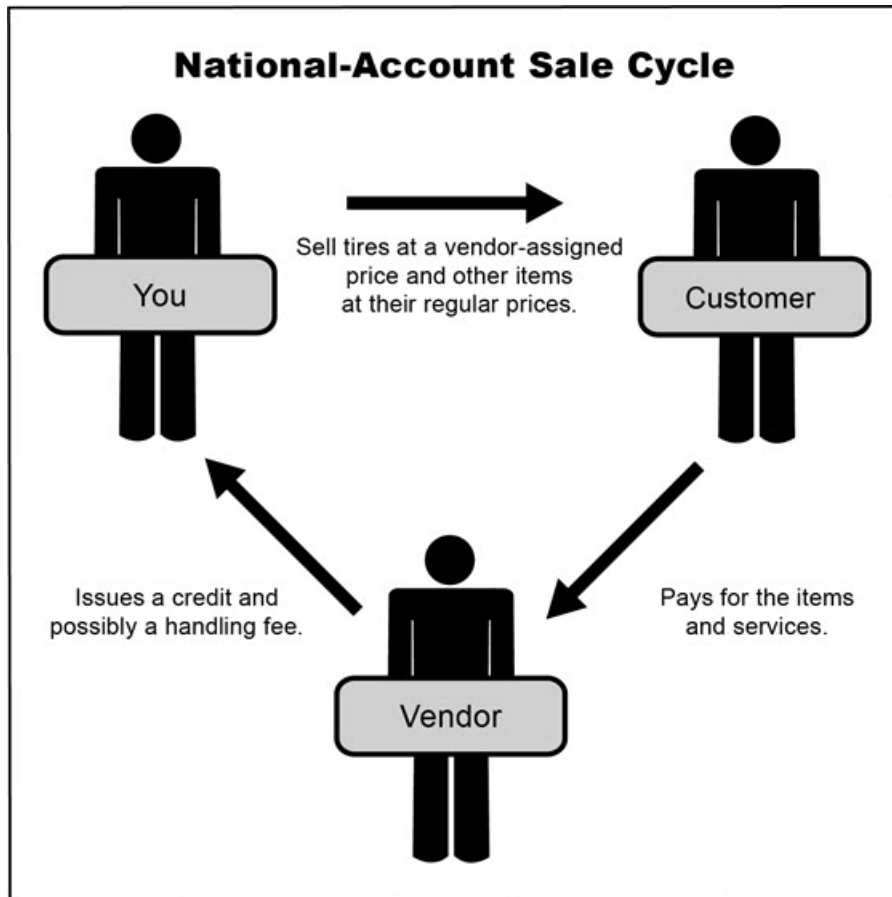


Figure 25-2: National Account Sale Cycle

NATIONAL ACCOUNT SALE REQUIREMENTS

Before you can perform national account sales, you need to do the following:

- Add a reconciliation code for each vendor who does national account sales with you.
- Assign at least one reconciliation code to each of the customers who have national account agreements with your vendors.
- Assign a reconciliation code to each of the items distributed by your vendors.

NATIONAL ACCOUNT SALE EXAMPLE

When a tire is sold to a national account customer, it's added to the work order at your cost, but you charge the regular price for the add-ons (Figure 25-3).

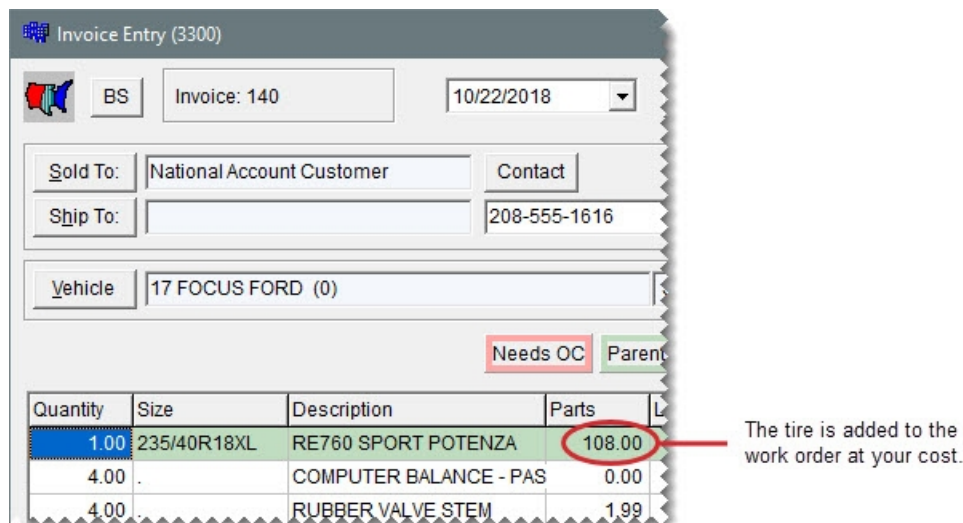


Figure 25-3: National Account Sale Work Order

When you complete the sale, the invoice total posts to a holding account for expected credits instead of an accounts receivable or cash account (Figure 25-4). The remaining entries are similar to those for a regular sale (in TireMaster Plus and TireMaster Corporate).

National Account Sale Journal Entries

General Ledger Account	Debit	Credit
Inventory – Passenger Tires		100.00
Noninventory – Misc.		.40
Accounts Payable – Expected Credits	108.00	
Sales – Passenger Tires		100.00
Sales – Services		2.00
Sales – Labor		5.00
Sales – Disposals		1.00
Cost of Goods Sold – Tires	100.00	
Cost of Goods Sold – Services	.40	
Total	208.40	208.40

The invoice total posts to a holding account for expected credits. The remaining entries are similar to those for a regular sale.

Figure 25-4: National Account Sale Journal Entries

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 25-5).

Memo#	CR Date	CR Amt	CR Com	Diff	P
BST8080	10/23/2018	108.00	10.00	10.00	

The credit issued by the vendor. The handling fee issued by the vendor.

Figure 25-5: National Account Sale Credit and Handling Fee

When you reconcile the vendor credit, the following entries post to the general ledger (in TireMaster Plus and TireMaster Corporate)([Figure 25-6](#)).

National-Account Credit Journal Entries

General Ledger Account	Debit	Credit	
Accounts Payable – General	118.00		A.
Accounts Payable – Expected Credits		108.00	B.
NA/GS/ADJ – Gain Loss.			C.
NA/GS/ADJ – Gain Loss.		10.00	D.
Total	118.00	118.00	

- A. The actual credit amount plus the handling fee debits the vendor's account.
- B. The expected credit is reversed out of the holding account.
- C. Any difference between the expected credit and actual credit posts to a profit-loss offset account. This amount can post as either a debit or a credit.
- D. The commission or handling fee (if any) posts to an account for unexpected income.

Figure 25-6: National Account Sale Reconciled Credit Journal Entry

ADD A NATIONAL ACCOUNT CUSTOMER

To ensure that sales to national account customers are handled correctly, you need to differentiate them your other clients by assigning the following:

- The national account customer type
 - Note:** If you want to use price levels for your national account customers, you need to enable price levels for that customer type.
- At least one reconciliation code

The reconciliation code identifies the vendor with whom the customer has a national account agreement.

To add a national account customer

1. Add the new customer to TireMaster. For more information, see ["Add an AR Customer" on page 66](#).
2. Enter the customer's contact information.

Customer Maintenance (12200)

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

Cust#:

Name:

Address:

Address2:

City:

State: Zip: Color

Contact Type	Number / E-Mail	Name
Business Phone	208-333-7770	MAIN NUMBER
Fax Number	208-333-7771	
Business Phone	208-333-7775	CARL (ACCT REP.
Cell Phone	208-555-9999	CARL'S CELL
E-Mail	carl@dexters.com	CARL'S EMAIL ADI

Phone & E-Mail Text Edit Contact

3. To complete the customer's account settings, do the following:

a. Clear the **Taxable** and **Cash Only** check boxes.

Note: If the control **Sales Tax - Charge Natl. Customer** is set to No, TireMaster does not calculate sales tax on national account work orders regardless of the customer's sales tax settings.

Tip: If you want to include national account sales on your sales tax reports, select the **Taxable** check box and assign an exempt tax level to the customer. In this scenario, the control **Sales Tax - Charge Natl. Customer** needs to be set to Cust.

b. If you'll perform any normal charge sales in addition to national account sales for the customer, leave the **Statement** and **Finance Charge** check boxes selected. If not, clear them.

c. To base pricing for the customer on a price level, click the **Price Level** field, press , and select a level from the list that appears. To sell items to the customer at cost, leave the **Price Level** field blank.

Note: To use price levels for national account customers, price levels must be enabled in the settings for the national account customer type. For more information, see "[Price Levels for National Account Customers](#)" on page 682.

d. Click the **Type** field, and press . Then select the national account customer type (N) from the list that appears.

Taxable
 Cash Only
 Statement
 Finance Charge
 Open Item AR

Tax Level - Parts: 1 Labor: 1
 Price Level: [red arrow] Ar/Ap: AR
 Type: N [red arrow] Commission: [red arrow]
 Tax ID:

Notes:

4. Click **OK** to save the new customer.

Recon Codes
 Fleet Contracts
 Inventory

Cancel **OK**

5. To assign reconciliation codes to the customer, do the following:
- Click **Recon Codes**. The Customer Recon Codes screen opens.

Default Recon:

Recon Codes

Fleet Contracts

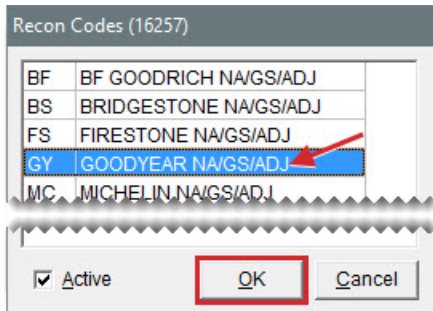
Inventory

Close

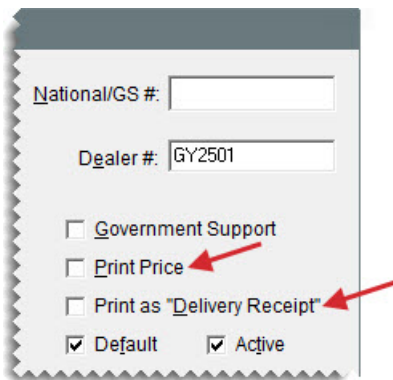
- Click **Add**. The Recon Codes screen opens.

Display Active Remove **Add**

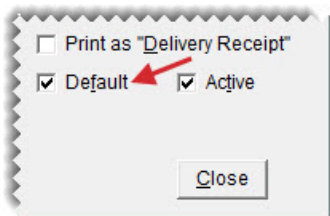
- Select the customer's reconciliation code and click **OK**.



- d. If the vendor assigned identifying numbers, such as non-sigs, to the customer, type that information in the **National/GS #** field, **Dealer #** field, or both.
- e. If the vendor wants prices, the title *Delivery Receipt*, or both to print on invoices, select the corresponding check boxes.



- f. If you need to assign additional reconciliation codes, repeat steps 5b through 5e.
- g. If multiple reconciliation codes are assigned to the customer, select the code that will be used most often and select the **Default** check box.



- h. Close the Customer Recon Codes screen.
6. Add vehicles and shipping addressees for the customer if needed.
 7. Close the Customer Maintenance screen.

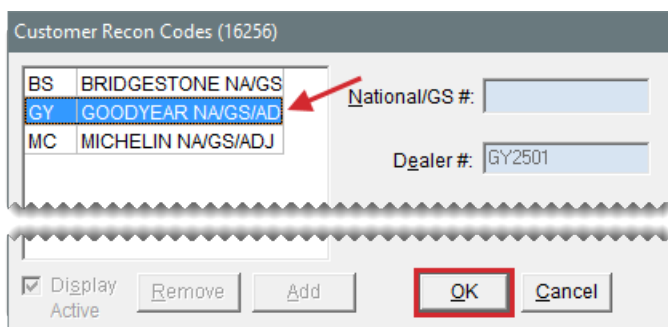
Tip: For a list of all the national account settings assigned to a customer, print the Customer Recon Codes Report. For more information, see "[Customer Recon Codes Report](#)" on page 879.

PERFORM A NATIONAL ACCOUNT SALE

The process of creating national account work orders is similar to the process for regular work orders. The only difference is that TireMaster prompts you to verify the customer's reconciliation code.

To perform a national account sale

1. Start a work order as you normally would for a regular customer. For more information, see ["Create a Regular Work Order" on page 396](#).
2. When the Customer Recon Codes screen opens, select the vendor's reconciliation code, and click **OK**. The Invoice Entry screen opens.



Note: If this is an instance when you need to create a regular work order for a national account customer, click **Cancel** on the Customer Recon Codes screen.

3. Add items to the work order.

Note: If an item is noninventoriable, it's added to the work order at its regular price. If an item is inventoriable, its selling cost is either its last cost or an amount established by a price level that has been assigned to the customer. For more information, see ["Price Levels for National Account Customers" on the next page](#).

4. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts**, **Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press repeatedly to make your selection.

Note: A system control defines whether sales tax is calculated by default for national account invoices. For more information, see .

5. To finish the sale, click **Complete**. The Invoice Completion screen opens and the **Charge** field is selected.
6. Press to insert the invoice total in the **Charge** field.

Note: **Charge** is the only available payment type for national account sales. Do not collect any money from the customer. The vendor will send you a credit invoice for this charge.

7. Complete the invoice. For more information, see "[Complete an Invoice](#)" on page 410.

Note: Whether the invoice includes prices depends on the customer's arrangement with the vendor.

PRICE LEVELS FOR NATIONAL ACCOUNT CUSTOMERS

If you don't want to sell items to national account customers at cost, you can establish selling prices with price levels. To use price levels for your national account customers, you need to do the following:

- Enable price levels for the national account customer type by selecting the **Price Levels for National/GS** check box on the Customer/Vendor Type Edit screen.

Figure 25-7: Enabling Price Levels for National Account Customers

- Assign price levels to one or more national account customers as needed.

If you've enabled price levels for national accounts and assigned a price level to a national account customer, the selling price for an item added to a quote or a work order for that customer will be based on the assigned price level.

GOVERNMENT SUPPORT SALES

Government support 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.

WHAT HAPPENS IN A GOVERNMENT SUPPORT SALE

When you perform a government support sale, you sell the customer tires at a discount and other items at their regular prices. The customer pays you, and then you submit a claim to the vendor. 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 (Figure 25-8).

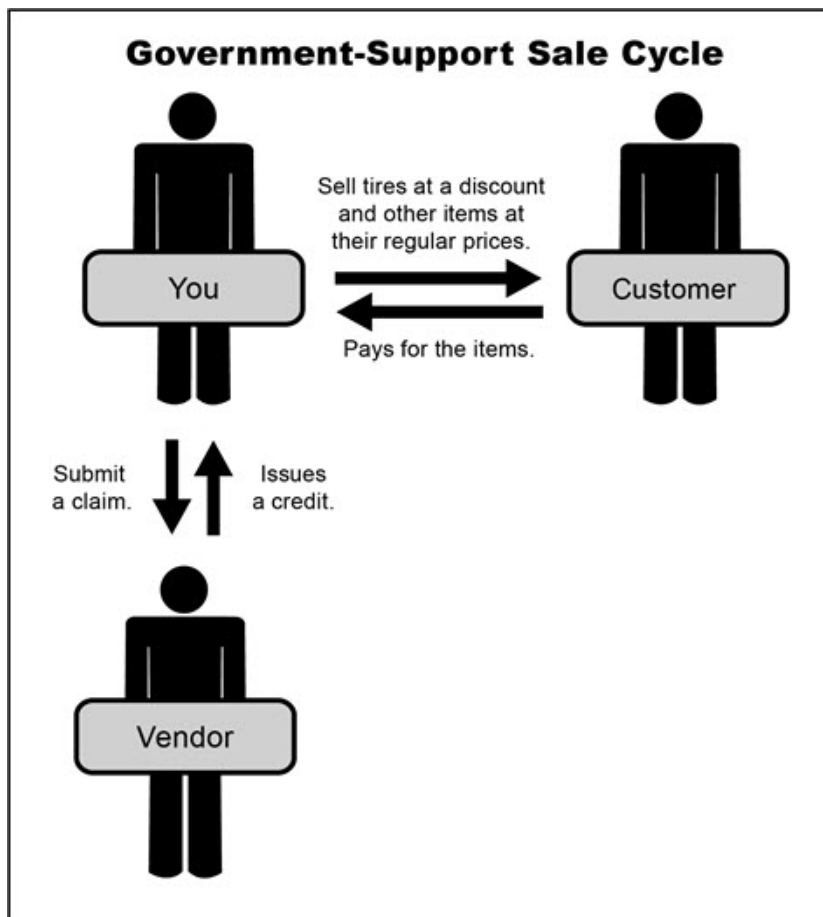


Figure 25-8: Government Support Sale Cycle

GOVERNMENT SUPPORT REQUIREMENTS

To perform government support sales, you need to do the following:

- Add a reconciliation code for each vendor who does government support sales with you.
- Assign at least one reconciliation code to each of the customers who have government support agreements with your vendors.
- Assign a reconciliation code to each of the items distributed by your vendors.

GOVERNMENT SUPPORT SALE EXAMPLE

When a tire is sold to a government support customer, it's added to the work order at your cost (Figure 25-9). You need to replace this amount with the price supplied by the vendor.

Quantity	Size	Description	Parts	Labor	Fr
1.00	P185/65R15/SL	INTEGRITY	60.00	0.00	
1.00	.	COMPUTER BALANCE - PAS	0.00	11.99	
1.00	.	RUBBER VALVE STEM	1.99	0.00	

Figure 25-9: Government Support Work Order

When you complete the sale, the difference between your cost and the selling price posts to both the holding account for expected credits and the income account for tire sales. The remaining entries are similar to those for regular sales (Figure 25-10).

Government-Support Sale Journal Entries

General Ledger Account	Debit	Credit
Accounts Receivable	63.00	
Inventory Tires – Passenger		60.00
Noninventory – Misc.		.40
Accounts Payable – Expected Credits	5.00	
Sales Tires – Passenger		5.00
Sales Tires – Passenger		55.00
Sales – Outside Services		2.00
Sales – Labor		5.00
Sales – Disposals		1.00
Cost of Goods Sold – Tires	60.00	
Cost of Goods Sold – Misc.	.40	
Total	128.40	128.40

The difference between your cost and the selling price posts to the holding account for expected credits and the income account for tire sales. The remaining entries are similar to those for a regular sale.

Figure 25-10: Government Support Sale Journal Entries

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 25-11).

Memo#	CR Date	CR Amt	CR Com	Diff	P
GYGS001	10/23/2018	5.00	1.00	0.31	

The credit issued by the vendor.
 The handling fee issued by the vendor.

Figure 25-11: Government Support Credit and Handling Fee

When you reconcile the vendor credit, the entries in Figure 25-12 post to the general ledger.

Government-Support Credit Journal Entries

General Ledger Account	Debit	Credit	
Accounts Payable – General	5.00		A.
Accounts Payable – Expected Credits		5.00	B.
NA/GS/ADJ – Gain Loss.	1.00		C.
NA/GS/ADJ – Gain Loss.		1.00	D.
Total	6.00	6.00	

- A. The actual credit amount plus the handling fee debits the vendor’s account.
- B. The expected credit is reversed out of the holding account.
- C. Any difference between the expected credit and actual credit posts to a profit-loss offset account. This amount can post as either a debit or a credit.
- D. The commission or handling fee (if any) posts to an account for unexpected income.

Figure 25-12: Government Support Credit Journal Entries

ADD A GOVERNMENT SUPPORT CUSTOMER

To ensure that sales to government support customers are handled correctly, you need to differentiate them your other clients by assigning the following:

- Assign the government support customer type.
- Assign at least one reconciliation code.
- Select a check box that identifies the customer as having a government support agreement.


The reconciliation code defines the vendor with whom the customer has a government support agreement.


To add a government support customer

1. Add the new customer to TireMaster. For more information, see ["Add an AR Customer"](#) on page 66.
2. Enter the customer's contact information.

The screenshot shows the 'Customer Maintenance (12200)' window with the 'General' tab selected. The 'Cust#' field contains '1' and '227'. The 'Name' field is 'MIDDLETON POLICE DEPARTMENT', 'Address' is '105 S. ENFORCEMENT AVE.', and 'City' is 'MIDDLETON'. The 'State' is 'ID' and 'Zip' is '83644'. The 'Contact Type' is 'Business Phone', 'Number / E-Mail' is '208-111-3330', and 'Name' is 'MAIN NON EMERGENCY'. There are buttons for 'Phone & E-Mail', 'Text', and 'Edit Contact'.

3. To complete the customer's account settings, do the following:
 - a. Leave the **Taxable**, **Statement**, and **Finance Charge** check boxes selected.

Note: If the control **Sales Tax - Charge Govt. Customer** is set to No, TireMaster does not calculate sales tax on government support work orders regardless of the customer's sales tax settings.
 - b. Clear the **Cash Only** check box.
 - c. To base pricing for the customer on a price level, click the **Price Level** field, press , and select a level from the list that appears. Otherwise, leave the **Price Level** field blank.

Note: To use price levels for government support customers, price levels must be enabled in the settings for the government support customer type. For more information, see ["Price Levels for government support Customers"](#) on page 690
 - d. Click the **Type** field, and press . Then select the government support customer type (S) from the list that appears.

The screenshot shows the account settings window. The 'Taxable' checkbox is checked and highlighted with a red box. The 'Cash Only' checkbox is unchecked. The 'Statement' and 'Finance Charge' checkboxes are checked. The 'Price Level' dropdown menu is open, showing '1' selected, with a red arrow pointing to it. The 'Type' dropdown menu is open, showing 'S' selected, with a red arrow pointing to it. Other fields include 'Tax Level - Parts: 1', 'Labor: 1', 'Ar/Ap: AR', and 'Commission:'. There is a 'Notes' field at the bottom.

Note: If government support customers are not required to pay federal excise tax in your state, you can identify the government support customer type as FET exempt. For more information, see ["Update a Customer Type"](#) on page 95

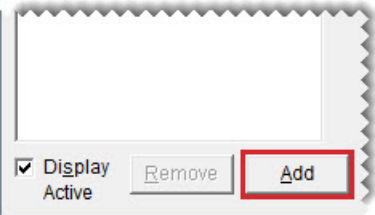
4. Click **OK** to save the new customer.



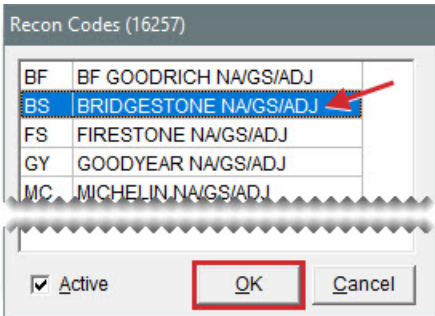
- 5. To assign reconciliation codes to the customer, do the following:
 - a. Click **Recon Codes**. The Customer Recon Codes screen opens.



- b. Click **Add**. The Recon Codes screen opens.



- c. Select the customer's reconciliation code and click **OK**.



- d. If the vendor assigned identifying numbers, such as non-sigs, to the customer, type that information in the **National/GS #** field, **Dealer #** field, or both.
 - e. Select the **Government Support** check box.
 - f. If the vendor wants prices, the title *Delivery Receipt*, or both to print on invoices, select the corresponding check boxes.

National/GS #: 120-78-0012
Dealer #: BS88223
 Government Support
 Print Price
 Print as Delivery Receipt
 Default Active

- g. If you need to assign additional reconciliation codes, repeat steps 5b through 5f.
- h. If multiple reconciliation codes are assigned to the customer, select the one that will be used most often and select the **Default** check box.

Print as Delivery Receipt
 Default Active

Close

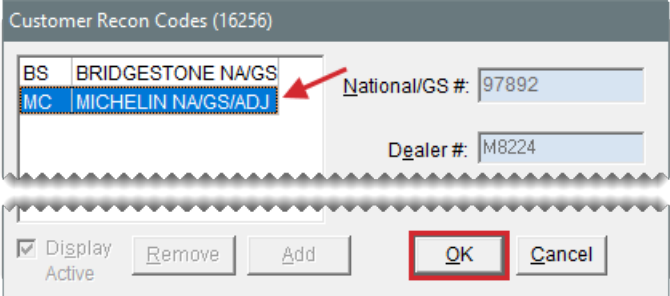
- i. Close the Customer Recon Codes screen.
6. Add vehicles and shipping addressees for the customer if needed.
 7. Close the Customer Maintenance screen.

PERFORM A GOVERNMENT SUPPORT SALE

The process of creating government support work orders is similar to the process for regular work orders. The only difference is that TireMaster prompts you to verify the customer's reconciliation code.

To perform a government support sale

1. Start a work order as you normally would for a regular customer. For more information, see ["Create a Regular Work Order" on page 396](#).
2. When the Customer Recon Codes screen opens, select the vendor's reconciliation code, and click **OK**. The Invoice Entry screen opens.

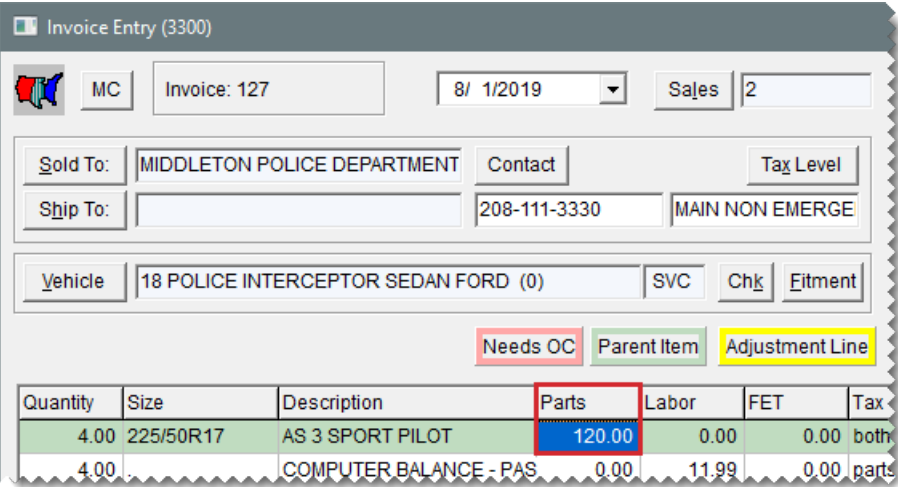


Note: If this is an instance when you need to create a regular work order for a government support customer, click **Cancel** on the Customer Recon Codes screen.

3. Add items to the work order.

Note: If an item is noninventoriable, it's added to the work order at its regular price. If an item is inventoriable, its selling cost is its last cost.

4. Change the tire price to match the amount on the price list provided by the vendor.



5. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts**, **Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press \downarrow repeatedly to make your selection.

Note: A system control defines whether sales tax is calculated by default for government support invoices. For more information, see "[Sales Tax - Charge Govt. Customers](#)" on page 957.

6. To finish the sale, click **Complete**. The Invoice Completion screen opens and the **Charge** field is selected.

7. Press \downarrow to insert the invoice total in the **Charge** field.

Note: Although government support customers can pay with cash or a check, these types of sales are usually charged to an in-store account.

8. Complete the invoice. For more information, see "[Complete an Invoice](#)" on page 410.

Note: Whether the invoice includes prices depends on the customer's arrangement with the vendor.

PRICE LEVELS FOR GOVERNMENT SUPPORT CUSTOMERS

You can define prices for government support customers with price levels. To use price levels for government support customers, you need to do the following:

- Enable price levels for the government support customer type by selecting the **Price Levels for National/GS** check box on the Customer/Vendor Type Edit screen.

Figure 25-13: Enabling Price Levels for Government Support Customers

- Assign price-levels to one or more government support customers as needed.

If you've enabled price levels for the government support customer type and assigned a price level to a government support customer, the price of items sold to that customer will be based on the assigned price level.

ADJUSTMENT SALES

When a customer returns a defective product, you can sell a replacement item at a reduced price. If the replacement item's selling price is less than your cost, the vendor will give you a credit.

WHAT HAPPENS IN AN ADJUSTMENT SALE

When a customer returns a defective item, you sell the customer a replacement item at a discount. After the sale, you submit a claim to the vendor. The vendor gives you a credit for the difference between the item's cost and the selling price for the replacement (Figure 25-14).

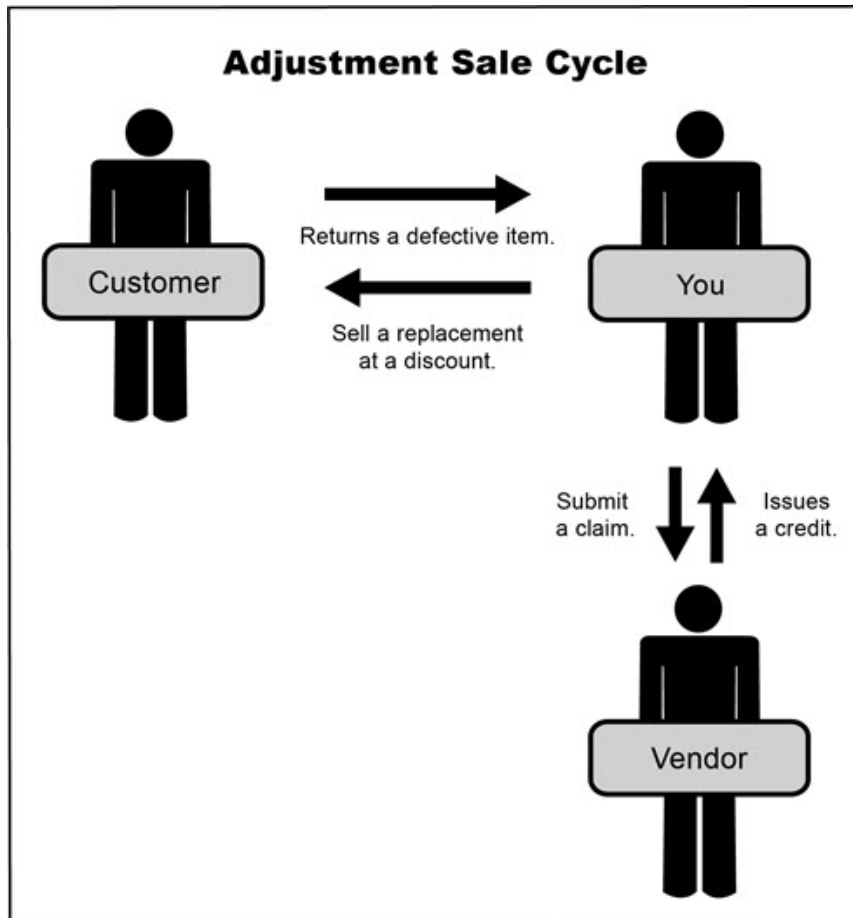


Figure 25-14: Adjustment Sale Cycle

ADJUSTMENT SALE REQUIREMENTS

To perform adjustment sales, you need to complete the following settings:

- Set up a reconciliation code for each of your vendors.
- Assign a reconciliation code to each of the items distributed by your vendors.

ADJUSTMENT SALE EXAMPLE

When you perform an adjustment sale, the tire is added to the work order at its regular price. You need to replace this amount with the adjusted price (Figure 25-15).

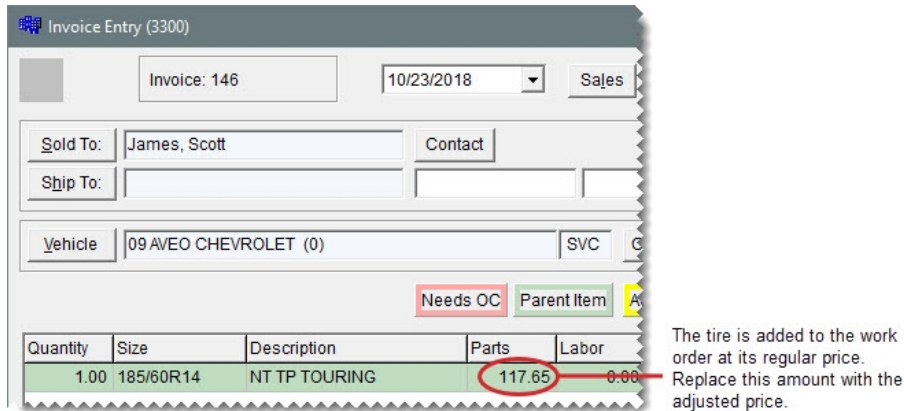


Figure 25-15: Adjustment Work Order

For adjustment sales, the expected credit is the difference between your cost and the replacement item’s adjusted parts price on the invoice. When you complete the sale, this amount posts to a holding account for expected credits and the income account for tire sales. The remaining entries are similar to those for regular sales (Figure 25-16).

Adjustment Sale Journal Entries

General-Ledger Account	Debit	Credit
Cash on Hand	75.00	
Inventory – Passenger Tires		100.00
Accounts Payable – Expected Credits	25.00	
Sales – Passenger Tires		75.00
Sales – Passenger Tires (Difference)		25.00
Cost of Goods Sold – Passenger Tires	100.00	
Total	200.00	200.00

The expected credit (the difference between your cost and the replacement item’s selling price) posts to a holding account for expected credits and the income account for tire sales.

The remaining entries are similar to those for a regular sale.

Figure 25-16: Adjustment Sale Journal Entries

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 25-17).

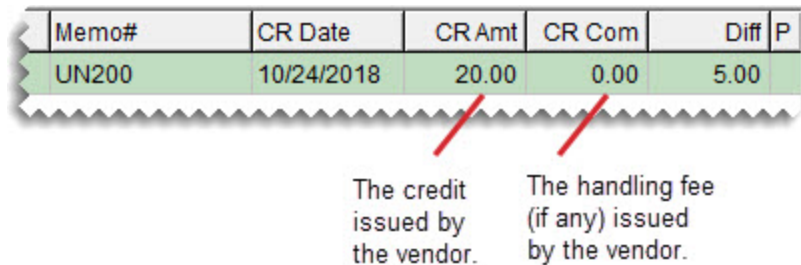


Figure 25-17: Adjustment Credit and Handling Fee

When you reconcile the vendor credit, the entries shown in post to the general ledger (Figure 25-18).

Adjustment Credit Journal Entries

General-Ledger Account	Debit	Credit	
Accounts Payable – General	20.00		A.
Accounts Payable – Expected Credits		25.00	B.
NA/GS/ADJ – Gain Loss.	5.00		C.
NA/GS/ADJ – Gain Loss.			D.
Total	25.00	25.00	

- A. The actual credit amount plus the handling fee debits the vendor's account.
- B. The expected credit is reversed out of the holding account.
- C. Any difference between the expected credit and actual credit posts to a profit-loss offset account. This amount can post as either a debit or a credit.
- D. The commission or handling fee (if any) posts to an account for unexpected income.

Figure 25-18: Adjustment Credit Journal Entries

CREATE AN ADJUSTMENT WORK ORDER

When a customer returns a defective item, you can sell a replacement at a reduced price. In this scenario, you need to create an adjustment work order.

Note: Before you create an adjustment work order, make sure a reconciliation code has been set up for the vendor. For more information, see

["Add a Reconciliation Code" on page 666.](#)

To create an adjustment work order

1. Start a work order as you normally would for a regular sale. For more information, see ["Create a Regular Work Order" on page 396.](#)
2. Add the replacement item and its add-ons to the work order.
3. Make sure the line for the replacement item is selected and click **Adjust**. The Nat'l/ReconCodes/Credits screen opens.

Invoice Entry (3300)

Invoice: 128 8/ 1/2019 Sales Admin

Sold To: ALVERSON, FRANK Contact Tax Level

Ship To: 208-555-5454

Vehicle: 01 9-5 SAAB 1avt598 (0) SVC Chk Fitment

Needs OC Parent Item Adjustment Line

Quantity	Size	Description	Parts	Labor	FET	Tax
1.00	225/45R17/XL	EAG SPORT AS	144.73	0.00	0.00	both
1.00	.	COMPUTER BALANCE - PAS	0.00	11.99	0.00	parts
1.00	.	RUBBER VALVE STEM	1.99	0.00	0.00	parts

No Status
 On Site
 Special Ord
 In Process
 Done

- Select the reconciliation code for the vendor who distributes the item and click **OK**.

Recon Codes (16257)

BF	BF GOODRICH NA/GS/ADJ
BS	BRIDGESTONE NA/GS/ADJ
FS	FIRESTONE NA/GS/ADJ
GY	GOODYEAR NA/GS/ADJ
MC	MICHELIN NA/GS/ADJ
UN	UNIROYAL NA/GS/ADJ

Active

- Type the claim number for the adjustment sale and click **OK**. The line for the adjusted item turns yellow and the following message appears: "You should change the sales price to the adjusted price of the item."

Note: If the following message appears, you need to choose the correct reconciliation code in the upper-left corner of the screen: "Error: Reconcile code already set for this invoice. You can only work with one national account per invoice."

- Click **OK**.
- Type the price for the replacement item in the **Parts** column.

Quantity	Size	Description	Parts	Labor	FET	Tax
1.00	225/45R17/XL	EAG SPORT AS	72.37	0.00	0.00	both
1.00	.	COMPUTER BALANCE - PAS	0.00	11.99	0.00	parts
1.00	.	RUBBER VALVE STEM	1.99	0.00	0.00	parts

Note: The price of add-on items is unaffected unless you also adjust their prices.

- Delete the add-on items that you do not want to include on the final invoice. Typically, all add-ons are deleted except the state tire fee.
- Complete the invoice as usual. For more information, see "[Complete an Invoice](#)" on page 410.

Note: On printouts for completed invoices, the letter **A** identifies the lines for adjusted items.

CREDIT RECONCILIATION

When you receive a vendor credit for a national account, government support, or adjustment sale, you need to compare it to the expected credit to determine your profit or loss. In TireMaster, this process is called reconciliation.

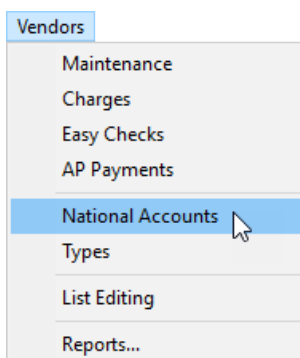
A vendor credit for national account sales should reimburse you for roughly the entire amount of an invoice, in addition to any commissions or handling fees. Credits for government support agreements and adjustments can vary.

RECONCILE A VENDOR CREDIT

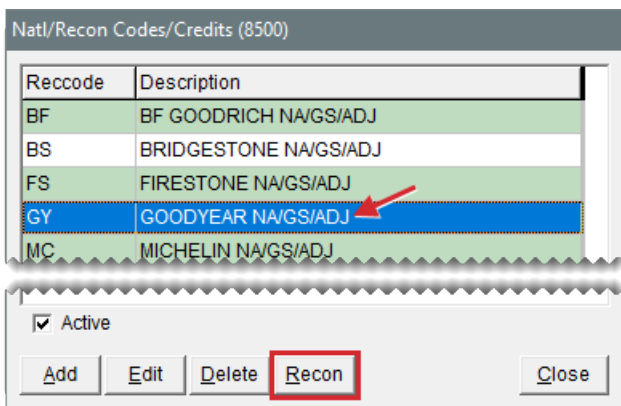
When you receive a vendor credit, compare it to the expected credit to determine your profit or loss.

To reconcile a vendor credit

- Select **Vendors > National Accounts**. Then Natl/Recon Codes/Credits screen opens.



- Select the reconciliation code for the vendor who issued the credit, and click **Recon**. The National Credits screen opens.



3. Retrieve the invoice associated with the credit:

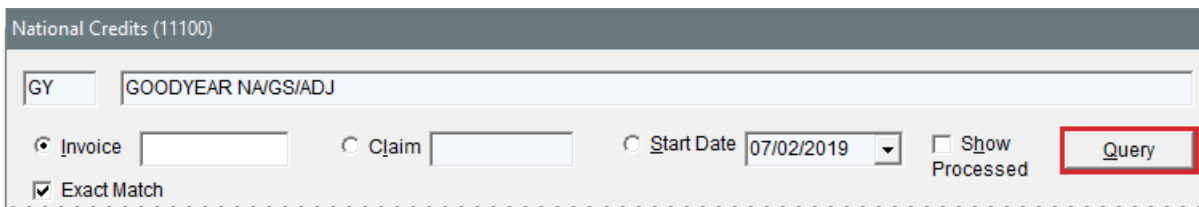
- Click **Invoice** and type the number of the invoice you want to view. For a specific invoice, make sure the **Exact Match** check box is also selected.

Note: When the check box is clear, TireMaster retrieves *all* documents whose invoice numbers begin with the first number or numbers entered in the **Invoice** field. In this scenario, typing the number **23** would retrieve invoices #233, #234, and #236.

- Click **Start Date** and select or type a start date.
- Click **Claim** and type the claim number from an adjustment invoice or the reference number from a national account or government support invoice.

Note: To display processed credits along with those that have not been reconciled, select the **Show Processed** check box.

4. Click **Query**. All available credits for the vendor appear.



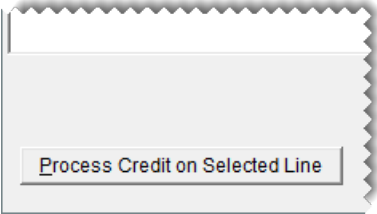
5. Fill in the following information for the credit you want to reconcile:

- **Memo#:** This number should appear on the vendor credit memo you receive.
- **CR Date:** This date is when the credit actually posted.

Note: When you type the date, put slashes (/) between the month, day, and year. Also, type all four digits for the year.
- **CR Amount:** This value should be the actual credit amount not including any commission.
- **CR Com:** This value is the actual commission you receive from the vendor.

Memo#	CR Date	CR Amt	CR Com	Diff	P
		0.00	0.00	-28.67	
GY95356	08/01/2019	1050.00	5.00	2.48	
		0.00	0.00	-694.24	

6. Click **Process Credit on Selected Line**.



7. Click **Yes** to confirm that you want to complete the credit memo.

Note: The letter P is displayed in the **P** column for credits that have been reconciled. To display reconciled credits, select the **Show Processed** check box.

8. Close the National Credits screen.

NATIONAL CREDITS SCREEN

The National Credits screen is used for processing vendor credits.

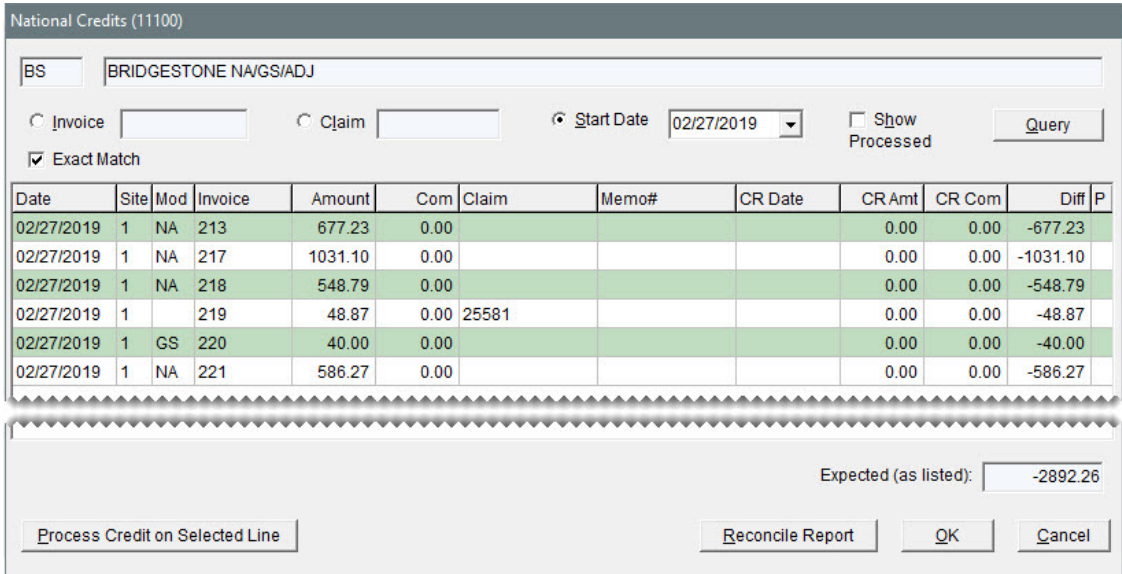


Figure 25-19: National Credits Screen

Item	Description
Invoice	Lets you look up credits by invoice number.
Exact Match	Lets you limit the search to a credit with a specific invoice number.
Claim	Lets you look up credits by claim number (the invoice's reference number).
Start Date	Lets you view claims or invoices completed on or after the selected date.
Show Processed	Lets you show or hide credits that have already been processed.
Date	Displays the date the invoice posted to the general ledger.
Site	Displays the site where the invoice was completed. In TireMaster Point of Sale and TireMaster Plus, the site number is always 1.
Mod	Displays the document type for the invoice: <ul style="list-style-type: none"> ▪ NA is for national account invoices ▪ GS if for government support invoices ▪ Blank is for adjustment invoices
Invoice	Displays the document number for the invoice.
Amount	Displays the expected credit amount for the invoice (not including a commission).
Com	Displays the expected commission for the vendor credit. Note: This amount is a percentage of the invoice total. The percentage for calculating the expected commission is set on the National Recon Code Edit screen.
Claim	Displays the reference number entered on the invoice.
Memo#	Lets you enter the vendor-assigned credit memo number. Note: This number is displayed in the Ref field on the AP Payments screen and the vendor's ledger.
CR Date	Lets you enter the date that the actual credit posted to the general ledger. When entering the date, use the MM/DD/YYYY format.
CR Amount	Lets you enter the amount of the credit received from the vendor. Typically, this amount is the total of the line-item credits without any commission.

Item	Description
	Note: If you want to include the commission in the credit amount, the reconciliation code needs to be set up so the commission gains and losses post to the same general ledger account.
CR Com	Lets you enter the amount of the actual commission received for a vendor credit, if any. This amount posts to the commission sales account assigned to the reconciliation code.
Diff	Displays the total gain or loss for the credit and commission. Gains are shown as positive amounts and losses are shown as negative amounts.
P	Identifies which credits have been processed.
Expected (as listed)	Displays the total of the expected credits.
Process Credit on Selected Line	Lets you update the information about the selected vendor credit.
Reconcile Report	Lets you print the Reconciliation Report.

SALES COMMISSION ADJUSTMENTS

If the vendor credit received for a national account, government support, or adjustment invoice does not match the expected credit, you might have paid too much or too little sales commission to an employee. You can ensure that the primary salesperson receives the proper commission by adjusting the sales commission amount. The sales commission for an invoice can be adjusted only once.

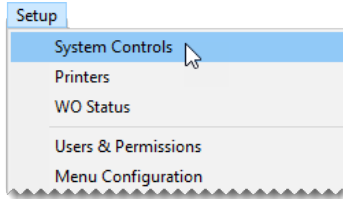
Note: To adjust sales commissions for national account, government support, and adjustment sales, you need to set the **Adjust National Commission** control to **Yes**. This setting is on the **Commissions** tab of the System Controls screen.

ENABLE SALES COMMISSION ADJUSTMENTS

Before you can adjust the amount of sales commission paid to the primary salesperson for a national account, government support, or adjustment sales, you need to complete a pair of settings in System Controls.

To enable sales commission adjustments

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Make sure the **Commission** tab is selected.
3. To enable commission adjustments, do the following:
 - a. Select **Adjust National Commissions** and press **Enter**.
 - b. Select **Yes** and click **OK**.
4. To set the commission threshold, do the following:
 - a. Select **Adjust National Commission Threshold** and press **Enter**.
 - b. Type the amount you want to set for the commission threshold and click **OK**.

A screenshot of the 'System Controls (6400)' window. The 'Commission' tab is selected. Below the tabs is a table with the following data:

Description	Value	SiteNo
Adjust National Commissions	YES	1
Adjust National Commissions Threshold	5.00	1
Commission Cutoff Date - Most Recent		1

Note: If the amount in this field is more than the suggested sales commission adjustment amount for an invoice, the focus on the Sales Commission Adjustments screen will be on the **Cancel** button instead of the **OK** button. The purpose of this setting is to help you work more quickly when adjusting sales commissions.

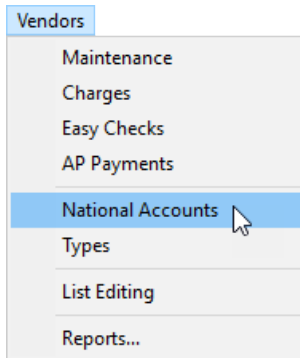
5. Close the System Controls screen.

ADJUST SALES COMMISSION FOR SPECIAL SALES

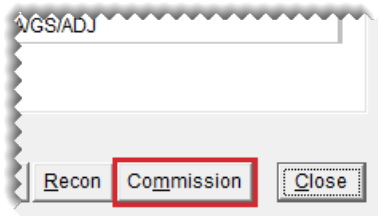
You can change the amount of sales commission paid to the primary salesperson when there is a difference between the expected vendor credit and actual credit received for a national account, government support, or adjustment sale.

To adjust sales commission for a special sale

1. Select **Vendors > National Accounts**. The Natl/Recon Codes/Credits screen opens.

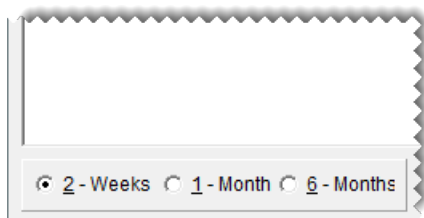


2. Click **Commission**. The National Sales Commission List opens.



Note: If you cannot see the **Commission** button, you need to set **Adjust National Commission** to **Yes**. This setting is on the **Commission** tab of the System Controls screen.

3. Select one of the following options:
 - To view invoices whose vendor credits were reconciled during the past two weeks, select **2 - Weeks**.
 - To view invoices whose vendor credits were reconciled during the past month, select **1 - Month**.
 - To view invoices whose vendor credits were reconciled during the past six months, select **6 - Months**.



Note: The sales commission for an invoice cannot be adjusted if more than six months have passed since the vendor credit was reconciled.

4. Select the invoice whose sales commission you want to adjust, and click **Adjust Commission**. The Sales Commission Adjustments screen appears and displays a suggested adjustment amount in the **Sales Commission Adjustment** field.

Invoice	Mod	Site	Credit Date	Invoice Date	Ex Credit	Cr Amount	Diff	Adjustment	Claim #
120	NA	1	08-01-2019	07-11-2019	1052.52	1050	-2.52		
128		1	08-01-2019	08-01-2019	36.18	36.18	0		12044
117		1	08-01-2019	06-11-2019	28.67	28.67	0		GY10023

2 - Weeks
 1 - Month
 6 - Months

5. In the **Sales Commission Adjustment** field, do one of the following:
 - To change the sales commission by the suggested amount, leave the value as is.
 - To reduce the sales commission, type a negative adjustment amount.
 - To increase the sales commission, type a positive adjustment amount.
6. Type a note about the adjustment in the **Sales Commission Comment** field. This note prints on the Commission Report.
7. Click **OK**.

NATIONAL SALES COMMISSION LIST

The national account, government support, and adjustment invoices for which you can adjust sales commissions are displayed on the National Sales Commission List. Invoices are displayed on this screen once the vendor credits have been reconciled.

Note: You have until six months after the credit date to adjust the sales commission on a national account, government support, or adjustment invoice.

Invoice	Mod	Site	Credit Date	Invoice Date	Ex Credit	Cr Amount	Diff	Adjustment	Claim #
120	NA	1	08-01-2019	07-11-2019	1052.52	1050	-2.52		
128		1	08-01-2019	08-01-2019	36.18	36.18	0		12044
117		1	08-01-2019	06-11-2019	28.67	28.67	0		GY10023
126	NA	1	08-01-2019	07-31-2019	694.24	694	-0.24		

2 - Weeks
 1 - Month
 6 - Months

Figure 25-20: National Sales Commission List

Item	Description
Invoice	Displays the invoice number for a national account, government support, or adjustment sale.
Mod	Displays one of the following document type codes: <ul style="list-style-type: none"> ▪ NA is for national account invoices. ▪ GS is for government support invoices. ▪ Blank is for adjustment invoices.
Site	Displays the site where a sale occurred.
Credit Date	Displays the date that a vendor credit posted to the general ledger.
Invoice Date	Displays the date that an invoice posted to the general ledger.
Ex Credit	Displays the amount of the credit you expected to receive from a vendor for an invoice.
Cr Amount	Displays the amount of the actual credit you received from a vendor for an invoice.
Diff	Displays the difference between the expected credit and the credit you actually received from a vendor.
Adjustment	Displays the amount subtracted from or added to the sales commission for an invoice.
Claim #	Displays the claim number entered for an adjustment invoice or the reference number entered for a national account or government support invoice.
2 - Weeks	Lets you view all special sale invoices for which vendor credits were processed within the past two weeks.
1 - Month	Lets you view all special sale invoices for which vendor credits were processed within the past month.
6 - Month	Lets you view all special sale invoices for which vendor credits were processed within the past six months.
Adjust Commission	Lets you adjust the sales commission for the selected invoice. The sales commission for an invoice can only be adjusted once.
Close	Lets you exit the screen.

SALES COMMISSION ADJUSTMENTS SCREEN

You can define the amount of a sales commission adjustment on the Sales Commission Adjustments screen. TireMaster displays a suggested amount for adjusting the sales commission for an invoice, or you can type your own amount.

Item	Description
Salesperson	Displays the user ID and name of the primary salesperson for the invoice.
Invoice	Displays the invoice number and customer name.
Qty	Displays the quantity for each of the items sold on the invoice.
Description	Displays the description for each of the items sold on the invoice.
Price	Displays the price for each of the items sold on the invoice.
Invoice Total	Displays the invoice total.
Actual Credit	Displays the amount of the credit received from the vendor.
Expected Credit	Displays the credit amount you expected to receive from the vendor.
Difference	Displays the difference between the expected credit and the actual credit received from the vendor.
% Difference	Displays the percentage of difference between the expected credit and the actual credit received from the vendor.
Commission Current/Locked	Displays the system-calculated amount of commission for the invoice, and the amount of locked commission for the invoice. If the field on the right is blank, the commission has not been locked.
Sales Commission Adjustment	Displays the suggested amount for adjusting the sales commission. This amount is calculated by multiplying the percentage of difference by the current commission.
Sales Commission Comment	Lets you type a comment for a sales commission adjustment. This comment prints on the Commission Report.
OK	Lets you save a sales commission adjustment.
Cancel	Lets you exit the screen without saving a sales commission adjustment.

CHAPTER 26

PRODUCTIVITY

With TireMaster's productivity tools, you can track hours and work performed, offer employees incentives, and reward team members for their efforts. This chapter includes the following sections:

Time Clock	706
Flat Rate Reporting	716
Color/Spiff Codes	718
Commissions	726

TIME CLOCK

TireMaster includes a basic time clock for recording employees' time worked. Once the time clock is launched, it can be run continuously in the background while you use other TireMaster modules.

Note: The time used by the time clock coincides with the time on the TireMaster server.

RECORD YOUR IN AND OUT TIMES

When you're ready to begin or end a shift or your workday, access the time clock and record your time in or out.

Note: Any employee can open the time clock, however, logging in with TireMaster credentials is required to enter time.

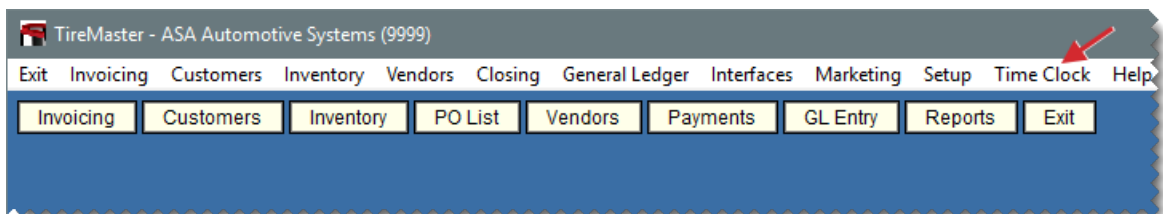
To record in and out times

1. Access the time clock using one of the following methods:

- If the time clock is already running, click  on the Windows Task Bar.

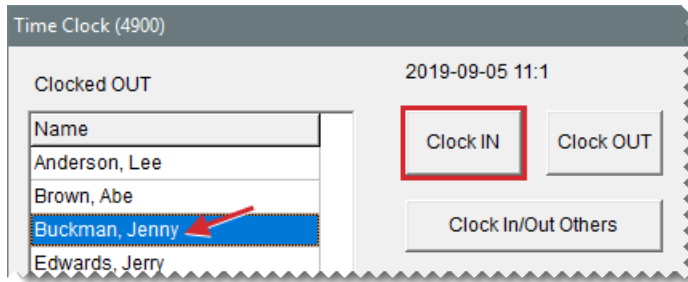


- If the time clock is not running, click **Time Clock** on the menu.



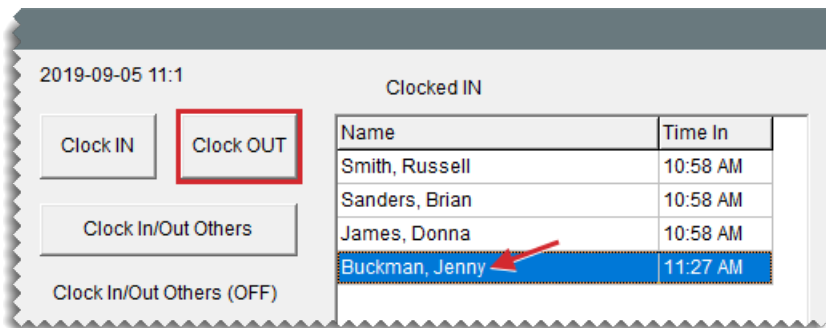
2. Do one of the following:

- If you're going to begin working, select your name from the list of *clocked out* employees (left side of screen) and click **Clock IN**.

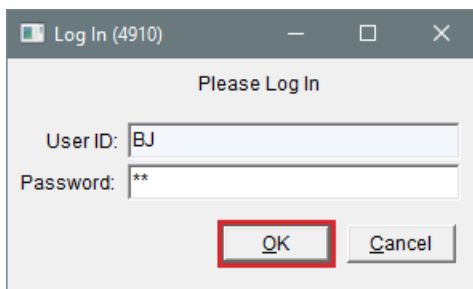


Tip: To limit the number of names on the list, make sure the **Active Users** check box is selected.

- If you've just finished working, select your name from the list of *clocked in* employees (right side of screen) and click **Clock OUT**.



3. When the login prompt appears, type your TireMaster password and click **OK**. Depending on whether you're entering time in or time out, your name moves to the right side of the screen (list of clocked in employees) or the left side of the screen (clocked out employees).



4. Do one of the following:
 - Click away from the time clock. This allows the time clock to remain open while you perform other TireMaster tasks.
 - Close the time clock.

RECORD IN AND OUT TIMES FOR OTHERS


In some instances, employees might need a manager or another *authorized* person to clock them in or out. This would occur when an employee starts his or her work day off site or by picking up parts

for an upcoming job on the way to work.

Note: To record the in and out times for other employees, you must belong to a security group assigned the permission *Time Clock Entry of Others*.

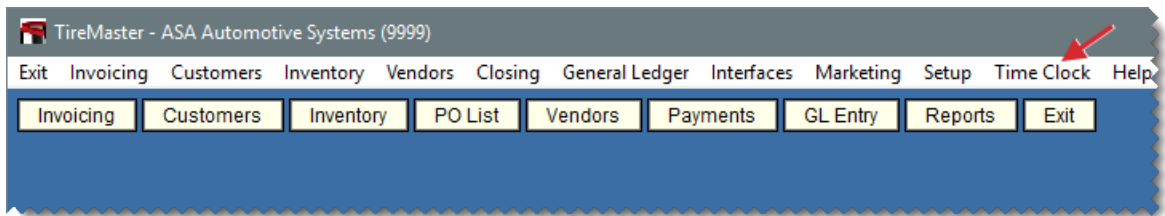
To record in and out times for other employees

1. Access the time clock using one of the following methods:

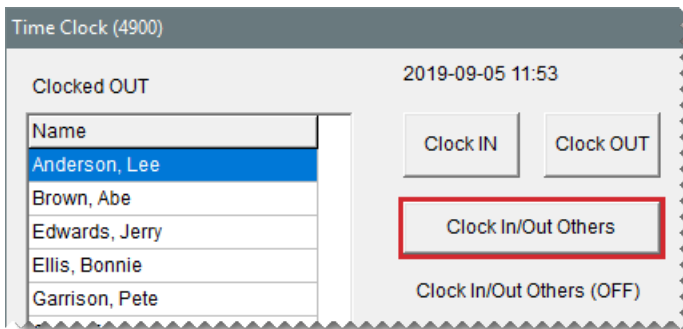
- If the time clock is already running, click  on the Windows Task Bar.



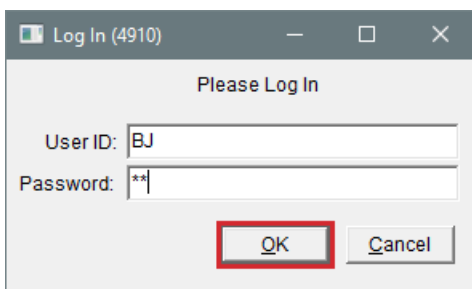
- If the time clock is not running, click **Time Clock** on the menu.



2. Click **Clock In/Out Others**. A login prompt appears.

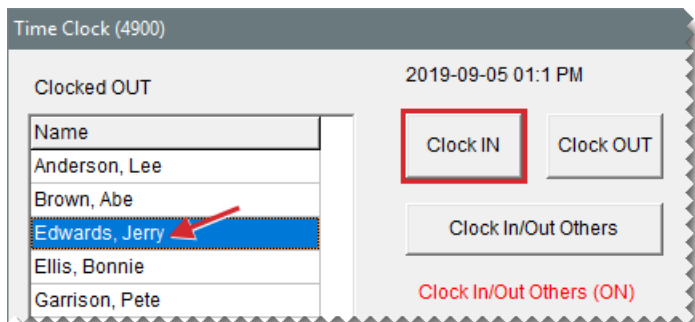


3. Type your TireMaster user name and password, and click **OK**. The Clock In/Out Others status changes to *On* (red).



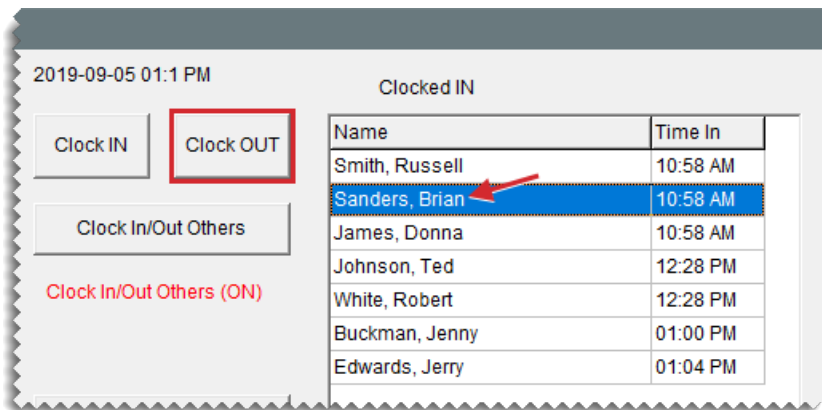
4. Do the following as often as needed for employees who need to be clocked in or out:

- To record time in, select a name on the list of clocked out employees (left side of screen) and click **Clock IN**. The name moves to the list of clocked-in employees (right side of screen).

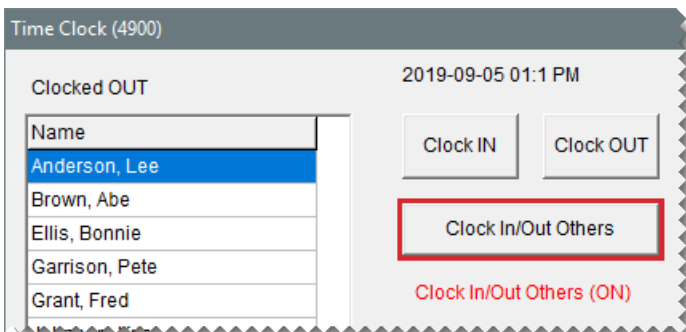


Tip: To limit the number of names on the list, make sure the **Active Users** check box is selected.

- To record time out, select a name on the list of clocked in employees (right side of screen) and click **Clock OUT**. The name moves to the list of clocked-out employees (left side of screen).



- When you are done recording in and out times for other employees, click **Clock In/Out Others** (again). The The Clock In/Out Others status changes from On (red) to *Off* (black).



- Do one of the following as needed:

- Click away from the time clock. This will allow it to continue running while you perform other TireMaster tasks.
- Close the time clock.


ENTER TIME IN AND OUT MANUALLY

You can record your time manually, when you need to correct a mistake or were unable to enter your time for a previous shift. Manual time entry can also be used to record or correct time entries for other employees.

Note: To record manual time clock entries, you must belong to a security group assigned the permission *Time Clock Manual Entry*.

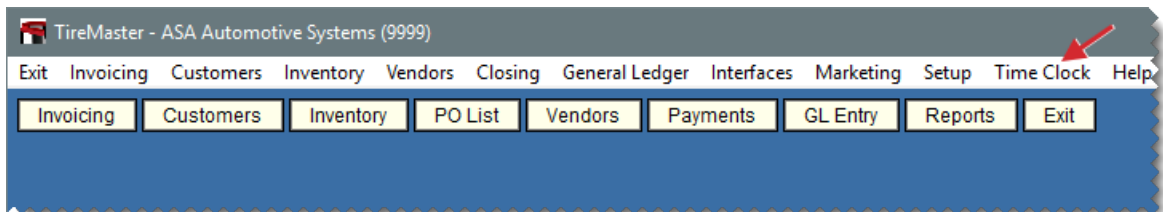
To manually enter time in and out

1. Access the time clock using one of the following methods:

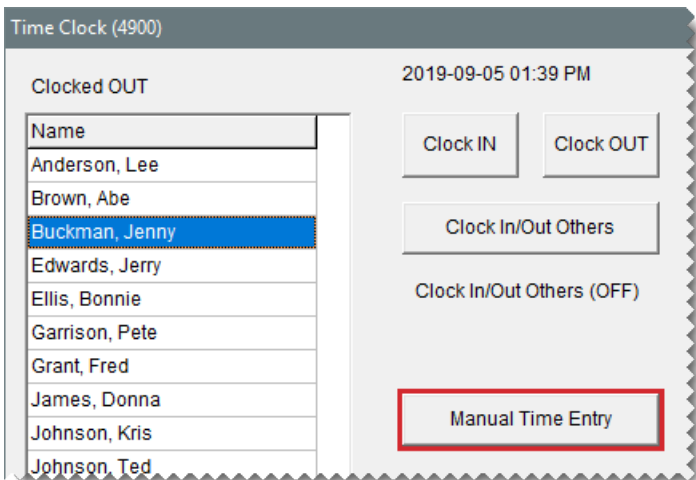
- If the time clock is already running, click  on the Windows Task Bar.



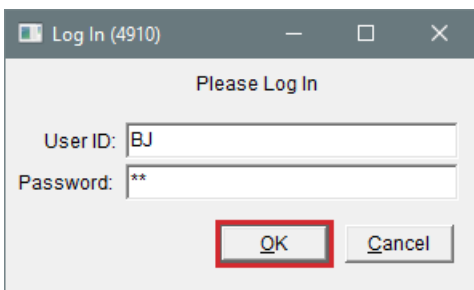
- If the time clock is not running, click **Time Clock** on the menu.



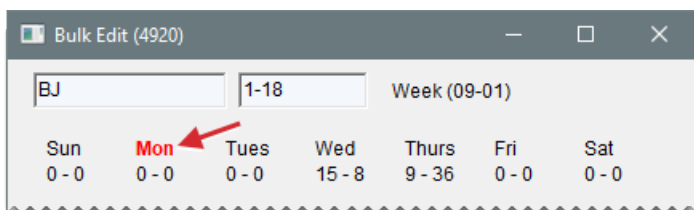
2. If you're going to enter time for another employee, select that person's name. Otherwise, disregard this step.
3. Click **Manual Time Entry**. The login prompt appears.



4. Type your TireMaster user name and password, and click **OK**. The Manual Time Entry screen opens.

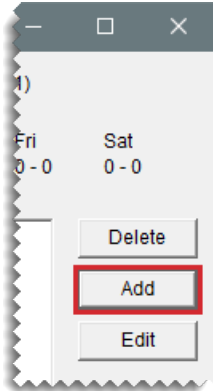


5. For a new entry, do the following. If you do not need to enter a new time, disregard this step.
 - a. Click the day of the week for which you need to enter time. The day abbreviation turns red.

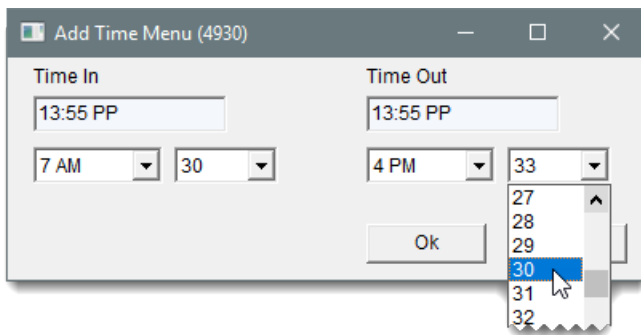


Note: The numbers underneath the day abbreviations represent the total number of hours and minutes worked during a day. For example, 8 - 20 means the employee worked eight hours and twenty minutes.

- b. Click **Add**. The Add Time Menu opens.



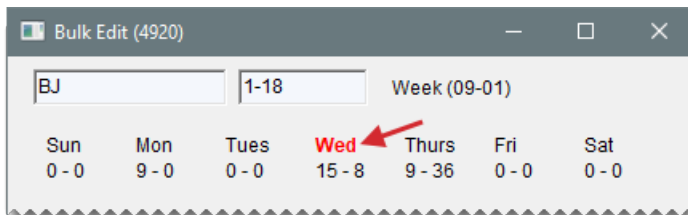
c. Select the hours and minutes as needed from the **Time In** and **Time Out** drop-downs.



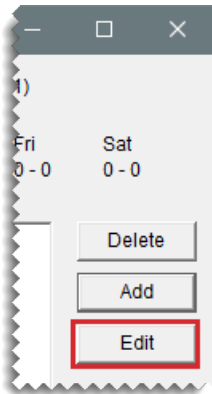
d. Click **OK**.

6. To correct an entry, do the following. If you do not need to correct a time, disregard this step.

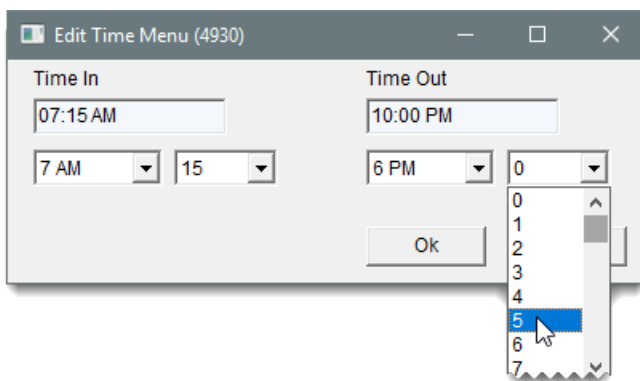
a. Click the day of the week for which you need to make a correction. The day abbreviation turns red.



b. Click **Edit**. The Edit Time Menu opens.

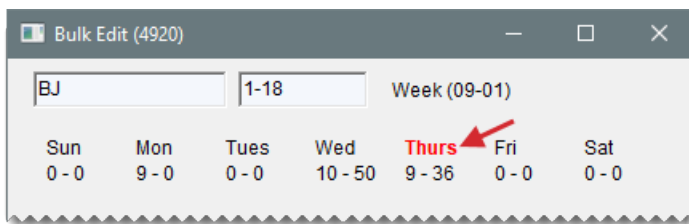


- c. Change the hours and minutes as needed, using the **Time In** and **Time Out** drop-downs.

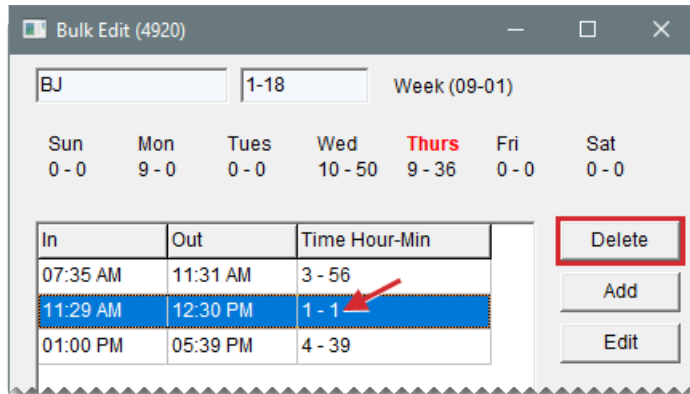


- d. Click **OK**.

7. To delete an entry, do the following. If you do not need to remove a time, disregard this step.
- Click the day of the week for which you need to delete a time. The day abbreviation turns red.



- Select the entry you want to remove and click **Delete**.



8. Close the Manual Time Entry screen.




TIME CLOCK REPORT

With the Time Clock Report, you can generate a list of time clock entries and the amount of time worked during a user-defined date range. Depending on your security settings, you can print a report for yourself or all employees.

Note: To generate the report for all employees, you must belong to a security group assigned the permission *Time Clock Entry of Others*.

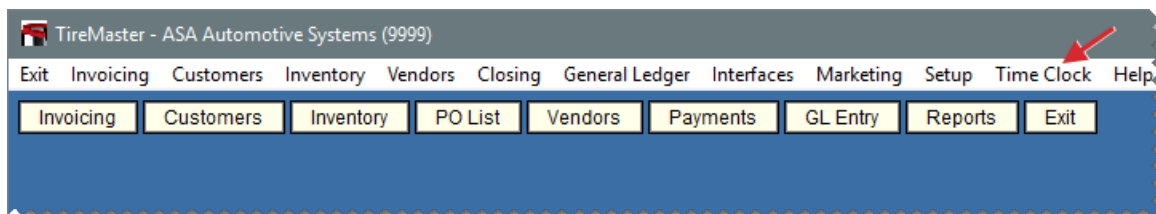
The report can be generated for one employee or all employees.

To generate a Time Clock Report

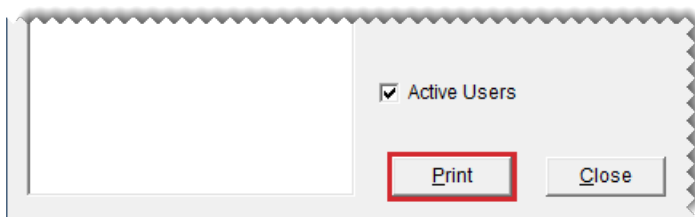
- If the Time Clock is not already displayed, do one of the following:
 - If the time clock is already running, click  on the Windows Task Bar.



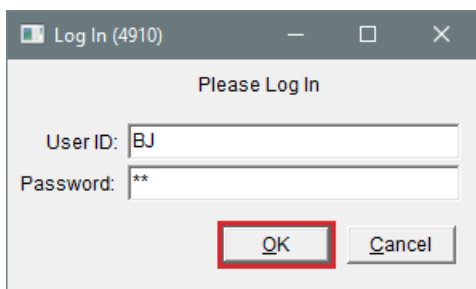
- If the time clock is not running, click **Time Clock** on the menu.



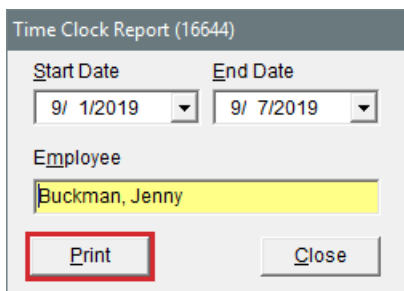
2. Click **Print**. The login prompt appears.



3. Type your TireMaster user name and password, and click **OK**. The Time Clock Report screen opens.



4. Select the starting and ending dates for the report's date range. For a single day, use the same date for both the beginning and end.
5. Define whether the report is for one employee or all employees.
 - For a report of all employee times, leave the **Employee** field blank.
 - For a report of one employee's times, click the **Employee** field and press . When the User List opens, select a name and click **OK**.
6. Click **Print**. The Report Window opens.



7. Print the report and close the Report Window.
8. Close the Time Clock Report screen.
9. Do one of the following as needed:

- Click away from the time clock. This will allow it to continue running while you perform other TireMaster tasks.
- Close the time clock.

FLAT RATE REPORTING

Flat rate reporting is method of measuring employee productivity. You can assign a flat rate, which is the amount of time it takes an average mechanic to complete a job, to each of your labor items. You can then base a mechanic's payment for performing a service or repair on the flat rate assigned to the job, regardless of how much time was actually spent completing the work.

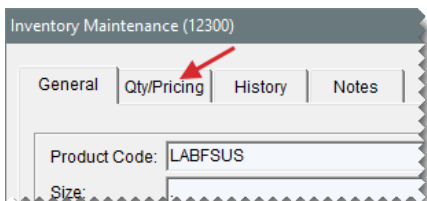
SET AN ITEM'S FLAT RATE

You can set an item's flat rate by including the number of hours an average mechanic takes to complete the service or repair in the item's price and quantity settings. Flat rates for the automotive field are published in industry labor guides, or you use a rate of your choice. Assign flat rates to labor items only.

Note: For a list of items whose flat rates have already been set, generate the Inventory Flat Rate Report. For more information, see ["Inventory Flat Rate Report" on page 904](#).

To set an item's flat rate

1. Look up the item whose flat rate you want to set. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices & Quantity screen opens.



4. Type the average number of hours needed to complete the job in the **Flat Rate** field.

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

- Close the Inventory Maintenance screen.

CALCULATE MECHANIC PRODUCTIVITY

Calculating the number of hours that a mechanic worked is a two-step process. First, add the job to a work order. If a flat rate has already been assigned to the item, that value will be included on the work order automatically. You can pay the mechanic for the number of hours defined by a job's default flat rate, or you can enter a different number of hours.

When you're ready to see the number of hours produced by a single mechanic or a group of mechanics, print a Mechanic Flat Rate Report. This report can be generated on a daily, weekly, or monthly basis.

To calculate mechanic productivity

- Start a work order. For more information, see ["Create a Regular Work Order" on page 396](#).
- Add a job (labor item) to the work order. The flat rate that has been assigned to the job is displayed in the **Flat Rate** column.

Mech 1	Mech 2	Flat Rate	Cor
RS		0.00	
RS		0.00	
RS		1.60	

- Assign the mechanic to the items on the work order. Click the **Mech 1** field for the first item listed, type the mechanic's ID, and press **↓**.

Note: If you don't know the mechanic's ID, press **↵**, and select the mechanic's name from the list that appears.
- When the mechanic is done with the job, enter one of the following in the **Qty** column:
 - The amount of time you want to bill the customer.

Quantity	Size	Description	Parts	Labor	Flat Rate	Mech 1	Mech 2	Flat Rate
1.00		MASTER PRO STRUT - LEFT	99.99	0.00		RS		0.00
1.00		MASTER PRO STRUT - RIGH	99.90	0.00		RS		0.00
2.00		REMOVE/REPLACE SHOCK/	0.00	95.00		RS		1.60

Example: If you told the customer the job would take two hours, you'd type the number 2. If the customer has been waiting on site and knows the work was finished in less time, you might enter the amount of time it took to complete the repair or you might change the price you're charging the customer instead.

- The job's flat rate

Quantity	Size	Description	Parts	Labor	Flat Rate	Mech 1	Mech 2	Flat Rate
1.00		MASTER PRO STRUT - LEFT	99.99	0.00		RS		0.00
1.00		MASTER PRO STRUT - RIGH	99.90	0.00		RS		0.00
1.60		REMOVE/REPLACE SHOCK/	0.00	95.00		RS		1.60

- The quantity of 1

Quantity	Size	Description	Parts	Labor	Flat Rate	Mech 1	Mech 2	Flat Rate
1.00		MASTER PRO STRUT - LEFT	99.99	0.00		RS		0.00
1.00		MASTER PRO STRUT - RIGH	99.90	0.00		RS		0.00
1.00		REMOVE/REPLACE SHOCK/	0.00	152.00		RS		1.60

Note: For quick and simple jobs, such as flat repairs, some dealers prefer to use a fixed quantity of 1 instead of a time.

5. If you want to pay the mechanic for the number of hours defined by the job's default flat rate, leave the entry in the **Flat Rate** column alone. If you want to base the payment on a different number of hours, change the value in the **Flat Rate** column.
6. Complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).
7. Generate a flat rate report. For more information, see ["Mechanic Flat Rate Report" on page 821](#). On the report, the number of hours worked is displayed under the flat rate heading.

COLOR/SPIFF CODES

A spiff is a bonus given to salespeople as incentive to sell items. When color/spiff codes are assigned to items, TireMaster includes bonuses on the Commission Report for employees who sold the items. When items are assigned color/spiff codes, they're easy to spot on the Inventory List, because they're highlighted in the colors defined in the color/spiff code settings.

Tip: You can also use color/spiff codes to help employees identify specific items, such as those that have been discontinued. Because it's likely you won't pay a bonus for selling items in such a scenario, leave the spiff dollar amount and percentage fields blank.

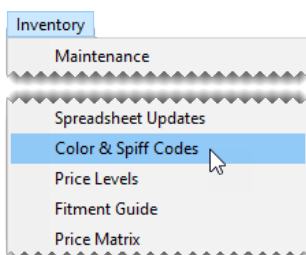
To find out which spiffs are assigned to items, print the Inventory Spiff Report. To see how much employees earned in spiff bonuses, print the Spiff Salesperson Report. For more information, see "Inventory Spiff Report" on page 924 or "Spiff Salesperson Report" on page 856

ADD A COLOR/SPIFF CODE

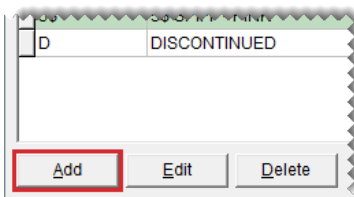
The settings for a color/spiff code define how the spiff bonus is calculated and which color is used to identify the spiff when it's assigned to items. Spiffs can be either a percentage of an item's selling price or a specific dollar amount.

To add a color/spiff code

1. Select **Inventory > Color & Spiff Codes**. The Color/Spiff Code List opens.



2. Click **Add**. The Color/Spiff Code Edit screen opens.



3. Type a code and description for the new color/spiff code.

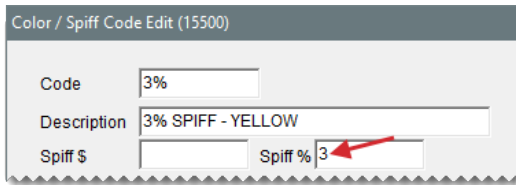
Note: Depending on the width of the letters or numbers used, the spiff code can be one or two characters long.

4. Define the spiff amount if needed:

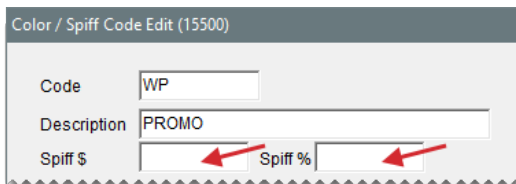
- To pay a fixed dollar amount each time items assigned the spiff code are sold, type the amount in the **Spiff \$** field.

 A screenshot of the 'Color / Spiff Code Edit (15500)' form. It has three input fields: 'Code' with '2\$' entered, 'Description' with '2\$ - SPIFF ORANGE' entered, and 'Spiff \$' with '2' entered. A red arrow points to the 'Spiff \$' field. There is also a 'Spiff %' field which is empty.

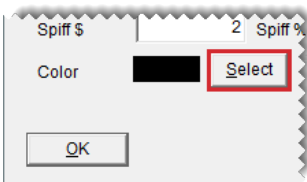
- To pay a percentage of the selling price each time items assigned the spiff code are sold, type the percentage in the **Spiff %** field.



- If the spiff will be used to identify specific items, such as those that are discontinued, leave the **Spiff \$** and **Spiff %** fields blank.



5. Select a color for the spiff:
 - a. Click **Select**. The Color screen opens.

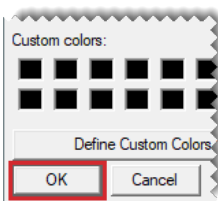


- b. Click one of the basic or custom color swatches.

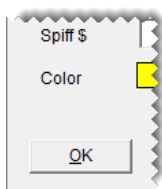


Tip: To create a custom color, click **Define Custom Colors**. Then select the color you want to use, and click **Add to Custom Colors**.

- c. Click **OK**.



6. To save the new spiff, click **OK** (again).



7. Close the Color/Spiff Code List.

MANAGE EXISTING COLOR/SPIFF CODES

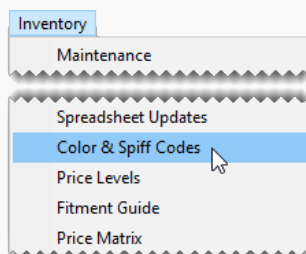
Existing color/spiff codes can be modified when the display properties or bonus calculations need to be changed, and unused color/spiff codes can be eliminated.

UPDATE A COLOR/SPIFF CODE

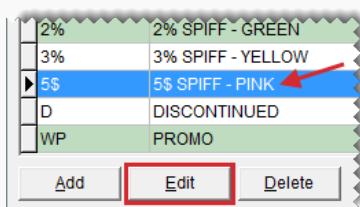
Updating a color/spiff code can include changing the description, color, or bonus calculation.

To update a color/spiff code

1. Select **Inventory > Color & Spiff Codes**. The Color/Spiff Code List opens.



2. Select the color/spiff code you want to update and click **Edit**. The Color/Spiff Code Edit screen opens.



3. Change the description if needed.
4. Define the spiff amount if needed:
 - To pay a set dollar amount each time items assigned the spiff code are sold, type the amount in the **Spiff \$** field.
 - To pay a percentage of the selling price each time items assigned the spiff code are sold, type the percentage in the **Spiff %** field.

- If the spiff will be used to identify particular items, such as those that are discontinued, leave the **Spiff \$** and **Spiff %** fields blank.

5. Change the color if needed.

- a. Click **Select**. The Color screen appears.
- b. Click one of the basic or custom color swatches..

Tip: To create a custom color, click **Define Custom Colors**. Then select the color you want to use, and click **Add to Custom Colors**.

- c. Click **OK**.

6. To save your changes, click **OK** (again).

7. Close the Color/Spiff Code List.

DELETE A COLOR/SPIFF CODE

If a color/spiff code is not being used, you can delete it.

To delete a color/spiff code

1. Select **Inventory > Color & Spiff Codes**. The Color/Spiff Code List opens.
2. Select the color/spiff code you want to delete, and click **Delete**.
3. When the confirmation message appears, click **Yes**. The color/spiff code is removed from the database.
4. Close the Color/Spiff Code List.

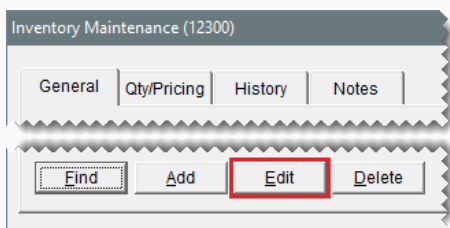
ASSIGN COLOR/SPIFF CODES TO ITEMS

Once color/spiff codes are established, you can assign them to individual items or groups of items.

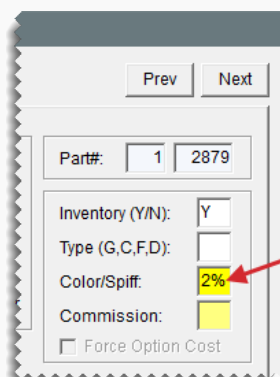
ASSIGN A COLOR/SPIFF CODE TO A SINGLE ITEM

To assign a color/spiff code to a single item

1. Search for the item. For more information, see ["Inventory Searches" on page 202](#).
2. On the Inventory Maintenance screen (**General** tab), click **Edit**.



3. Click the **Color/Spiff** field, press \downarrow , and select a spiff code from the list that appears.



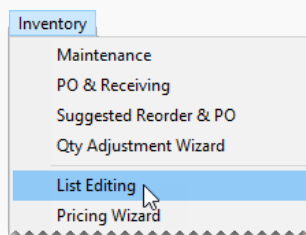
4. To save your changes, click **OK**.

ASSIGN VARIOUS COLOR/SPIFF CODES TO A GROUP OF ITEMS

If you want to assign *various* color/spiff codes to multiple items, use Inventory List Editing to complete the assignments.

To assign various color/spiff codes to a group of items

1. Select **Inventory > List Editing**.



2. Search for a group of items. For more information, see ["Inventory Searches" on page 202](#).
3. Insert a code in the **Color/Spiff** field for as many items as needed. For more information, see ["Update Information for Multiple Items" on page 183](#).

Part No	Size	Prod Code	Rim	Description	Color Spiff	Volume
1146	T105/80R13	090786	13	TS TRACOMPA	2%	10
1129	175/70R13	089753STUD	13	STUDED WINTERFORCE	5%	10
1148	T105/70D14	090824	14	TS TRACOMPA	2%	10
2338	T115/70D14	148660	14	TS TRACOMPA	2%	10
696	T125/70D14	036986	14	TS TRACOMPA	...	10
1116	P165/65R14	087939	14	RE92 POTENZA	...	10

Tip: Rearrange the columns so item descriptions, product codes, or some other identifying information is displayed next to the **Color Spiff** column. To move a column, click its heading and drag it to a different position

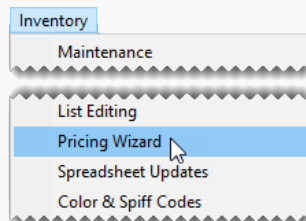
4. Close the Inventory List Editing screen.

ASSIGN THE SAME COLOR/SPIFF CODE TO A GROUP OF ITEMS

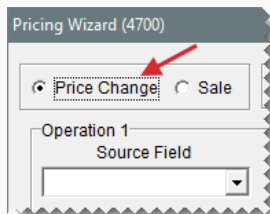
If you want to use *the same* color/spiff code for a group of items, you can assign the code with the Pricing Wizard.

To assign the same color/spiff code to a group of items

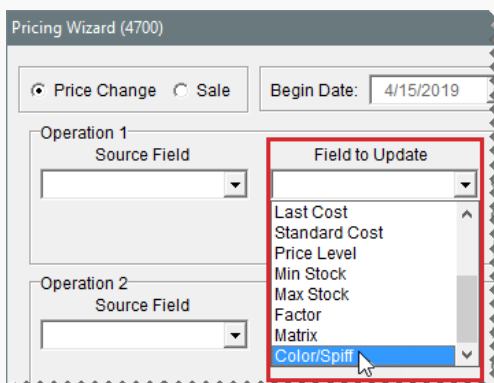
1. Select **Inventory > Pricing Wizard**.



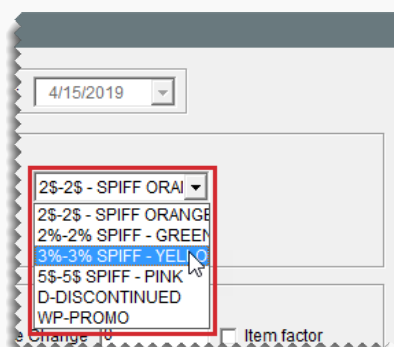
2. When the Pricing Wizard opens, make sure **Price Change** is selected.



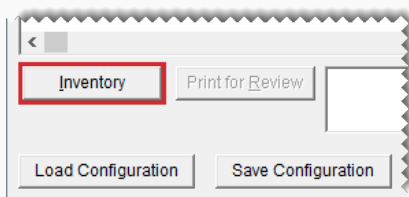
3. From the **Field to Update** drop-down for the operation being used to update the color/spiff code, select Color/Spiff. A second drop-down appears and replaces the price change fields.



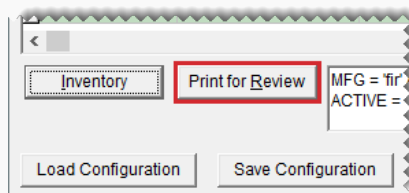
4. Select the color/spiff code you want to assign from the drop-down.



5. Click **Inventory**, and look up the item or items to which you want to assign the color/spiff code. For more information, see ["Inventory Searches" on page 202](#).

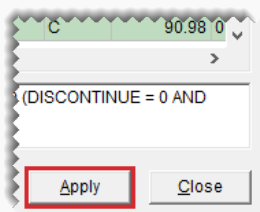


6. Review the pending changes.
 - a. Click **Print for Review**. The Report Window opens and displays the Pricing Wizard Report.



- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.

7. Click **Apply**. A confirmation message appears.



8. Click **Yes**. A second message verifies the update has been completed.

To view the color/spiff code assignment, look up the same items you just updated. On the Inventory List, they'll be shown in the color associated with the selected code.

COMMISSIONS

TireMaster calculates employee commissions based on a variety of preset values arranged in a grid, called the Commission Matrix (Figure 26-1). You can set up a Commission Matrix for each employee.

		A	B	C	D
Customer Commission Types	1	SALE	SALE	SALE	ZZZZ
	2	SALE	SALE	SALE	ZZZZ
	3	ZZZZ	ZZZZ	ZZZZ	ZZZZ
	4	ZZZZ	ZZZZ	ZZZZ	ZZZZ

Figure 26-1: A Commission Matrix

Before you can design a commission matrix for each employee, you need to add the following to TireMaster:

- Customer commission types, which are listed down the left side of the matrix
- Inventory commission types, which are listed across the top of the matrix
- Commission codes (also called commission matrix codes), which are contained in the cells of the matrix

To calculate the 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.

CUSTOMER COMMISSION TYPES

With customer commission types, you can calculate commissions based on the different kinds of customers who buy your products and services. For example, you might pay a higher commission for commercial sales than you would for regular sales.

New customers are automatically assigned the default customer commission type. However, you can change customer's assigned type if needed.

Note: If there is no entry in the **Commission** field on the Customer Maintenance screen, TireMaster uses the default customer commission type for calculating commissions. For more information, see "[Set the Default Customer Commission Type](#)" on page 729.

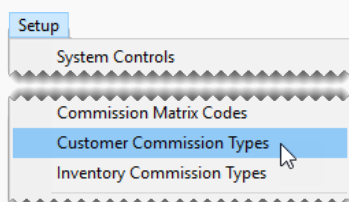
ADD A CUSTOMER COMMISSION TYPE

If you want to calculate commissions based on sales to different groups of customers, you need to create multiple customer commission types. You should also set up a type to use for non-commission sales, such as transfers.

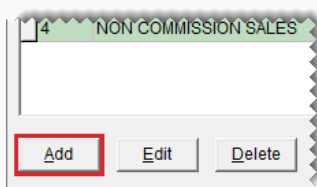
Note: You also need to set up inventory commission types and assign them to your inventory items. For more information, see "[Inventory Commission Types](#)" on page 729.

To create a customer commission type

1. Select **Setup > Customer Commission Types**. The Customer Commission Types screen opens.



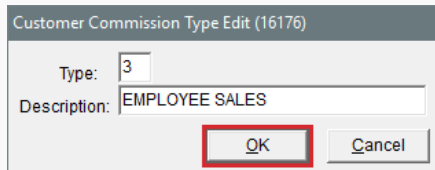
2. Click **Add**. The Customer Commission Type Edit screen opens.



3. Type a unique 1-character code in the **Type** field.

Note: This code cannot be used for any inventory commission type.

4. Type a name for the customer commission type in the **Description** field. (For example, Regular Sales or Commercial Sales.)
5. To save the new customer commission type, click **OK**.



6. Close the Customer Commission Types screen.

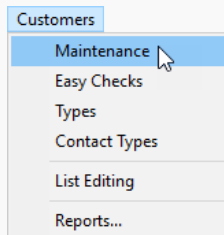
ASSIGN A CUSTOMER COMMISSION TYPE

If you want to pay commissions, you need to assign customer commission types to your clientele. Assigning commission types to customers defines how TireMaster calculates commissions when you sell products and services to them.

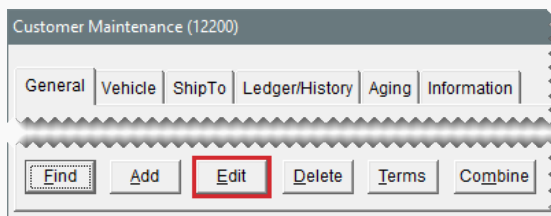
Note: If no commission type code is entered for a customer, TireMaster uses the default customer commission type set in System Controls. For more information, see ["Set the Default Customer Commission Type"](#) on the facing page.

To assign a customer commission type

1. Select **Customers > Maintenance**. TireMaster prompts you for the customer's name.



2. Search for the customer to whom you want to assign a commission type. For more information, see ["Customer Searches"](#) on page 86.
3. On the Customer Maintenance screen (**General** tab), click **Edit**.



4. Click the **Commission** field, press and select the type you want to assign from the list.

5. To save your changes click **OK**. Then close the Customer Maintenance screen.

SET THE DEFAULT CUSTOMER COMMISSION TYPE

If you don't assign a commission type to a customer, TireMaster automatically assigns the default commission type, which is defined by setting a system control. When you set the default customer commission type, use the one that you'd assign to the majority of your customers. For instructions, see ["Set the Commission Controls" on page 733](#).

INVENTORY COMMISSION TYPES

With inventory commission types, you can calculate commissions based on the different kinds of items sold. For example, you might pay a higher commission for tires than you would for service parts.

New items are assigned the default inventory commission type automatically. However, you can change the type assigned to a customer if needed.

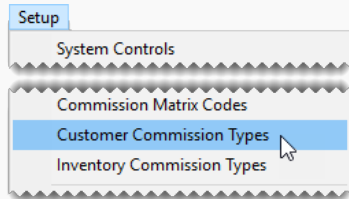
ADD AN INVENTORY COMMISSION TYPE

If you want to calculate commissions based on sales of different kinds of items, you need to create multiple inventory commission types. Also set up a type to use for items for which no commission is paid, such as shop supplies and disposal fees.

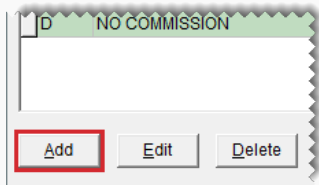
Note: You also need to set up customer commission types and assign them to your customers. For more information, see ["Customer Commission Types" on page 727](#).

To add an inventory commission type

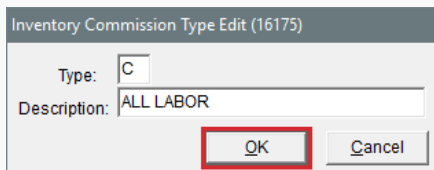
1. Select **Setup > Inventory Commission Types**. The Inventory Commission Types screen opens.



2. Click **Add**. The Inventory Commission Type Edit screen opens.



3. Type a unique 1-character code in the **Type** field.
Note: This code cannot be used for any customer commission types.
4. Type a name for the commission type in the **Description** field (for example, Tires & Wheels or Warranties).
5. To save the new type, click **OK**.



6. Close the Inventory Commission Types screen.

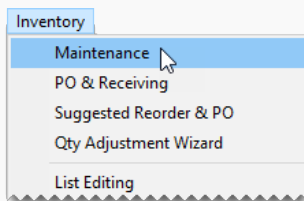
ASSIGN AN INVENTORY COMMISSION TYPE

If you want to pay commissions, you need to assign inventory commission types to your items. Assigning commission types to items defines how TireMaster calculates commissions when you sell them.

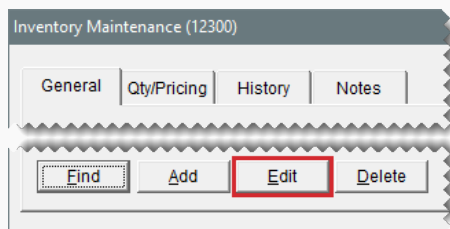
Note: You can set a default inventory commission type in System Controls. For more information, see ["Set the Default Inventory Commission Type" on the facing page](#).

To assign an inventory commission type

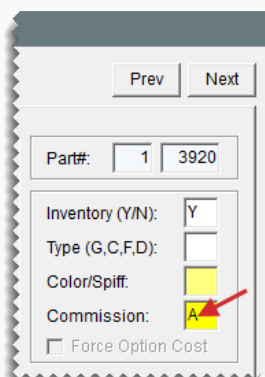
1. Select **Inventory > Maintenance**. TireMaster prompts you to search for an item.



2. Look up the inventory item whose commission type you want to assign. For more information, see ["Inventory Searches" on page 202](#).
3. On the Inventory Maintenance screen (**General** tab), click **Edit**.



4. Click the **Commission** field, press \downarrow , and select the commission type you want to assign from the list.



5. To save your changes, click **OK**. Then close the Inventory Maintenance screen.

SET THE DEFAULT INVENTORY COMMISSION TYPE

If you don't assign a commission type to an inventory item, TireMaster automatically assigns the default commission type, which is defined by setting a system control. When you set the default inventory commission type, use the one that you'd assign to the majority of your items. For instructions, see ["Set the Commission Controls" on page 733](#).

COMMISSION CODES

Commission codes define the rates for calculating commissions. Commission codes are assigned to employees in the Commission Matrix. TireMaster then calculates the commission based on the

combination of customer and inventory commission types. You can pay different commissions depending on the role (mechanic or salesperson) an employee plays during a sale.

CREATING COMMISSION CODES

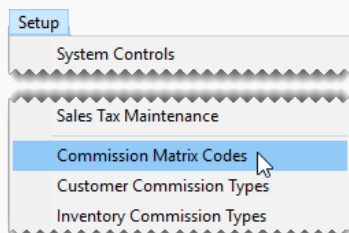
Commission codes define how the following commission rates are calculated:

- **Unit Rate** is the primary rate for the commission. This value can be either a percentage or a flat dollar amount.
- **Mechanic 2 Rate** is the amount of commission that a second mechanic gets for a sale. This value is a percentage of the unit rate.

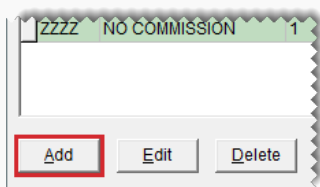
You can base the calculations for commission rates on the percentage of the profit, a percentage of a sale, or you can set a fixed dollar amount. When you create commission codes, set up one for each rate, along with one to use for those instances in which no commission is paid.

To create a commission code

1. Select **Setup > Commission Matrix Codes**. The Commission Codes list opens.



2. Click **Add**. The Commission Code Edit screen opens.



3. Type a code for the commission.

Note: The code can have four letters, numbers, or a combination of both.
4. Type a name for the commission code in the **Description** field. (For example, Senior Mechanic or Sales.)
5. Type the percentage or dollar amount for the commission in the **Unit Rate** field. For a percentage of gross sales or gross profit, enter the rate in decimal form (such as **.10** or **.30**).
6. Type the percentage of the commission that a second mechanic receives in the **Mechanic 2 Rate** field.

Note: If only one mechanic is entered in the **Mech 1** column on the Invoice Entry screen, that mechanic receives the entire commission. If a second mechanic is entered in the **Mech 2** column, that mechanic receives a percentage of the unit rate based on the value entered in the **Mechanic 2 Rate** field.

7. Select an option for calculating the commission:

- **Gross Profit** calculates the commission based on gross profit.
- **Gross Sales** calculates the commission based on total sales.
- **Flat \$ Amount** calculates the commission based on a set dollar amount for each unit.

8. To save the new commission code, click **OK**.

ASSIGN COMMISSION CODES

Commission codes can be assigned to the commission matrix for each employee. Assigning commission codes defines the rate to pay when a certain customer buys certain items. For more information, see ["Set Up an Employee Commission Matrix" on page 736](#).

SET THE DEFAULT COMMISSION MATRIX CODE

If you don't assign a commission code to a matrix, TireMaster automatically assigns the default commission type, which is defined by setting a system control. For more information, see ["Set the Commission Controls" below](#).

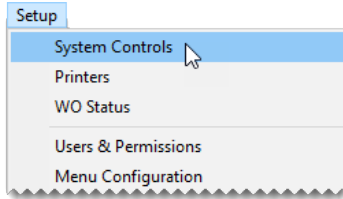
SET THE COMMISSION CONTROLS

When you're finished adding commission codes and types, set the commission defaults in System Controls. TireMaster uses these default settings when customers, items, or users do not have a commission type or code assigned to them.

Note: Once you define a default commission setting, you cannot go back to having no default. You can, however, reset the default to use a code that you don't assign to anything.

To set the commission controls

1. Select **Setup > System Controls**. The System Controls screen opens.



2. Make sure the **Commission** tab is selected.
3. Set the commission cutoff date.
 - a. Select **Commission Cutoff Date - Most Recent**, and press **Enter**.

System Controls (6400)

Commission			Customer	Enterprise	General ledger	Inventory	Other	Vendor
Description	Value	SiteNo						
Adjust National Commissions	NO	1						
Adjust National Commissions Threshold	1.00	1						
Commission Cutoff Date - Most Recent		1						
Default Commission Matrix Code		1						

- b. Select the date of your most recent commission cutoff, and click **OK**.

Note: Once you click **OK**, the commission cutoff date cannot be changed.

4. Set the default commission matrix code.
 - a. Select **Default Commission Matrix Code**, and press **Enter**.

System Controls (6400)

Commission			Customer	Enterprise	General ledger	Inventory	Other	Vendor
Description	Value	SiteNo						
Adjust National Commissions	NO	1						
Adjust National Commissions Threshold	1.00	1						
Commission Cutoff Date - Most Recent	2019-03-30 23:59:59.999	1						
Default Commission Matrix Code		1						
Default Commission Type - Customer		1						

- b. Select the code that you want to use as the default, and click **OK**.

5. Set the default customer commission type.
 - a. Select **Default Commission Type - Customer**, and press **Enter**.

System Controls (6400)

Commission			Customer	Enterprise	General ledger	Inventory	Other	Vendor
Description	Value	SiteNo						
Adjust National Commissions	NO	1						
Default Commission Matrix Code	ZZZZ	1						
Default Commission Type - Customer		1						
Default Commission Type - Inventory		1						
Default Employee Commission Matrix		1						

- b. Select the type that you want to use as the default, and click **OK**.

Note: Unlike other TireMaster default settings, the default customer commission type code does not automatically appear on the Customer Maintenance screen when you add a new customer.

6. Set the default inventory commission type.
 - a. Select **Default Commission Type - Inventory**, and press **Enter**.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Adjust National Commissions	NO	1
Default Commission Type - Customer	1	1
Default Commission Type - Inventory		1
Default Employee Commission Matrix		1
Sales Spiff - Customer Type to Exclude		1

- b. Select the default inventory commission type that you want to use, and click **OK**.

Note: Unlike other TireMaster default settings, the default inventory commission type code does not automatically appear on the Inventory Maintenance screen when you add a new customer.

7. Set the commission matrix that will be assigned to users by default.

- a. Select **Default Employee - Commission Matrix**, and press **Enter**.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Adjust National Commissions	NO	1
Default Commission Type - Customer	1	1
Default Commission Type - Inventory	A	1
Default Employee Commission Matrix		1
Sales Spiff - Customer Type to Exclude		1

- b. Select the name of an employee or a commission matrix template. The matrix for the selected employee or template will be used as the default matrix.

8. Close the System Controls screen.

Note: Although the control **Sales Spiff - Customer Type to Exclude** is included on the **Commission** tab, setting it is not required for handling commissions.

THE COMMISSION MATRIX

You can define how much commission an employee will earn by setting up a grid called the Commission Matrix.

SET UP AN EMPLOYEE COMMISSION MATRIX

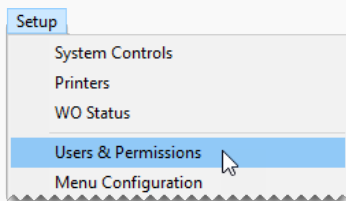
To set up an employee's commission matrix, you need to assign a commission code to each combination of customer and inventory commission types. The number of combinations available, along with the number of codes you need to assign, depends on how many customer and inventory commission types have been set up in TireMaster.

You can reduce the amount of time needed to set up a commission matrix in two ways:

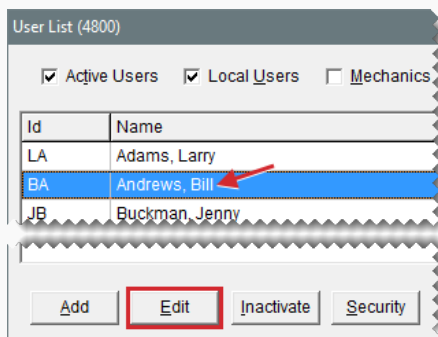
- Copy another user's matrix into the one you're setting up, and make any needed changes.
- Copy a commission matrix template into the one you're setting up, and make any needed changes. For more information, see "[Create Commission Matrix Templates](#)" on the facing page.

To set up an employee commission matrix

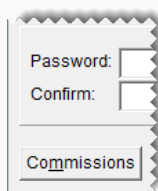
1. Select **Setup > Users & Permissions**. The User List opens.




2. Select the user whose matrix you want to set up, and click **Edit**. The Employee/User Edit screen opens.

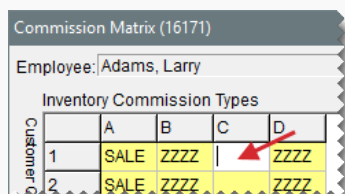


3. Click **Commissions**. The Commission Matrix screen opens.



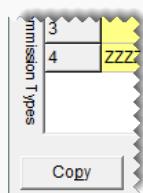
4. Enter a code into each cell of the matrix, using one of the following methods:

- Click the cell whose code you want to update, press , and select a code from the list. Repeat this process until all cells in the matrix are filled.

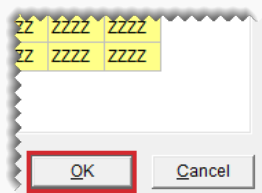


Inventory Commission Types		A	B	C	D
Customer 1	1	SALE	ZZZZ		ZZZZ
Customer 2	2	SALE	ZZZZ		ZZZZ

- To copy another user's matrix *or* commission matrix into the one you're setting up, click **Copy** and make a selection from the list that appears. You can leave the copied matrix as is or modify it using the method described above.



- To save the changes to the matrix, click **OK**.



- Close the Employee/User Edit screen.

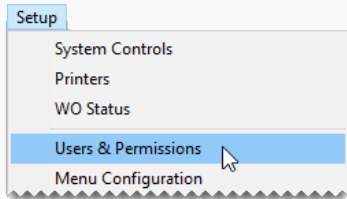
CREATE COMMISSION MATRIX TEMPLATES

If the commission matrix will be the same or similar for several employees, you can reduce the amount of setup time by creating one or more commission matrix templates. Creating a template includes setting up a generic user and the entering codes for the generic user's matrix.

Note: Any changes you make to a commission matrix template are used only when new users are added to TireMaster. However, you can update an existing user's matrix by copying the modified template.

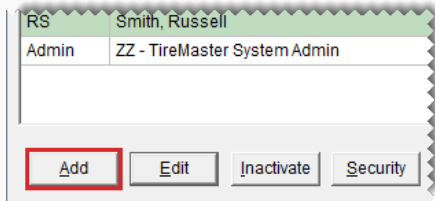
To create a commission-matrix template

- Select **Setup > Users & Permissions**. The User List opens.

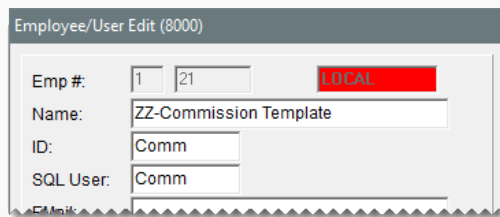


2. Create a generic user.

- a. Click **Add**. The Employee/User Edit screen appears.

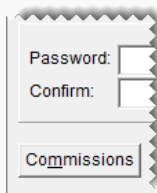



- b. For the name, type **ZZ-Commission Template** or another similar name.
- c. For the user ID and password, type **COMM** or another similar code.



3. Set up the generic user's matrix.

- a. Click **Commissions**. The Commission Matrix screen appears.



- b. Enter a commission code into each cell of the matrix. Click the cell you want to update, press , and select a commission code from the list. Repeat this process until all cells in the matrix are filled.
- c. To save the changes to the matrix, click **OK**.

Commission Matrix (16171)

Employee: ZZ-Commission Template

Inventory Commission Types

	A	B	C	D
Customer Commission 1	SALE	ZZZZ	ZZZZ	ZZZZ
2	SALE	ZZZZ	ZZZZ	ZZZZ
3	SALE	ZZZZ	ZZZZ	ZZZZ
4	ZZZZ	ZZZZ	ZZZZ	ZZZZ

4. Close the Employee/User Edit screen.

CALCULATE COMMISSIONS FOR PAYROLL

By generating the Commission Report, you can determine the amount of commission to pay. A few days before the end of each pay period, you might want to print the 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 by launching the report again and clicking **Save & Lock**. Once the commissions are locked, they *cannot* be changed. For more information, see "[Commission Report](#)" on page 800.

CHAPTER 27

CASINGS

You can use TireMaster's Casing Manager to track the casings you send to a retread facility. Once the retreading is complete, you can also use it to handle the process of returning the finished goods to their owners, selling them to the retreader, or adding them to your inventory.

Retread Scenarios	742
Add Casings to the Casing Manager	745
Send Casings to a Retreader	747
Prepare to Track Casings	749
Mark Casings as Defective	753
Record Retreading Service Fees	755
Casing Credits	757
Casing Manager Reports	762
User Accounts in TireMaster Corporate	765

RETREAD SCENARIOS

Typically, there are three retread scenarios in which the Casing Manager is used:

- To facilitate retread services. In this scenario, you collect casings from customers and send them to a retreading plant where they're repaired and recapped.
- To buy casings from a customer and add them to your inventory. In this scenario, you collect the casings from a customer, send them to the retreader, and then add the finished retreads to your inventory. At the end of this process, you give the customer a credit for the casings you've purchased.
- To buy casings from a customer and sell them to a retreader. In this scenario, you collect the casings from a customer and send them to the retreading plant. At the end of this process, the retreader keeps the finished casings and gives you a credit for them. Then you turn around and give the customer a credit for selling the casings to you.

FACILITATE RETREAD SERVICES

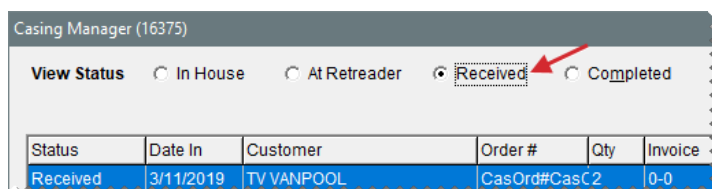
You can use the Casing Manager to facilitate retreading services for your customers. In other words, you're the middleman who ensures that a customer's casings are sent to a retreader and then returned to the customer once the recapping and repairs are finished.

To complete this type of transaction, you need to do the following:

- Generate a vendor charge for the various costs that the retreader passes on to you.
- Charge the customer service fees for the finished retreads and disposal fees for any casings that were defective.

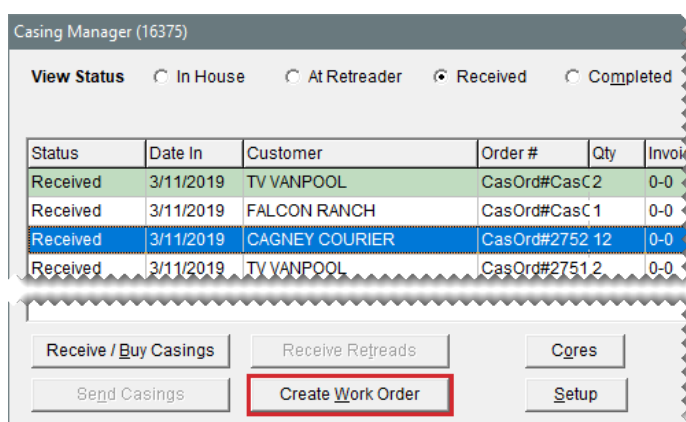
To facilitate retreading services

1. Add the customer's casings to the Casing Manager. For more information, see ["Add Casings to the Casing Manager" on page 745](#).
2. Send the casings to the retreader. For more information, see ["Send Casings to a Retreader" on page 747](#).
3. When the retreader returns the order, do the following:
 - If the order included casings that the vendor refused to retread, mark them as defective and set them aside. For more information, see ["Mark Casings as Defective" on page 753](#).
 - For *each* finished retread, record the recap and repair costs and the amount of the service fee you're going to charge the customer. For more information, see ["Record Retreading Service Fees" on page 755](#).
4. Once all of the finished retreads and defective casings on the order have been received, generate a work order for the customer (so you can collect your service and disposal fees).
 - a. Display only the orders that have been returned. If you're using the Casing Manager's default status settings, make sure **Received** is selected.



Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

- b. Select the order and click **Create Work Order**. A confirmation message opens.



- c. Click **OK** to close the confirmation message.
- d. Close the Casing Manager.
5. Return the finished retreads to the customer and collect your service and disposal fees.
- If the Open Work Order List isn't already open, click **Invoicing**.
 - Select the customer's work order, and click **Select**. The Invoice Entry screen opens. It lists the finished retreads and fees that the customer is being charged.
 - Add items or make other changes to the work order, if needed. For more information, see ["Create a Regular Work Order" on page 396](#)
 - Complete the invoice and collect the payment from the customer. For more information, see ["Complete an Invoice" on page 410](#).

BUY CASINGS FROM A CUSTOMER

At times, you might buy casings from a customer. Once they've been retreaded you can add the finished caps and casings to your inventory and sell them in your store. When you buy a finished retread, TireMaster generates a credit in the subledger account for the customer who originally brought the casings to you.

To buy casings from a customer

1. Add the customer's casings to the Casing Manager. For more information, see ["Add Casings to the Casing Manager" on the facing page](#).
2. Send the casings to the retreader. For more information, see ["Send Casings to a Retreader" on page 747](#).
3. When the order is returned, do the following:
 - If the order included casings that the vendor refused to retread, mark them as defective. For more information, see ["Mark Casings as Defective" on page 753](#).
 - For *each* finished retread that you're going to buy, record the credit that you'll give the customer, along with the cost of recapping the casing. Then add the finished retreads to your inventory. For more information, see ["Issue Casing Credits to a Customer" on page 757](#).
4. Verify that the customer's ledger history includes a credit for each casing that you bought.
5. If you assess fees for handling defective casings, create a work order and charge the customer a fee for each rejected casing. For more information, see step 4 of ["Facilitate Retread Services" on page 742](#).

SELL CASINGS TO A RETREADER

Sometimes retreaders will offer to buy the casings that customers have brought to you once they've been retreaded. You can use the Casing Manager to record the credit you'll receive from the retreader, along with the credit you'll give the customer.

To sell casings to a retreader

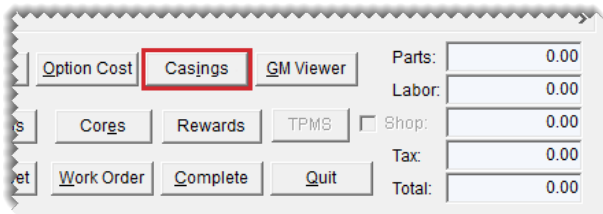
1. Add the casings to the Casing Manager. For more information, see ["Add Casings to the Casing Manager" on the facing page](#).
2. Send the casings to the retreader. For more information, see ["Send Casings to a Retreader" on page 747](#).
3. When the order is finished, do the following:
 - If the order included casings that the vendor refused to retread, mark them as defective. For more information, see ["Mark Casings as Defective" on page 753](#).
 - For *each* finished retread that you're going to sell to the retreader, record the credit that the retreader will give you and the credit that you'll give to the customer for the cap. For more information, see ["Issue Dual Casing Credits" on page 760](#).
4. Verify that there is a vendor credit for each finished retread in the retreader's ledger history.
5. Verify that there is a credit for each casing that you bought in the customer's ledger history.
6. If you assess fees for handling defective casings, create a work order and charge the customer a fee for each rejected casing. For more information, see step 4 of ["Facilitate Retread Services" on page 742](#).

ADD CASINGS TO THE CASING MANAGER

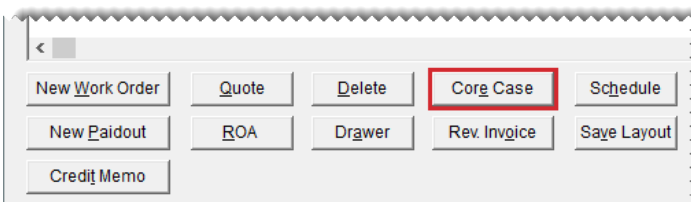
When a customer brings you casings that need to be sent to a retreader, add them to the Casing Manager. You can add casings to the Casing Manager from a work order or the Casing Manager itself.

To add casings to the Casing Manager

- Use one of the following methods to open the Add/Edit Casings screen:
 - Start a work order for the customer who has brought you the casings. Then click **Casings** on the Invoice Entry screen. For more information, see ["Create a Regular Work Order" on page 396](#).



- Click **Invoicing**. Then click **Core Case** on the Open Work Order List. When the Casing Manager opens, click **Receive/Buy Casings**, and look up the customer who brought you the casings. For more information, see ["Customer Searches" on page 86](#).



- Add the following information *for the first casing* in the group of tires that will be retreaded. Fields for required information are labeled in red.
 - The number of casings that the customer brought to you (required).
 - The starting tag ID number
 - Note:** If you don't want to use the default starting number defined in the Casing Manager setups, clear the **Use Default** check box.
 - The size of the casing (required)
 - Tip:** To fill in the rim size automatically, press the **Tab** key after typing the tire's size.
 - The casing's rim size
 - A description of the casing (required)

- Whether you'll buy the casing from the customer—select **Yes** or **No** from the **Buy From Customer** drop-down.
- The amount you plan to pay the customer for the casing (if you'll buy it)
- The type of tread that will be put on the casing
- Type casing's number
- Notes about the casing

3. Click **OK**. The Process Casings screen opens. The number of rows displayed equals the number that you typed in the **# of Casings or Tags** field on the Add/Edit Casings screen.
4. Update the information for each row as needed. For example, you might need to make changes for any variations in sizes, descriptions, or serial numbers. There should be one row for each casing that the customer has brought to you.

To update information about a casing, click the cell that the information is in. Then click the cell again to make the text editable, and type your changes.

Buy	Send	TagID	Size	Rim	Description	Tread Type	DOT / Serial#	Retreader Note
<input type="checkbox"/>	<input type="checkbox"/>	102030	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017	
<input type="checkbox"/>	<input type="checkbox"/>	102031	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017	
<input type="checkbox"/>	<input type="checkbox"/>	102032	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5217	
<input type="checkbox"/>	<input type="checkbox"/>	102033	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017	

Tip: You can copy the information in one cell to the cell below it by pressing **↓**. For example, if you change the description of the casing in the first row to Goodyear Wrangler and press **↓**, the description for the second row will change to Goodyear Wrangler.

- Update the vendor (retreader) if needed. To select a retreader, click **Lookup** and look up the vendor you want to use. For more information, see "[Vendor Searches](#)" on page 174.

Type	DOT / Serial#	Retreader Note	Price
	DOTA73T5017		0.00
	DOTA73T5017		0.00

- To save the casing information, click **Complete**.

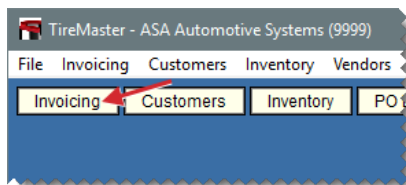
- Close the Casing Manager screen.

SEND CASINGS TO A RETREADER

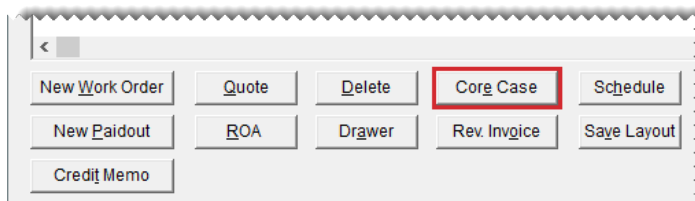
Once you've sent casings to a retreader, update the entries in the Casing Manager so you know that those items are no longer at your store.

To send casings to a retreader

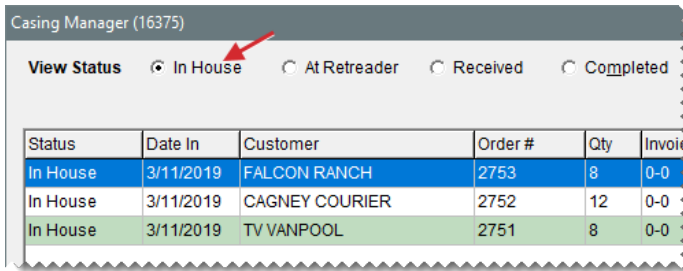
- Open the Casing Manager.
 - Click **Invoicing**.



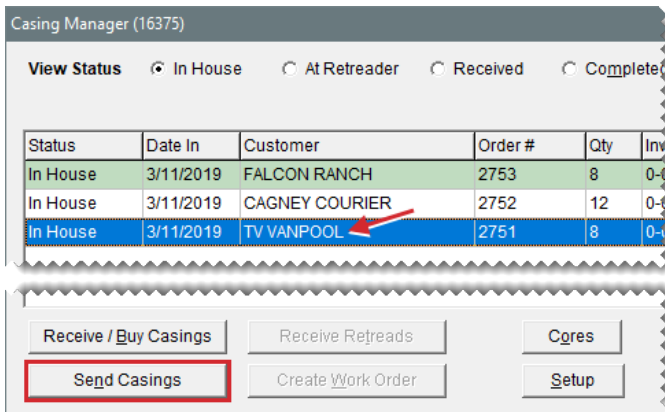
- Click **Core Case**. The Casing Manager screen opens.



- Make sure that the casings displayed are those that have recently been brought in by customers. If you're using the Casing Manager's default status settings, make sure **In House** is selected.



3. Select the customer whose casings you want to send to the retreader. Then click **Send Casings**. TireMaster prompts you to select the vendor to whom you'll send the casings.



4. If you want to send the casings to the default vendor, click **Yes**. Otherwise, click **No** and look up the name of the retreader you want to use. TireMaster prompts you to update the order.
5. If you want to update the order before sending it, click **Yes** and go to step 6. To send the order as is, click **No** and disregard the remaining steps.
6. To update the order, make the following changes as needed:
 - To change the vendor (retreader), click **Lookup** and look up a different vendor.
 - To update information for an individual casing (such as size, number, or description), type your changes directly on the screen or select the casing you want to update and click **Edit Casing Information**.
 - If you didn't send a casing to the retreader, clear the **Send** check box for that item.

Tip: To select or clear the **Send** check boxes for all casings, select **Mark/Unmark All - Send to Retreader**.

- If you changed your mind about whether to buy a casing from the customer, select or clear the **Buy** check box as needed.

Tip: To select or clear the **Buy** check boxes for all casings, select **Mark/Unmark All - Buy from Customer**.

7. Click **Complete** to finish sending the retreads.

Process Casings (16372)

Customer: TV VANPOOL (Down Arrow Copies Cell) Vendor: RETREADERS INC

Buy	Send	TagID	Size	Rim	Description	Tread Type	DOT / Serial#
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102030	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102031	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102032	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5217
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102033	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102034	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102035	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102036	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017
<input type="checkbox"/>	<input checked="" type="checkbox"/>	102037	235/75R16	16	BRIDGESTONE POTENZA		DOTA73T5017

- To send additional casings to a vendor, repeat steps 3 through 7.

PREPARE TO TRACK CASINGS

Before you can begin to track casings in TireMaster, you need to enable the Casing Manager and complete various settings that define how the process is handled. Before you can set up the Casing Manager, ASA Support needs to activate this feature for you.

Note: The Casing Manager and the Core Manager both use the same setup screen.

To set up the Casing Manager

- Log a call with ASA Support to activate the Casing Manager.

Note: During the activation, a Support representative will also review the process of setting up the Casing Manager with you.
- Add GL accounts for tracking retread items, sales, and expenses to the chart of accounts. For information about the recommended accounts for handling Casing Manager activity, see [GL Accounts for the Casing Manager](#).

At a minimum, you need the following.

- An asset account for casings and an asset account for caps, if your retread casing item and retread cap items (set up in step 4) will be classified as inventoriable.
- An income account for retread sales.
- An expense account for processing retreads.

Note: This expense account is to be used by the Casing Manager only to post the cost of caps to the general ledger. It will be assigned to the GL code for the clearing item (in step 4) and it needs to be assigned in the **Expense Account** field on the Core/Casing Setup screen.

- Add GL codes that will be assigned to the inventory items used for tracking retread activity. Each GL code should be assigned a unique expense account. For information about the recommended accounts for handling Casing Manager activity, see [GL Codes for the Casing Manager](#).

4. Add the following items to your inventory. When you add the items, disregard setting prices for them. For information about the items recommended for handling Casing Manager activity, see [Inventory Items for the Casing Manager](#).

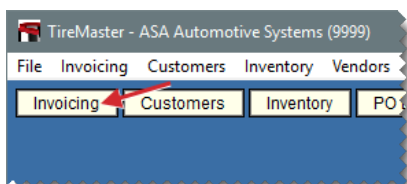
- A clearing item, which is used to make adjusting entries when finished retreads are received. The clearing item needs to be classified as noninventoriable.
- A casing item, which is used to track the cost of casings that are retreaded. To include profit and loss information for casings on sales reports, classify the casing item as an inventoriable item. Otherwise, it can be classified as noninventoriable.
- A cap item, which is used to track the cost of caps added to casings that are retreaded. To include profit and loss information for caps on sales reports, classify the cap item as an inventoriable item. Otherwise, it can be classified as noninventoriable.
- A repair item, which is used to track the cost of repairs made to a casing. The repair item needs to be classified as noninventoriable.
- A miscellaneous item, which is used to track the cost of any other items used to create a retread. The miscellaneous item needs to be classified as noninventoriable.

Note: To simplify general ledger research for retread activity, each item should be assigned a unique GL code and each of the GL codes should be assigned unique expense accounts.

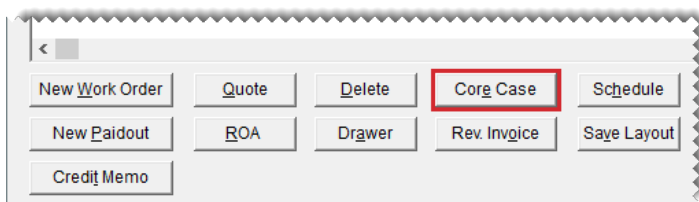
For more information, see ["Add an Inventory Item" on page 177](#).

5. Open the casing setup screen.

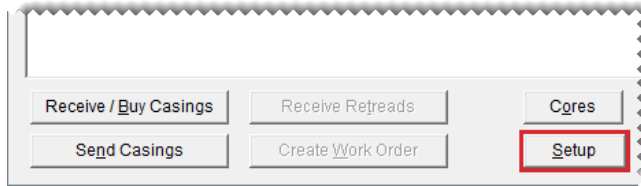
a. Click **Invoicing**. The Open Work Order List opens.



b. Click **Core Case**. The Casing Manager screen appears.



c. Click **Setup**.



6. In the **At Store**, **At Retreader**, and **Returned** fields, type labels that describe the status of the casings you're tracking (For example, the labels could state whether casings are at your store or at the retread plant.) These labels will be listed next to the heading **View Status** on the Casing Manager screen. If you prefer, you can use the labels that have been provided.
7. Define the starting tag ID, order number, or both (optional). If you use your own tags, books, or both to track individual casings that are sent to the plant, type the starting numbers in the **Default TagID** and **Default Order #** fields. These numbers will be incremented as casings are added to the Casing Manager.

 A screenshot of a software window titled 'Core / Casing Setup (16399)'. The window displays a section titled 'Casing Settings' with several input fields:

- At Store: In House
- At Retreader: At Retreader
- Returned: Received
- Default TagID: 1020196
- Default Order #: 2750
- Default Vendor: (empty field)

8. Complete the following inventory and vendor settings:
 - If you want casings and caps to be treated as separate items in TireMaster, select **Yes** from the **Separate Casings and Caps** drop-down. Otherwise, leave this setting alone.
Note: ASA recommends setting **Separate Casings and Caps** to No.
 - If the default retread vendor should automatically be selected every time you add a casing to track, select **Yes** from the **Always Use Default Vendor** drop-down. Otherwise, leave this setting alone. (You'll define the default vendor in step 9.)

 A screenshot of a software window showing two settings:

- Separate Casings and Caps: NO (selected in a dropdown menu)
- Always Use Default Vendor: YES (selected in a dropdown menu)

9. Do the following to define the default vendor, the clearing account, and inventory items for tracking casings. For better control of how retread activity posts to the general ledger and to

simplify GL research, assign unique account numbers and items for each setting.

- For **Default Vendor**, click **Lookup** and look up the vendor to whom you send the majority of your retreads.
- For **Expense Account**, click **Lookup** and look up the general ledger account for processing retreads.
- For **Clearing Item**, click **Lookup** and look up the inventory item that will be used to make adjusting entries when finished retreads are received.
- For **Casing Item**, click **Lookup** and look up the inventory item for tracking casings.
- For **Cap Item**, click **Lookup** and look up the inventory item for tracking caps.
- For **Repair Item**, click **Lookup** and look up the inventory item for tracking repairs.
- For **Misc. Item**, click **Lookup** and look up the inventory item for tracking miscellaneous items.

Default Vendor:	RETREADERS INC.	Lookup
Expense Account:	RETREAD EXPENSE -	Lookup
Clearing Item:	RETREAD - CLEARING ITEM	Lookup
Casing Item:	RETREAD - CASINGS	Lookup
Cap Item:	RETREAD - CAPS	Lookup
Repair Item:	RETREAD - REPAIRS	Lookup
Misc Item:	RETREAD - MISC	Lookup

Core Settings		
Clearing Account:	COGS CORES -	Lookup
Core Item:	CORE CHARGE	Lookup

Save Close

10. If you also track cores, you can define the clearing account and core item. Otherwise, skip this step. For more information, see "[Prepare to Track Cores](#)" on page 769.

11. Save the entries that you made in the Core/Casing Setup screen. Then close it.

Clearing Account: COGS CORES -

Core Item: CORE CHARGE

Save

MARK CASINGS AS DEFECTIVE

If a retreader refuses to recap a casing, you can mark it as defective in the Casing Manager. You can also record any costs you've incurred or charges you plan to pass on to the customer for handling the defective casing.

To mark casings as defective

1. If the Casing Manager isn't already open, click **Invoicing**. Then click **Core Case** on the Open Work Order List.
2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

Casing Manager (16375)

View Status In House At Retreader Received Completed

Status	Date In	Customer	Order #	Qty	Invoice
At Retreader	3/11/2019	FALCON RANCH	2753	8	0-0

Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**.

- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen opens.

Casing Manager (16375)

View Status In House At Retreader Received Completed

Status	Date In	Customer	Order #	Qty	Invoice
At Retreader	3/11/2019	FALCON RANCH	2753	8	0-0
At Retreader	3/11/2019	TV VANPOOL	2751	8	0-0

Receive / Buy Casings **Receive Retreads** Cgres

Send Casings Create Work Order Setup

3. Select the **Defect** check box for the defective casing. The Receive from Vendor screen opens.

Process Casings (16372)

Customer: TV VANPOOL Vendor: RET

Buy	BillCust	Defect	TagID	Size	Description	DOT / Serial#
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	102030	235/75R16	BRIDGESTONE POTENZA	DOTA73T5017
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	102031	235/75R16	BRIDGESTONE POTENZA	DOTA73T5017
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	102032	235/75R16	BRIDGESTONE POTENZA	DOTA73T5217
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	102033	235/75R16	BRIDGESTONE POTENZA	DOTA73T5017

4. Enter the fees for the defective casing.
 - a. If the retreader charged you a handling fee for the defective casing, type the amount of the fee in the **Misc. Cost** field.
 - b. If you're going to pass a disposal fee on to the customer for the defective casing, type the amount of the fee in the **Cust Charge** field.

Receive from Vendor (16373)

Status: DEFECT Vendor Credit

Casing Size: 235/75R16 Description: BRIDGESTONE POTENZA

DOT/Serial#: DOTA73T5217 TagID#: 102032

Cap Cost: Cust Charge:

Repair Cost: Credit Amt:

Misc. Cost: Freight:

- c. If the vendor charged you for freight, type that amount in the **Freight** field.
5. To generate a vendor charge for the costs you owe retreader, click **Save**.

Count: 0.00 Diff: 0.00

Note: To complete the credit entry, the total needs to equal the sum of the charge and discount. To recalculate the difference, click outside of the **Vendor Charge** column.

6. Repeat steps 3 through 5 for each additional casing that is defective.
7. Verify that the amounts (highlighted in cyan) for each casing are correct. If you need to change any amounts for a casing, select it and click **Edit Received Charges**.

8. If there are other casings on the order, record the service fees or credits for them as needed. Then click **Complete** when you're done. To finish your work later, close the Process Casings screen.

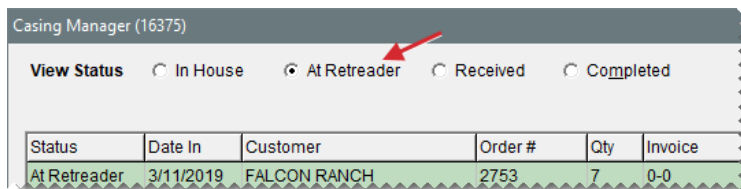
Note: If all of the casings on an order are defective, create a work order so you can collect a fee from the customer who originally brought you the casings. For more information, see "Facilitate Retread Services" on page 742 (step 4).

RECORD RETREADING SERVICE FEES

When you facilitate retreading services for a customer, you can offset the recapping and repair costs that the retreader charges you by passing a service fee on to the customer. You need to record the service fee, along with your costs, for each casing that becomes a finished retread.

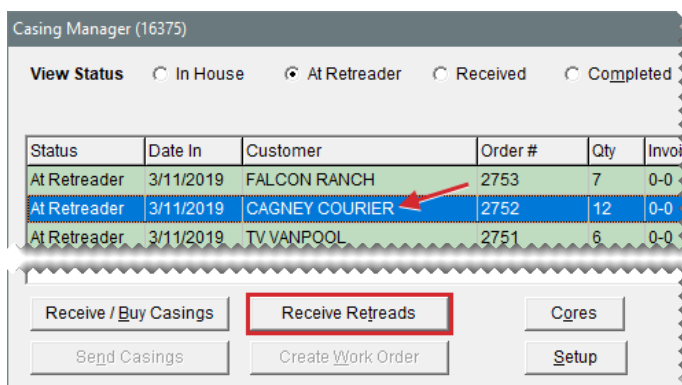
To record retreading service fees

1. If the Casing Manager isn't already open, click **Invoicing**. Then click **Core Case** on the Open Work Order List.
2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.



Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen opens.



3. Select the **BillCust** check box for a casing that has been retreaded. The Receive from Vendor screen opens.

Process Casings (16372)

Customer: CAGNEY COURIER

Buy	BillCust	Defect	TagID	Size	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	102039	235/65R16	MICHELIN DEFENDER
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	102040	235/65R16	MICHELIN DEFENDER
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	102041	235/65R16	MICHELIN DEFENDER

4. Type the cost of the cap and any repairs, miscellaneous costs, and freight charges assessed by the retreader.
5. Type the amount of the fee that you'll charge the customer in the **Sell For** field.

Receive from Vendor (16373)

Status: BILL CUSTOMER Vendor Credit

Casing Size: 235/65R16 Description: MICHELIN DEFENDER

DOT/Serial#: DOT125881018 TagID#: 102039

Cap Cost: Sell For:

Repair Cost: Credit Amt:

Misc. Cost: Freight:

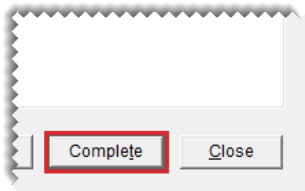
6. Click **Save**.

Amount: 0.00 Diff: 0.00

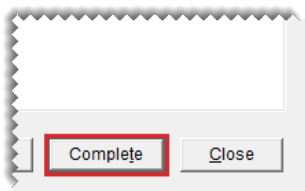
Note: To process the charges assessed by the retreader, the total needs to equal the sum of the charge and discount. To recalculate the difference, click outside of the **Vendor Charge** column.

7. Repeat steps 3 through 6 for each additional casing that will be returned to the customer.
8. Verify that the amounts (highlighted in cyan) for each casing are correct. If you need to change any amounts for a casing, select it and click **Edit Received Charges**.

9. Do one of the following:
 - If you're ready to finish recording the service fee, click **Complete**. When the Report Window opens, print the Charge Edit Report. The number of Charge Edit Reports generated, depends on the number of completed retreads in an order.



- If you need to wait until later to finish recording the service fee, close the Process Casings screen.



CASING CREDITS

At the end of the retreading process you will need to process casing credits if you're adding finished goods to your inventory or if the retreader is buying the finished goods from you.

ISSUE CASING CREDITS TO A CUSTOMER

If you want to add finished retreads to *your* inventory, you can issue a credit to the customer who originally brought the casings to you.

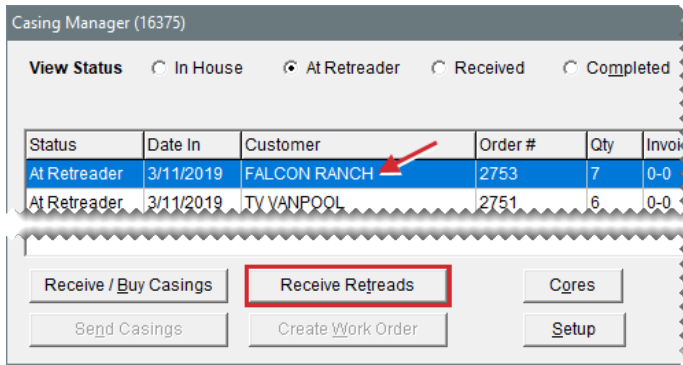
To issue casing credits to a customer

1. If the Casing Manager isn't already open, click **Invoicing**. Then click **Core Case** on the Open Work Order List.
2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

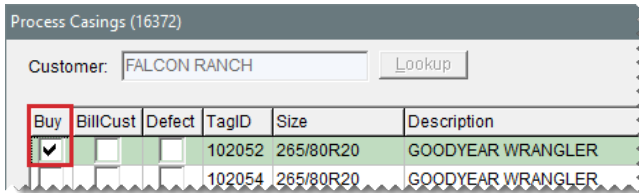
Status	Date In	Customer	Order #	Qty	Invoice
At Retreader	3/11/2019	FALCON RANCH	2753	7	0-0

Tip: If you know the order number, tag ID, or number for a casing on the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**.

- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen opens.



3. Select the **Buy** check box for a casing you want to buy.

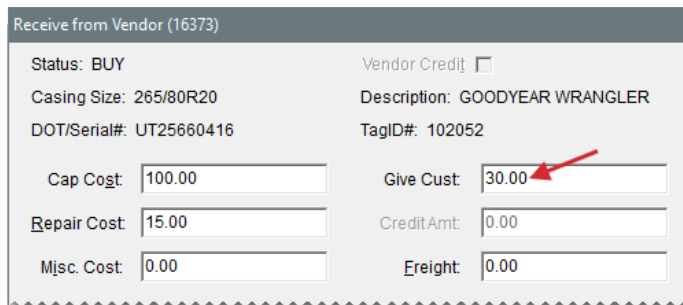


4. Do one of the following:

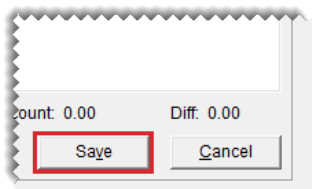
- If you originally said that you weren't buying the casing from the customer, click **Yes** to verify that you have decided to buy it now. Then click **No** when you're asked if the retreader will purchase the finished product.
- If you originally said that *you* would buy the casing from the customer, click **No** when you're asked if the retreader will purchase the finished product.

The Receive from Vendor screen opens.

5. Type the cost of the cap and any repairs, miscellaneous costs, and freight charges assessed by the retreader.
6. If it isn't already filled in, type the amount of the credit you'll give the customer in the **Give Cust** field.



7. Click **Save**.

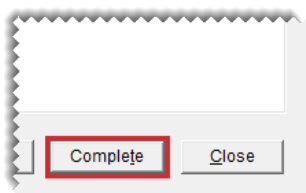


Note: To post the fees assessed by the retreader, the total needs to equal the sum of the charge and discount. To recalculate the difference, click outside of the **Vendor Charge** column.

8. Repeat steps 3 through 7 for each additional finished retread you want to buy.
9. Review the amounts listed at the top of the screen (highlighted in cyan). If you need to make any changes, select the casing and click **Edit Received Charges**.



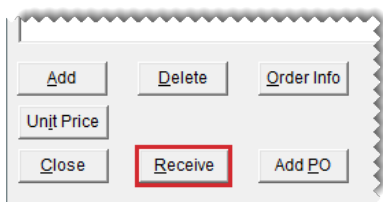
10. Click **Complete**. The Report Window opens and displays a credit memo.



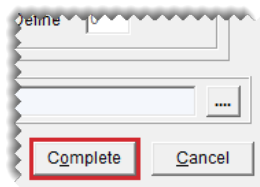
11. Generate the credit memos and add the finished retreads to a receiving document.
 - a. Print the credit memo and give it to the customer. Then close the Report Window. Depending on how the Casing Manager is set up, TireMaster prompts you to look up the cap item or both the cap and casing items.

Note: Whether you need to look up one or both items depends on whether you separated caps from casings in your Casing Manager setups. For more information, see ["Prepare to Track Casings" on page 749](#).
 - b. Look up the cap item or cap and casing items.
 - c. Repeat steps 11a and 11b until you are no longer prompted to print credit memos or look up items. The Receiving Document screen opens.

Note: The negative numbers on the receiving document represent the credits you're giving the customer who originally brought you the casings that are now finished retreads.
12. Receive and price the finished retreads.
 - a. Click **Receive**. TireMaster prompts you to price the items.



- b. Click **Yes**. The Vendor Invoice screen opens.
- c. Click **Complete**. The Report Window opens and displays a copy of the vendor invoice document.



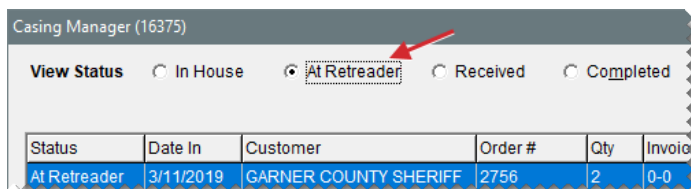
- d. Print the vendor invoice document and close the Report Window.
- 13.** Close the Casing Manager and the point of sale screens. A duplicate copy of the vendor invoice document can be retrieved from the **Historical Vendor Invoices** tab on the PO System screen. A charge for the finished retreads posts to the vendor's (retreader's) subledger and a credit posts to the customer's subledger.

ISSUE DUAL CASING CREDITS

If the *retreader buys the finished product* from you, you need to generate two credits with the Casing Manager. One of the credits is for the customer who originally brought you the casing. (In other words, you're buying the casing from the customer in order to sell the finished product to the retreader.) The other credit reduces the balance you owe the retreader (because the retreader is buying the finished product from you).

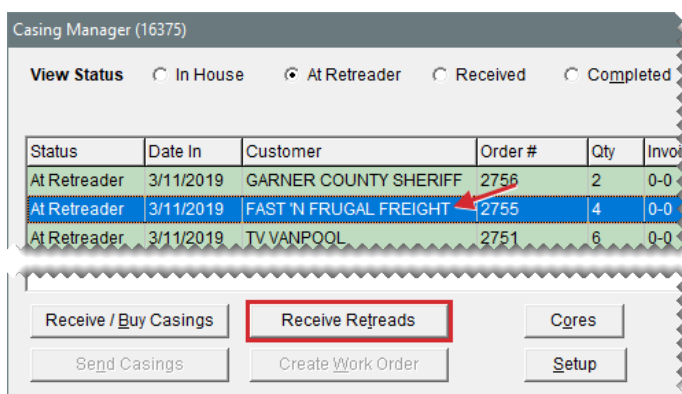
To issue dual casing credits

1. If the Casing Manager isn't already open, click **Invoicing**. Then click **Core Case** on the Open Work Order List.
2. Look up the order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

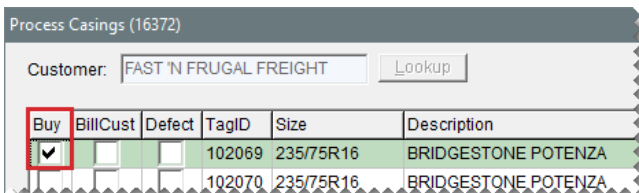


Tip: If you know the order number, tag ID, or number for a casing on the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

b. Select the order, and click **Receive Retreads**. The Process Casings screen opens.



3. Select the **Buy** check box for a casing that you want to buy.



4. Do one of the following:

- If you originally said that you weren't buying the casing from the customer, click **Yes** to verify that you have decided to buy it now. Then click **Yes** when you're asked if the retreader will buy the finished product.
- If you originally said that *you* would buy the casing from the customer, click **Yes** when you're asked if the retreader will buy the finished product.

The Receive from Vendor screen opens.

5. If it isn't already filled in, type the amount of the credit you'll give the customer in the **CR Customer** field.
6. Type the amount of the credit that the retreader is giving you in the **CR Retreader** field.

7. Click **Save**.

8. Repeat steps 3 through 7 for each additional casing you're selling to the retreader.

9. Review the amounts listed at the top of the screen (highlighted in blue). If you need to make any changes, select the casing and click **Edit Received Charges**.

10. Click **Complete**. The Report Window opens and displays a charge edit report.

11. Print the charge edit report, and close the Report Window. The Report Window re-opens and displays an account credit memo.

12. Print the account credit memo for the customer, and then close the Report Window.

13. Repeat steps 11 and 12 until you're no longer prompted to print charge edit reports and credit memos. The Casing Manager screen opens.

14. Close the Casing Manager and the point of sale screens. A credit for the finished retreads posts to the vendor's (retreader's) subledger and a credit posts to the customer's subledger.

CASING MANAGER REPORTS

With TireMaster, you can generate the following information about the casings you've tracked:

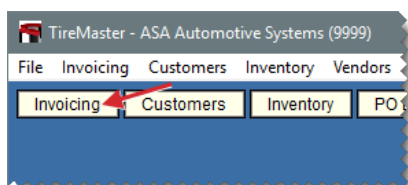
- A list of completed casings

- A list of casings that have been brought in to your store
- A list of casings that have been taken to a retreader
- A list of casings that can be picked up by customers
- A list of customers organized by item (casing)
- A list of casings organized by customer
- A duplicate credit memo (customer receipt)

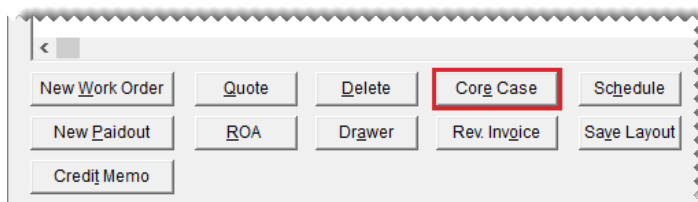
To generate Casing Manager reports

1. If the Core Manager isn't already open, do the following:

a. Click **Invoicing**. The Open Work Order List opens.



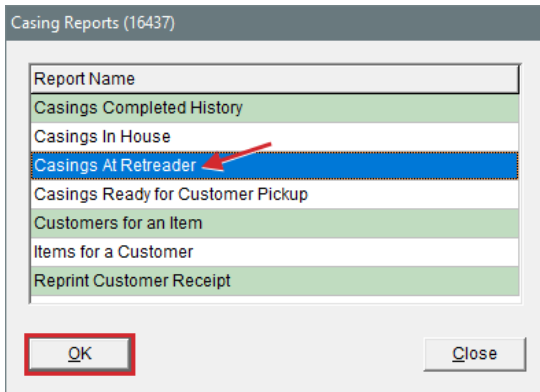
b. Click **Core Case**. The Casing Manager screen opens.



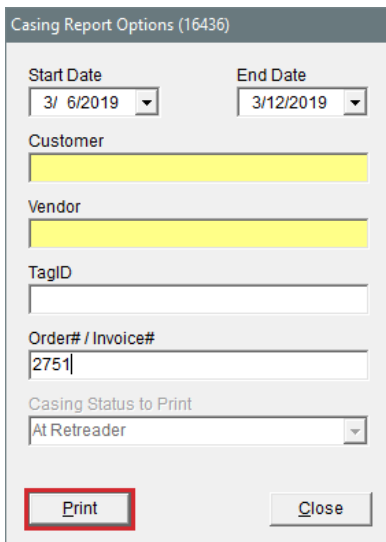
2. Click **Reports**. The Casing Reports screen opens.



3. Select the name of the report you want to generate, and click **OK**. The Casing Report Options screen opens.



4. Define the parameters for generating the report. The availability of report parameters depends on which document you're generating.
 - a. To generate a report for a date range, type the beginning and ending dates or select them from the pop-up calendar. To generate a report for a single day, enter the same date for both the beginning date and ending date.
 - b. To generate the report for a specific customer, click the **Customer** field and press . Then look up the customer.
 - c. To generate the report for a specific vendor, click the **Vendor** field and press . Then look up the vendor.
 - d. To generate the report for a casing that was assigned a specific tag number, type the ID number from the tag in the **TagID** field.
 - e. To generate the report for a specific group of casings (an order) or a specific point of sale invoice, type the document number in the **Order#/Invoice #** field.
5. Click **Print**. The Report Window opens.



6. Print the report and close the Report Window.
7. Close the Casing Reports screen.

USER ACCOUNTS IN TIREMASTER CORPORATE

All user accounts and security groups are added at the corporate site. Permissions and reports are assigned at the corporate site too. However, user account passwords must be entered at the site where an employee works. If an employee needs access at multiple stores, set a password at each store. Once a user's password is set at a site, he or she becomes a local user at that site.

Example: If you hire a new salesperson, you would add a user account at the corporate site and assign it to a security group. Then you would set the new employee's password at the store or stores where he or she works.

Note: If a store and the corporate site share a database, the password for each user is automatically the same for both sites.

The system administrator must have a password at the corporate site and at each store. If a user needs to log in to the corporate site, you can set a password when adding the user. Otherwise, create the password only at the applicable store.

SET UP CORPORATE USER ACCOUNTS

In TireMaster Corporate, user accounts are added at the corporate site and passwords are set only at the site or sites where a user needs to log in the program.

To set up a user account in TireMaster Corporate

1. Add the user account at the corporate site.
 - a. Select **Setup > Users & Permissions**. The User List opens.
 - b. Click **Add**. The Employee/User Edit screen opens.
 - c. Enter the name, user ID, SQL user ID, e-mail account, and till assignment for the user. For more information, see ["Add User Accounts" on page 46](#).
 - d. If the user is allowed to log in at the corporate site, type a password in both the **Password** and **Confirm** fields.

Note: If the corporate site shares a database with a store, this password will also be used at the store.
 - e. To save the new user account, click **OK**.
 - f. If the user is not allowed to log in at the corporate site, restrict the user's access to the corporate site. For more information, see ["Restrict Site Access" on the next page](#).
2. Give the new user access at a store.
 - a. Select **Setup > Users & Permissions**. The User List opens.
 - b. Clear the **Local User Only** check box to display the new user's name.

Note: A replication cycle needs to occur for the name to appear on the User List at the store. For more information, see [Replication](#).

- c. Select the new user, and click **Edit**. The Employee/User Edit screen opens.
- d. Type the user's password in both the **Password** and **Confirm** fields.
- e. Click **OK**.
- f. To give the user access at additional stores, repeat steps [2a](#) through [2e](#).

GIVE USERS SITE ACCESS

If an existing user needs the ability to log in at a particular site, you can give that user access by setting a password for him or her.

To give a user site access

1. Log in to the site where you want to give the user access.
2. Select **Setup > Users & Permissions**. The User List opens.
3. Clear the **Local Users Only** check box.
Note: By default, only the names of active, local users are displayed.
4. Select the user to whom you want to give site access, and click **Edit**. The Employee/User Edit screen opens.
5. Type a password in the **Password** and **Confirm** fields.
6. Click **OK**. The user's name will remain on the User List screen when the **Local Users Only** check box is selected.

RESTRICT SITE ACCESS

Users can log in at all sites until you specify otherwise. To restrict a user's access to a site, remove his or her ability to log in at that location.

Note: To see which users are allowed to log in at a site, make sure the **Local Users Only** check box is selected on the User List.

To restrict site access

1. Log in to the site where you want to restrict a user's access.
2. Select **Setup > Users & Permissions**. The User List opens.
Note: By default, only the names of active, local users are displayed.
3. Select the name of a user who does not work at your location, and click **Edit**. The Employee/User Edit screen opens.
4. Clear the **Local User** check box. A confirmation message appears.
5. Click **Yes**.
6. Click **OK**. The user's name is no longer displayed on the User List.
Note: To view both local and restricted users, clear the **Local Users Only** check box on the User List.

CHAPTER 28

CORES

With the Core Manager, you can recover core charges issued by the vendors from whom you buy parts. The Core Manager includes the means to track the quantities of cores, along with the credits issued by vendors for the cores they collect from you. This chapter includes the following sections:

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CORE TRACKING SCENARIOS

You use the Core Manager to recover core charges issued by parts suppliers. There are three scenarios in which you track cores:

- You have high-value core items that you wish to track in your inventory, and you want to receive and invoice the items and their associated cores.
- Your service department replaces an item, such as a water pump, in a customer's vehicle. In this scenario, the core is in your possession and the core charge can be recorded.
- A customer purchases an item, such as a battery, and takes it off site. In this scenario, you can pass a core charge of your own on to the customer and refund it when (or if) the customer returns the original core.

CORE ITEMS

Core items are high-value cores that you track in your inventory.

PREPARE TO TRACK CORE ITEMS

The **Core Item** field on the Inventory Maintenance screen allows you to track high-value cores as inventory items. When a core item is assigned to a parent item, you can invoice or receive the parent item and automatically put the associated core item on the same document.

To prepare to track a core item

1. Enable the **Core Item** field.
 - a. Select **Setup > System Controls**. The System Controls screen opens.
 - b. Click the **Inventory** tab.
 - c. Click **Enable Core Item Field** and press **Enter**.
 - d. Select **Yes**, and click **OK**.
2. If you want to track core items with a specific GL account, add it to the chart of accounts.
3. Add an *inventoriable* core item to your inventory.

Note: When you add the core item, disregard setting prices for it.
4. Associate the inventoriable core item with the parent item.
 - a. Look up the parent item. For more information, see "[Inventory Searches](#)" on page 202.
 - b. Click **Edit**.
 - c. Click the **Core Item** field, press , and search for the core item you want to associate.
5. Click **OK**, and close the Inventory Maintenance screen.

WORK WITH CORE ITEMS

Core items are automatically included on purchase orders and receiving documents when you receive the associated parent items from vendors. Similarly, core items also added to work orders for you when you sell the associated parent items.

To work with a core item

1. Create a receiving document, and add the inventory item that has the been assigned a core item. For more information, see ["Create a Receiving Document" on page 258](#).

Note: The associated core item appears below the parent item so you can account for its core charge.

2. Receive and price the order.
3. Create a work order and add the inventory item that has the linked core item. For more information, see ["Create a Regular Work Order" on page 396](#).

Note: The linked core item appears as a separate line item on the work order.

4. Verify the quantity of each item is correct. Then complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).

PREPARE TO TRACK CORES

Before you can track cores, you need to complete a variety of settings.

Note: The Core Manager and the Casing Manager both use the same setup screen. If you're running a TireMaster Point of Sale system, ask ASA Support to assist you with your core tracking setups.

To set up core tracking

1. Enable the Core Manager.
 - a. Select **Setup > System Controls**. The System Controls screen opens.
 - b. Click the **Inventory** tab.
 - c. Select **Track Cores** and press **Enter**.
 - d. Select **Yes**, and click **OK**.
 - e. Close the System Controls screen.
2. Add a clearing account for tracking cores to your general ledger. This account should be a liability account or an expense account (such as 2200–100 Track Cores - Clearing or 4200–900 COGS - Cores). For more information, see ["Chart of Accounts" on page 612](#) or ["Chart of Accounts" on page 612](#).
3. Add a *noninventoriable* item for core charges to your inventory. Adding a core charge item establishes a connection between the Core Manager and the general ledger. You'll also add this item to work orders when you need to pass core charges on to customers. For more information, see ["Core Tracking Scenarios" on the previous page](#).

Note: When you add the core charge item, disregard setting prices for it.

4. Open the Core Manager setup screen.
 - a. Click **Invoicing**. The Open Work Order List opens.
 - b. Click **Core Case**. The Casing Manager screen opens.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Setup**.
5. In the **Core Settings** section of the screen, define the clearing account and inventory item for tracking cores.
 - a. For **Clearing Account**, click **Lookup** and select the GL account for tracking cores.
 - b. For **Core Item**, click **Lookup** and look up the inventory item for core charges. For more information, see ["Inventory Searches" on page 202](#).

Note: If you also track casings, you can define the clearing account and casing items at this time. Otherwise, skip this step. For more information, see ["Prepare to Track Casings" on page 749](#).
6. Save the entries that you made in the Core/Casing Setup screen. Then close it.

CORE CHARGES

Managing core charges includes adding core charge amounts to TireMaster, ensuring core charge information is complete and accurate, and processing core credits issued by vendors.

RECORD CORE CHARGES

When you sell replacement parts to customers, you can record the core charges that the vendors assessed when you bought the items. When customers take parts off site and perform installations themselves, you can also pass core charges of your own on to them. If the customers return the original cores, the core charges can be refunded.

To record core charges

1. If you haven't done so already, start a work order for the customer. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Add the replacement part to the work order and define the quantity.

Note: If you entered the item's core cost when it was received or manually defined it in Inventory Maintenance, the Add Cores screen will appear with the core cost information. In this scenario, go to step 3b. For more information, see ["Maintain Core Cost Information" on page 776](#).
3. If one of your technicians will install the part, enter the core charge issued by the vendor. If the customer will install the part instead, go to step 4.
 - a. Do one of the following to define the core charge amount:

Note: If the Add Cores screen appeared in step 2, go to step 3b.

- Type the amount of the core charge in the **Core Return** field for the replacement item, and press **Enter**. The Add Cores screen opens.
- Click **Cores**. When the Add Cores screen opens, type the amount of the core charge in the **Vendor Core Charge** field.

Note: The vendor core charge is not included on the customer's invoice. This value is used by the Core Manager to track the credit you'll receive when the vendor collects the core from you.

- b. Click **Vendor** and look up the name of the supplier who sold you the item.

Note: You can disregard the entry in the **Customer Core Charge** field.

- c. Update the reference number and note, if needed.

- d. Click **OK**.

4. If the customer will install the part off site, collect a core charge of your own. If the part is being installed at your shop, go back to step 3.

- a. Do one of the following to define the core charge you're assessing:

Note: If the Add Cores screen appeared in step 2, then go to step 4b.

- Type the amount of the core charge you want to collect from the customer in the **Core Return** field, and press **Enter**. The Add Cores screen opens with both the vendor and customer core charge fields filled in. You can disregard the amount of the vendor core charge.
- Click **Cores**. When the Add Cores screen opens, type the amount of the core charge *you* want to pass on to the customer in the **Customer Core Charge** field. You can disregard the amount of the vendor core charge.

- b. Select the **Add Core Line to POS** check box.

- c. Click **OK**. A core charge is added to the customer's work order.

5. Add additional items to the work order if needed, and complete the invoice as usual. For more information, see "[Complete an Invoice](#)" on page 410.

PROCESS CORE CREDITS

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 the cores. You can process credits for individual cores or a group of cores.

To process core credits

1. Open the Core Manager.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Core Case**. The Casing Manager opens.

Note: You access the Core Manager via the Casing Manager.

- c. Click **Cores**. The Core Manager opens. For each vendor, it lists the number of cores collected and total credit amount for those cores.
2. To view a list of cores for a vendor, do one of the following:
 - Select the row for the vendor and click **View**.
 - Generate a hard copy of outstanding cores. For more information, see "[Core Manager Reports](#)" on page 776.
3. If the information for one or more core charges is incorrect, make the needed changes. Otherwise, disregard this step. For more information, see "[Update Core Charges](#)" on the facing page.
4. If the core charges for one or more items wasn't entered at point of sale, add them. Otherwise, disregard this step. For more information, see "[Add Missing Core Charges](#)" on the facing page.
5. Verify that all of the needed changes have been made by viewing a list of core charges on the screen or printing a list of outstanding cores. For more information, refer to step 2.
6. Generate credits for one or more individual vendor core charges. If you want to generate a single credit for *all* of the core charges issued by the vendor instead, go to step 7.
 - a. On the Core Manager screen, select the row for the vendor and click **Edit**. The Process Cores screen opens.
 - b. Select the check box for each core charge for which you're receiving a credit. The total vendor credit amount is shown at the bottom of the screen.

Tip: If the vendor has several core charges, it might be easier to select the **Mark All** check box (upper-left) and then clear the check boxes for the cores you're not processing at this time.
- c. Click **Create Vendor Credit**. A confirmation message appears.
- d. Click **Yes**. TireMaster prompts you for a credit memo or reference number.
- e. Type the credit memo or reference number, and click **OK**. The Report Window opens.
- f. Print the Charge Edit Report and close the Report Window. A confirmation message appears.
- g. To close the message, click **OK**.
7. Generate a single credit for the *all* of the vendor's core charges. If you want to generate credits for individual core charges, go back to step 6.
 - a. On the Core Manager screen, select the row for the vendor and click **Create Vendor Credit**. A confirmation message appears.
 - b. Click **Yes**. TireMaster prompts you for a credit memo or reference number.
 - c. Type the credit memo or reference number, and click **OK**. The Report Window opens.
 - d. Print the Charge Edit Report and close the Report Window. A confirmation message appears.

- e. Click **OK** to close the confirmation message.
8. Process the cores for another vendor or close the Core Manager and Casing Manager screens.

UPDATE CORE CHARGES

If the information for a core charge is incorrect, you can update it.

To update a core charge

1. If the Core Manager isn't already open, do the following.
 - a. Click **Invoicing**. The Open Work Order List opens.
 - b. Click **Core Case**. The Casing Manager opens.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Select the row for the vendor whose core charge you need update, and click **Edit**.
3. Type the needed corrections for the core charge. To activate a field for editing, click it and then click the entry that needs to be changed.

Note: The entries in the **Customer, Invoice, Description, Amount, Reference,** and **Note** fields can be edited.
4. When you're done making your changes, click **Save & Exit**.

ADD MISSING CORE CHARGES

If the core charge information wasn't entered for an item at point of sale, you can add it from the Core Manager. There are two methods for adding core charge information from the Core Manager.

ADD CORE CHARGES FROM THE CORE MANAGER

Missing core charge information can be added from the Core Manager, which lists the vendors for whom you've collected cores.

To add missing core charge information

1. If the Core Manager isn't already open, do the following.
 - a. Click **Invoicing**. The Open Work Order List opens.
 - b. Click **Core Case**. The Casing Manager opens.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Click **Add**. The Add Cores screen opens.
3. Type the amount of the core charge in the **Vendor Core Charge** field.

4. Type the quantity. Typically, it's 1.
5. Click **Vendor** and look up the vendor who issued the core charge. For more information, see "[Vendor Searches](#)" on page 174.
6. Type a reference number, note, or both.
7. Type a description of the item.
8. If you remember which customer purchased the item associated with a core charge, click **Customer** and look up the customer.
9. To save the new core charge, click **OK**.

ADD CORE CHARGES FROM THE PROCESS CORES SCREEN

Missing core charge information can be added from the Process Cores screen, which lists individual core charges for a selected vendor.

Note: When you add core charges in this scenario, customer names and invoice numbers cannot be defined.

To add missing core charge information

1. If the Process Cores screen isn't already open, do the following:
 - a. Click **Invoicing**. The Open Work Order List opens.
 - b. Click **Core Case**. The Casing Manager opens.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Select the row for the vendor for whom a core charge is missing, and click **Edit**.
3. Click **Add Line**. TireMaster adds an empty line to the list of core charges for the vendor.
4. Type a description for the item that was sold.
5. Type the amount of the core charge issued by the vendor.
6. Type a reference number and note, if needed.
7. To save the new core charge, click **Save & Exit**.

DELETE UNCOMPLETED CORE CHARGES

If one or more core charges was added for a vendor in error, you can remove them from the Core Manager. All of the cores can be removed as a group, or you can remove individual core charges.

1. If the Core Manager isn't already open, do the following.
 - a. Click **Invoicing**. The Open Work Order List opens.
 - b. Click **Core Case**. The Casing Manager opens.

Note: You access the Core Manager via the Casing Manager.

- c. Click **Cores**. The Core Manager opens. For each vendor from whom you've collected cores, it lists the number of cores you've collected and the total credit amount for those cores.
2. Delete individual core charges, as needed. If you want to delete the entire group of core charges for a vendor, go to step 3 instead.
 - a. Select the row for the vendor whose core charges you want to remove, and click **Edit**. The Process Cores screen opens.
 - b. Select the check box for each core charge you want to remove. Then click **Delete Line**.
 - c. Click **Save & Exit**.
3. Delete the group of core charges you want to remove.
 - a. On the Core Manager screen, select the row for the vendor whose core charges you want to remove.
 - b. Click **Delete**. A confirmation message appears.
 - c. Click **Yes**.
4. Close the Core Manager and Casing Manager screens.

REFUND CUSTOMER CORE CHARGES

When a customer purchases a part from you and performs the installation off site, you can refund the core charge *you* assessed when the customer returns with the original core.

To refund a core charge

1. Start a work order for the customer. For more information, see ["Create a Regular Work Order" on page 396](#).
2. Add the core charge item to the work order.
3. Enter the quantity for the core charge as a negative amount (-1) and press **Enter**. The Customer Sales History screen opens.
4. Make sure the **Mark Return** check box is selected.
5. Select the row for the core charge and click **Return**.
6. Type the core charge amount that you passed on to the customer (the amount you're refunding) in the **Parts** field.
7. Type the price of the core charge that the vendor charged you in the **Core Return** field and press **Enter**. The Add Cores screen opens.
8. Click **Vendor** and look up the name of the vendor who sold you the item. For more information, see ["Vendor Searches" on page 174](#).
9. Click **OK**.
10. Complete the invoice. For more information, see ["Complete an Invoice" on page 410](#).

MAINTAIN CORE COST INFORMATION

If you stock parts, such as batteries or brake pads, you can maintain core cost information for those items. Core cost amounts are tracked on the Site Prices and Quantity screen in the same manner as last cost amounts. When a part is ordered or received into inventory, the item's core cost is added to the purchase order or receiving document. You can then leave it alone or change it, depending on the amount the vendor is charging. Once the order is priced, the item's core cost is updated.

ASSIGN AN ITEM'S CORE COST

The core charge that a vendor assesses for an item can be stored along with the item's price and cost information. This allows you to recall the core cost at point of sale, and it gives you the option to include the charge on a customer's invoice or track it as a vendor credit. For more information, see ["Record Core Charges" on page 770](#). An item's core cost can be defined on purchase orders and receiving documents, or you can assign it directly to an item.

To assign an item's core cost on a purchase order or receiving document

1. Start a purchase order or receiving document. For more information, see ["Create a Purchase Order" on page 236](#) and ["Create a Receiving Document" on page 258](#).
2. Type the core charge in the **Core** field for the line item that has a core charge.
Note: The core cost typed in the **Core** field does not calculate in the total for the order.
3. Receive and price the order.
Note: The core cost will be updated in the item's Inventory Maintenance screen.

To assign an item's core cost manually through Inventory Maintenance

1. Look up the item whose core cost you want to assign.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab. The Site Prices and Quantity screen opens.
3. Type the amount of the vendor's core charge in the **Core Cost** field.
4. Click **OK**.
5. Close the open screens.

UPDATE AN ITEM'S CORE COST ON AN ORDER

When you put an item on a purchase order or a receiving document, the amount of the vendor's core charge is listed in addition to the item's cost. If the vendor has changed the amount of the core charge since you last purchased the item, type the new amount in the **Core** field. Once the item is received into inventory and priced, the amount from the receiving will be used to update the item's core cost.

CORE MANAGER REPORTS

With TireMaster, you can generate the following information about the cores you've collected:

- A list of cores you've finished processing
- A list of cores that can be turned in to a vendor for credit
- A list of customers organized by item (core)
- A list of cores organized by customer

To generate Core Manager reports

1. If the Core Manager isn't already open, do the following.
 - a. Click **Invoicing**. The Open Work Order List opens.
 - 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 opens. For each vendor from whom you've collected cores, it lists the number of cores you've collected and total credit amount for those cores.
2. Click **Reports**. The Core Reports screen opens.
3. Select the name of the report you want to generate, and click **OK**. The Core Report Options screen opens.
4. Define the parameters for generating the report. The availability of report parameters depends on which document you're generating.
 - a. To generate a report for a date range, type the beginning and ending dates or select them from the pop-up calendar. To generate a report for a single day, enter the same date for both the beginning and ending date.
 - b. To generate the report for a specific customer, click the **Customer** field and press . Then look up the customer.
 - c. To generate the report for a specific vendor, click the **Vendor** field and press . Then look up the vendor.
 - d. To generate the report for a specific point of sale invoice, type the document number in the **Invoice #** field.
 - e. To generate the report for a vendor charge created when a core credit was processed, type the document number in the **Vendor Charge #** field.
 - f. To organize the report by vendor, select the **Group by Vendor** check box. Otherwise, clear the check box.
5. Click **Print**. The Report Window opens.
6. Print the report and close the Report Window.
7. Close the Core Reports screen.

CHAPTER 29

CLOSING

At the end of a business day, a fiscal period, and a fiscal year, you need to perform various closing procedures in TireMaster to ensure your business information is up-to-date.

Tills	780
Close a Shift	782
Close a Day	783
Month end procedures	785
Year End Procedures	786
Reports for Closing	787

TILLS

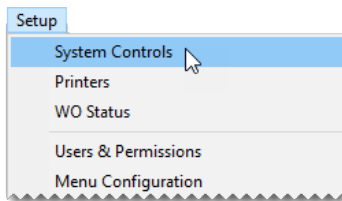
You have the option to use a single till or as many as four tills at a store. The starting till float amount can be the same for all of your tills or it can differ for each of them.

DEFINE THE NUMBER OF TILLS

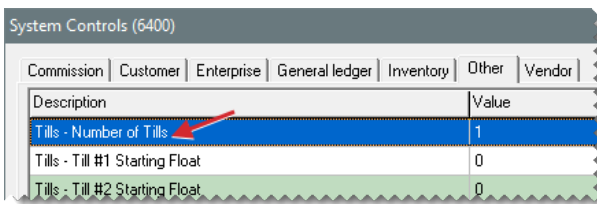
TireMaster allows a store to have as many as four tills. The number of tills is defined by setting a system control.

To define the number of tills

1. On the TireMaster server, select **Setup > System Controls** .



2. Click the **Other** tab.
3. Select Tills - Number of Tills and press **Enter**.



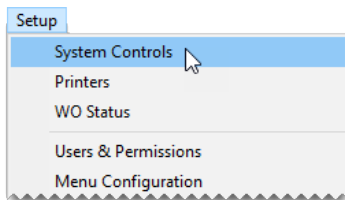
4. Select one of the choices, and click **OK**.
5. Close the System Controls screen.

DEFINE STARTING TILL FLOATS

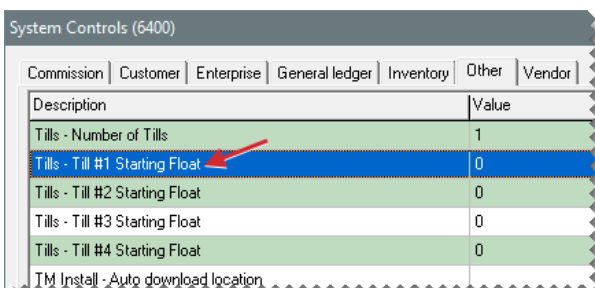
If you use multiple tills, the starting till float amount can be the same for all of them or it can vary. If you change the till float for a shift, update this number when the shift begins and before any transactions occur. Otherwise, leave it alone.

To define starting till floats

1. On either the TireMaster server or a workstation, select **Setup > System Controls**.



2. Click the **Other** tab.
3. Select Tills - Till#1 Starting Float and press **Enter**.



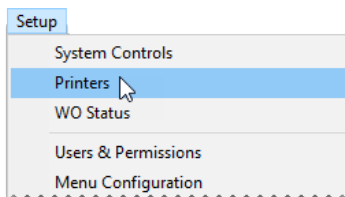
4. Type the float amount, and click **OK**.
5. If you have multiple tills, repeat steps 3 and 4 for each additional till.
6. Close the System Controls screen.

UPDATE A WORKSTATION'S TILL NUMBER

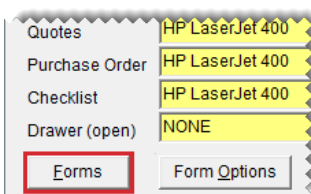
When you need to update the till number for a workstation, change an entry in the settings for your forms.

To update a workstation's till number

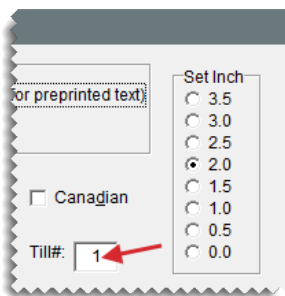
1. Select **Setup > Printers**. The Printer Selection screen opens.



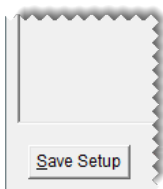
2. Click **Forms**. The Forms Selections screen opens.



3. Change the entry in the **Till#** field. The number entered cannot exceed the number of tills defined in System Controls; however, you can use the same till number for more than one workstation.



4. Click **Save Setup**. Then close the open screens.



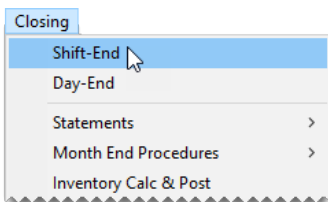
CLOSE A SHIFT

In TireMaster, closing a shift is the process of stopping transactions for a specific till so you can count the cash, checks, credit card receipts, and debit card receipts in that till at that point in time. You can close a shift once a day or several times a day. Shifts can be closed regardless of whether there is activity for a till during a shift. If you have one till, you can perform the shift end close at any workstation. If you have multiple tills, perform the shift end close on the workstation that the till is assigned to.

Note: Because TireMaster keeps track of the till float, you need to include it when entering the total cash for a shift. For example, if your till started with \$300 and you end the shift with \$700, you would enter \$700 for the cash amount.

To close a shift

1. Determine the individual totals for cash, checks, credit cards, and debit cards from the till for the shift.
 - Note:** Because TireMaster has no distinct method for handling debit cards, handle them in the same manner as credit cards.
2. Select **Closing > Shift-End**. TireMaster prompts you to review the daily invoice listing before closing the shift.



Note: If you have one till, you can perform the shift end close at any workstation. If you have multiple tills, perform the shift end close on the workstation that the till is assigned to.

3. To print a daily invoice listing, click **Yes**. Otherwise, click **No**. A confirmation message appears.

Note: If you choose to print, the Report Window opens and displays the invoice listing. You can close the window to continue the closing process.
4. To continue closing the shift, click **Yes**. The screen that opens includes the shift number and till number.
5. Enter the following amounts:
 - a. Type the total of cash, *including the starting till amount*. For example, if your till started with \$300 and you ended the shift with \$700, you would enter \$700.
 - b. Type the total of all checks.
 - c. Type the total of all credit and debit card receipts in the **Cards** field.
6. When you are finished entering totals, click **OK**. TireMaster prompts you to verify that the till amounts are correct.

Shift# 2 Close - Till# 1 (9001)	
Cash:	6664.07
Check:	4231.96
Cards:	4801.96
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

7. To accept the amounts listed, click **Yes**. Otherwise, click **No** and change the amounts as needed.
8. When the shift closed confirmation message appears, click **OK**.

CLOSE A DAY

When you close a day, you have an opportunity to review the day's receipts and determine if your till is over or short. You can then correct any overages or shortages before finishing the day end closing process.

CLOSE A DAY

Typically, you close a day before making a deposit into your bank account. Depending on how much business you have in an average day, you might not want to actually perform a day end closing each business day.

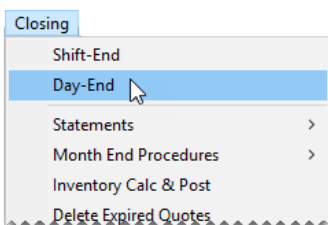
Example: If you make bank deposits every other day, you close the day every other day.

Note: Before closing a day, you need to close all of the shifts for that day.

To close a day

1. Count the total cash, checks, and payment card receipts for all shifts.

- From the **Closing** menu, select **Day-End**. The Day End Close screen opens.

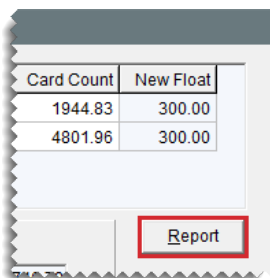


- If any cash, check, or payment card amounts are incorrect, type the correct amounts in the **Cash Count**, **Check Count**, and **Card Count** fields for the applicable shifts. The totals for all shifts recalculate automatically.

Shift	Till	Cash	Check	Card	Cash Count	Check Count	Card Count	New Float
1	1	459.10	5134.50	1944.83	459.10	5134.50	1944.83	300.00
2	1	6664.07	4231.96	4801.96	6664.07	4231.96	4801.96	300.00

Note: When you close the day, the amount in the **Deposit** field is the amount that posts to the day end deposit and day end cash accounts defined in System Controls.

- If you want to view the day end reports before closing the day, click **Report**.



- When you are ready to close the day, click **OK**. The day end reports print and a confirmation message appears.



- Click **Yes**. Another confirmation message appears.
- Click **OK**.

Tip: You can generate day end closing information at any time by printing the "Day End Daily Sales Report" on page 805, "Day End Daily Till Detail Report" on page 806, and "Day End Transaction Report" on page 808. These reports are On the Report List on the **Close** tab.

OVERAGES AND SHORTAGES

Overages and shortages for credit and debit cards do not post to the general ledger. If you have overages or shortages for credit or debit cards, you need to research and correct the discrepancies before closing the day so that the amounts you've entered match the card receipts.

MONTH END PROCEDURES

At the end of each month, perform tasks that prepare your TireMaster system to collect business data for upcoming month.

CLOSE A FISCAL PERIOD

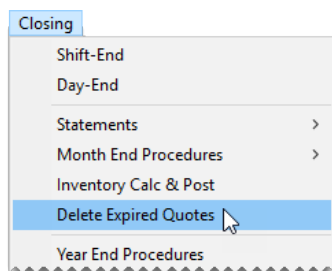
RECALCULATE INVENTORY VALUE

DELETE EXPIRED QUOTES

At the end of the month, or any other time you feel it's necessary, you can delete expired quotes. Although deleting expired quotes is not required to close the month, it makes finding quotes easier because fewer are displayed on the Quote List.

To delete expired quotes

1. Select **Closing > Delete Expired Quotes**. The Report Window opens and displays a list of expired quotes.



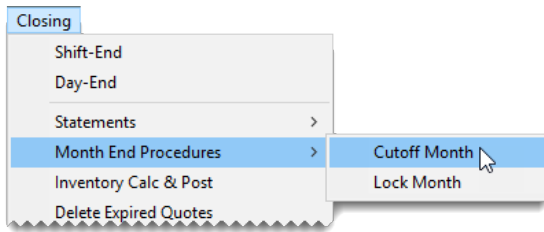
2. Print the Expired Quote List if needed, and close the Report Window. A confirmation message appears.
3. Click **Yes**. A confirmation message appears.

RESET QUANTITIES OF NONINVENTORIABLE ITEMS

When noninventoriable items are sold, TireMaster displays the on-hand quantity as a negative number. You can reset the on-hand quantity to zero by performing the month end cutoff. This process also changes the status of any discontinued items to inactive.

To reset quantities of noninventoriable items

1. From the **Closing** menu, select **Month End Procedures** and then **Cutoff Month**. A confirmation message appears.



2. Click **Yes**. A confirmation message appears.
3. Click **OK**.

LOCK A FISCAL PERIOD

YEAR END PROCEDURES

There are two reasons why businesses close a fiscal year. It 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 formally 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.

Note: To close the year, you need to be assigned the **Close Year** permission.

To close a year

1. At the end of the year, close and lock period 12. For more information, see "[Close a Fiscal Period](#) " on the previous page and "[Lock a Fiscal Period](#) " above.

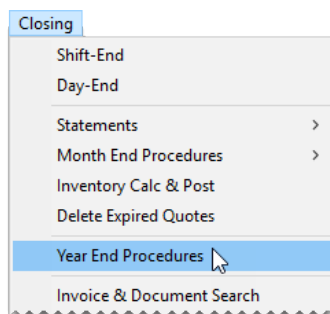
Note: Closing and locking period 12 prevents the amounts from changing on the reports you'll be giving to your accountant.

2. Generate the reports requested by your accountant.
3. Unlock period 12, and make any adjusting entries recommended by your accountant. When you're done, lock period 12 again. For more information, see "[Fiscal Calendar](#)" on page 613.

Note: Period 12 needs to be unlocked when making adjusting entries. Otherwise, they'll post to the current period.

4. Have your accountant review the adjusting entries.

5. Back up your data to removable media. For more information, see ["Year End Backups" on page 8](#).
6. Select **Closing > Year End Procedures**. A confirmation message appears.



7. Click **Yes**. The Report Window opens and displays the JE Edit Report.

Note: Once you click **Yes**, you can no longer unlock periods and post journal entries in the year that's being closed.
8. Print the report and close the Report Window. A second confirmation message appears.
9. Click **OK**.

REPORTS FOR CLOSING

Several reports in TireMaster can provide you with the information that you need at the month end or year end. They include details about the state of your business, and they can be used to compare subledger balances to general ledger balances.

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 a new fiscal period.

You might want to generate reports other than those listed here during your closing procedures.

ACCOUNTS RECEIVABLE REPORTS

The reports in [Table 29-1](#) provide information about your accounts receivable.

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 a new fiscal period.

Table 29-1: Accounts Receivable Reports

Time-Sensitive	Report and Description
✓	AR Detail - By Customer displays accounts receivable activity for the selected customers.
✓	Customer Balance Report displays all customers with balances and shows aged balances for those customers.

INVENTORY REPORTS

The reports in [Table 29-2](#) provide information about your inventory.

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 a new fiscal period.

Table 29-2: Inventory Reports

Time-Sensitive	Report and Description
	Inventory Counting Deck lists inventory items and includes blank lines for noting the actual quantities of items.
✓	Consignment Inventory displays all consignment items as well as their quantities and costs.
✓	Inventory Value Report displays the value of inventory items sorted by category and group.
	Inventory Reconciliation Report displays inventory quantities and the transactions that increased or decreased those quantities during the selected date range.
✓	Open Work Order - Item List shows all items that are currently on open work orders sorted by site and product code.
✓	Open Work Order - Qty lists all items that are currently on open work orders sorted by site and invoice.

CHAPTER 30

REPORTS

TireMaster includes an array of reports that provide information about the different areas of your business. This chapter includes the following sections:

TireMaster Dashboard	790
Report List	795
Close Tab Reports	796
Customer Tab Reports	858
Inventory Tab Reports	893
Custom Tabs	933
Unlisted Reports	936
Document Screens	939
Sales Report Options	941

TIREMASTER DASHBOARD

On-screen reporting of gross profit, sales, and quantity information is readily available on the TireMaster Dashboard (Figure 30-1).

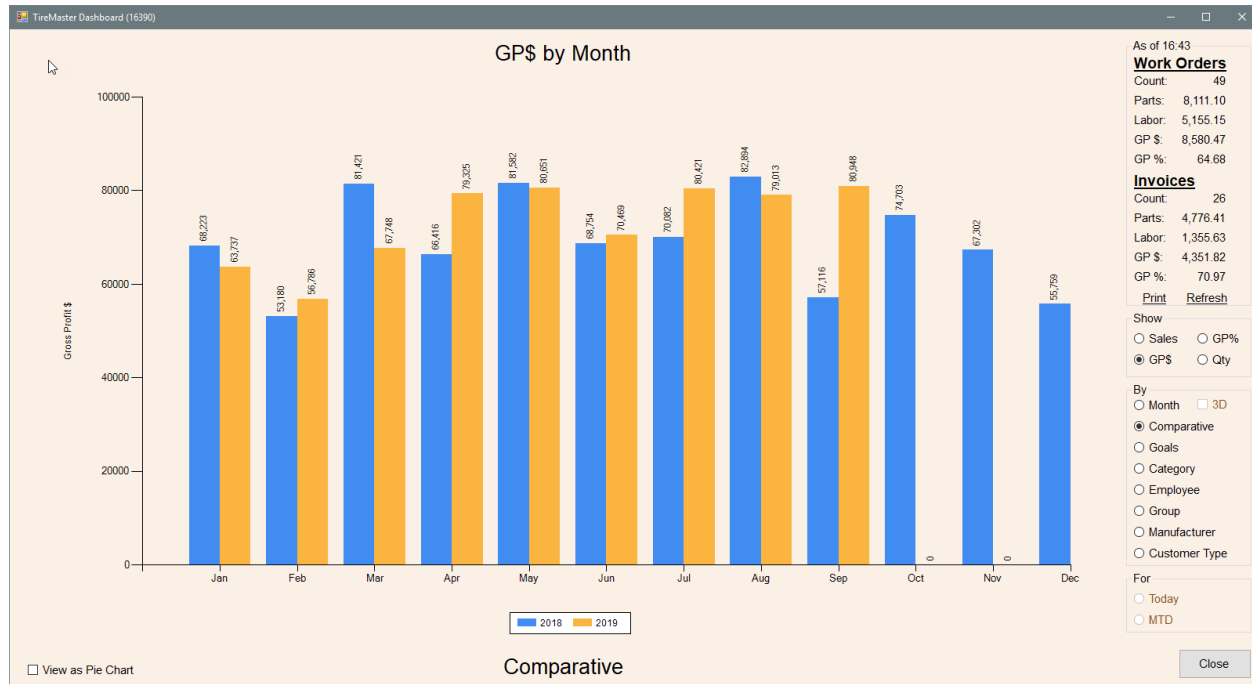


Figure 30-1: TireMaster Dashboard

Specifically, the Dashboard includes the following:

- Gross profit dollar (GP\$) and gross profit percentage (GP%) figures, parts and labor totals, and document counts for today's work orders and invoices (upper-right corner of the screen).
- Various options for generating on-screen graphs and pie-charts are listed below today's information. These options include the ability to show daily or monthly GP\$, GP%, sales totals, or quantities sold, organized by category, employee, group, manufacturer, or customer type.
- The option to compare this year's and last year's GP\$, GP%, sales, and quantity totals.
- The option to set monthly sales and gross profit goals, so you can see whether you're keeping pace with those objectives.

SET DASHBOARD REPORTING GOALS

You can quickly assess your progress toward monthly business objectives by setting Dashboard reporting goals. When reporting goals are defined, the Dashboard includes sales and gross profit markers for gauging your success.

To set Dashboard reporting goals

1. Select **Setup > Dashboard Goals**. The Dashboard Goals screen opens.

2. Select the year for which you want to set reporting goals.

Dashboard Goals (16648)

Store: 1-ASA AUTOMOTIVE SYSTEMS

Year: 2019

Month	# of Days	Sales	GP \$	GP %
Jan	26	195000	108000	55
Feb				
Mar				
Apr				

Note: If you're prompted to save your changes before continuing, click **Yes**.

3. To set the goals for a month, do the following for that month.
 - a. Type the number of days the store is open.
 - b. Type the amount of money you want to earn in sales.
 - c. Type the gross profit you want to earn.
 - d. Type the gross profit percentage you want to earn.

Month	# of Days	Sales	GP \$	GP %
Jan	26	195000	108000	55
Feb				
Mar				
Apr				

4. To use the goals from an existing month to set the goals for another month, copy the existing month's goals and assign them to the other month.
 - a. Select the month with the goals you want to reuse from the **Copy From** drop-down.
 - b. Select the month that you want to assign the copied goals to from the **Copy To** drop-down.

Month

Copy From: 2

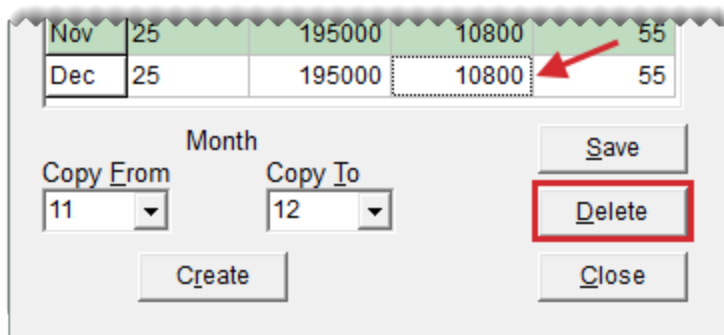
Copy To: 5

Create

1
2
3
4
5
6
7
8

- c. Change the number of days, sales amount, GP\$, and GP% if needed.
 - d. Click **Create**.
5. To delete the goals for a month, select one of the fields for that month and click **Delete**.

6. Click **Save**. A confirmation message appears.



The screenshot shows a data entry interface. At the top, there is a table with two rows and five columns. The first row is highlighted in green and contains the values: Nov, 25, 195000, 10800, and 55. The second row contains: Dec, 25, 195000, 10800, and 55. A red arrow points to the '10800' value in the second row. Below the table, there is a 'Month' label above two dropdown menus: 'Copy From' (set to 11) and 'Copy To' (set to 12). To the right of these dropdowns are three buttons: 'Save', 'Delete' (which is highlighted with a red border), and 'Close'. At the bottom left, there is a 'Create' button.

Nov	25	195000	10800	55
Dec	25	195000	10800	55

Month

Copy From: 11 Copy To: 12


Buttons: Save, Delete, Close, Create

7. Click **OK**.
8. Close the Dashboard Goals screen.

VIEW THE DASHBOARD

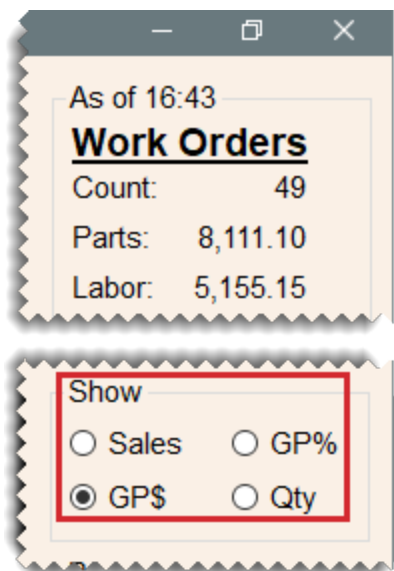
To open the Dashboard, press **F9** on your computer's keyboard. Access to the Dashboard is controlled with the permission **Dashboard View**.

To generate on-screen Dashboard graphics

1. If the Dashboard is not already open, press **F9**.
Note: When the Dashboard is already open, click  on the taskbar.
2. For a hard copy of the work order and invoice data (displayed in the upper-right corner), click **Print**.



3. Under **Show**, define whether you want to generate sales, GP\$, GP%, or quantity information.



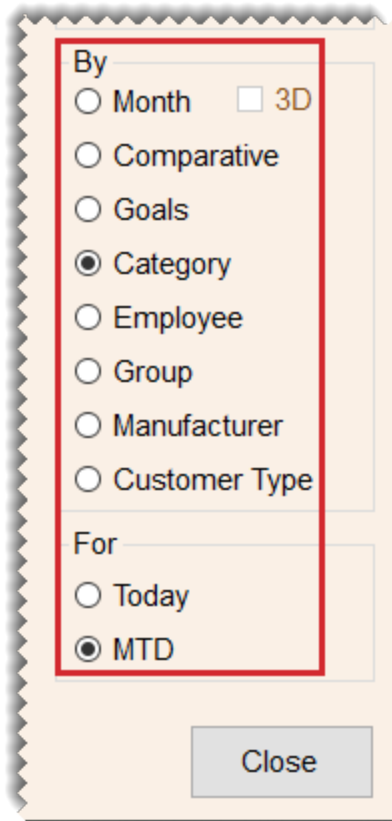
4. Under **By**, do the following as needed:
- Define whether you want to compare years, view the status of your goals, or organize the information by month, inventory category, employee, inventory group, manufacturer, or customer type.

- Select the **3D** check box if you want to generate a three-dimensional bar graph. For a one-dimensional bar graph, clear the check box.

Note: 3D is available only for reports generated by month.

5. Under **For**, define whether to show today's information or month-to-date (MTD) information.

Note: These options are not available when the information is organized by month, when comparing two years, and viewing the status of goals.



A dialog box with a scalloped border. It contains two sections: 'By' and 'For'. The 'By' section has radio buttons for 'Month', 'Comparative', 'Goals', 'Category', 'Employee', 'Group', 'Manufacturer', and 'Customer Type'. A '3D' checkbox is next to the 'Month' option. The 'For' section has radio buttons for 'Today' and 'MTD'. A 'Close' button is at the bottom right. A red rectangular box highlights the 'By' and 'For' sections.

6. To generate a pie chart, select the **View as Pie Chart** check box (lower-left corner of the screen).



A dialog box with a scalloped border. In the lower-left corner, there is a checked checkbox labeled 'View as Pie Chart'.

7. Do one of the following:
 - If want to view additional information on the Dashboard, repeat steps 3 through 6.
 - If you want to exit the Dashboard, click **Close**.

REPORT LIST

The Report List displays most of the reports available in TireMaster and any custom reports you've purchased.

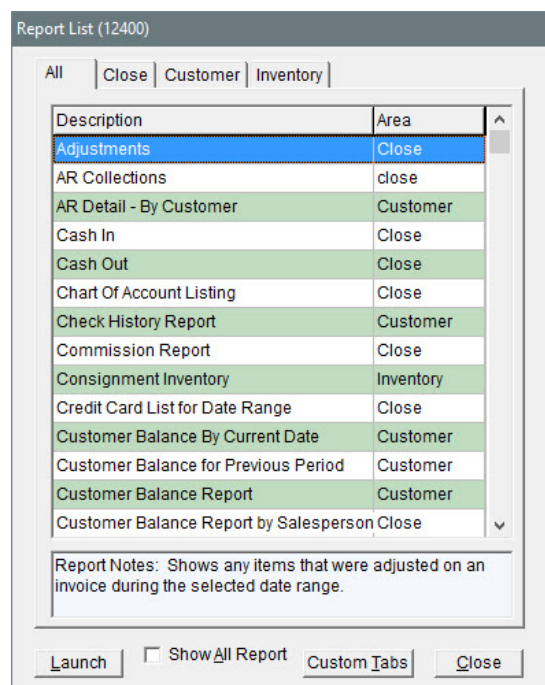


Figure 30-2: Report List

Item	Description
All	This tab displays all reports that can be generated from the Report List.
Close	These reports are useful for day end, month end, and year end activities.
Custom	These reports are developed on special request. Note: If you have not requested any custom reports, this tab is not available.
Customer	These reports display customer-related information, including accounts receivable activity and outstanding balances.
Inventory	These reports let you track and manage your inventory.
Launch	Does one of the following, depending on the selected report: <ul style="list-style-type: none"> Opens the screen for generating the report Displays the document on the Report Window, for reports that do not have screens

Item	Description
Custom Tabs	Accesses tools for creating your own report tabs.
Close	Closes the Report List.

CLOSE TAB REPORTS

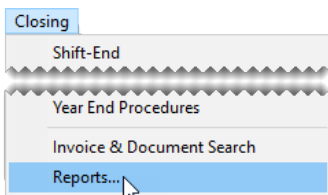
The reports on the **Close** tab are useful for day end, month end, and year end closing activities. Some reports on this tab are also useful for accounting or payroll purposes.

ADJUSTMENTS

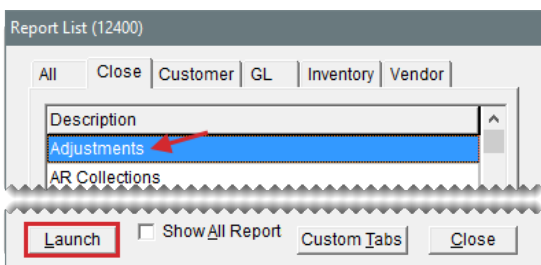
This report shows any items that were adjusted on an invoice during the selected date range. For each adjusted item, this report displays the invoice number, the item’s product code, quantity, parts price, labor price, federal excise tax, amount, cost, and gross profit margin percentage.

To generate the Adjustments Report

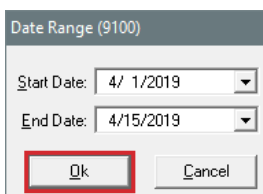
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Adjustments and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report’s date range.
4. Click **OK**. The Report Window opens.



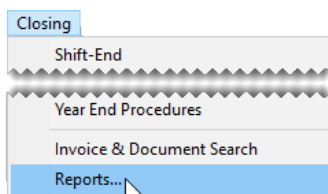
5. Print the report and close the Report Window.

AR COLLECTIONS

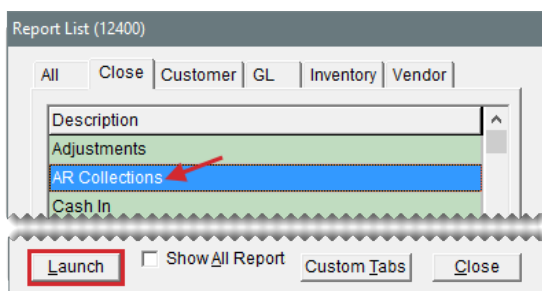
Referring to the AR Collections Report can help you collect money from customers who have outstanding balances. Depending on which customer lookup is used, information generated by this report can be grouped by customer, customer type, or salesperson. Balances displayed on the report can be aged by the date of the sale or by the payment due date.

To generate the AR Collections Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select AR Collections, and click **Launch**. The AR Collections Report screen opens.



3. To look up balances, do the following as needed:
 - For all outstanding balances, leave the **Customer Name**, **Customer Type**, and **Salesperson** fields blank.
 - For a specific customer, click **Customer Name** and look up the customer. For more information, see "[Customer Searches](#)" on page 86.
 - For one or more customer types, click **Customer Type**. Then select one or more types and click **OK**.

Note: For multiple types, press **Ctrl** while selecting each type.
 - For customers assigned to a specific salesperson, click **Salesperson** and select a name from the list that appears.
4. Indicate how to age the balances by selecting either **Invoice Date** or **Invoice Due Date**.
5. Indicate how to organize information on the report by making a selection from the **Group By** drop-down.

Note: This option is not available when generating a report for a single customer.

- To include invoice information on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.
- Click **Print**. The Report Window opens.

AR Collections Report (16416)

Customer Name:

Customer Type: 1,N,S

Salesperson:

Aging By:
 Invoice Date
 Invoice Due Date

Group By:
 Customer Ty

Print Reset Show Detail Close

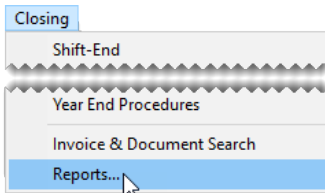
- Print the report and close the Report Window.
- To generate a report for other customers, click **Reset**. Then repeat steps 3 through 8.
- Close the AR Collections Report screen.

CASH IN

This report displays all of the cash collected during a date range, including invoices and amounts received on account (ROAs). It shows each invoice listed by transaction type and the method of payment.

To generate the Cash In Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select Cash In and click **Launch**. The Date Range screen opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description

- Adjustments
- AR Collections
- Cash In**
- Cash Out

Launch Show All Report Custom Tabs Close

- Select the starting and ending dates for the report's date range.
- Click **OK**. The Report Window opens.

Date Range (9100)

Start Date: 4/ 1/2019

End Date: 4/15/2019

Ok Cancel

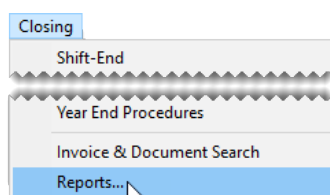
- Print the report and close the Report Window.

CASH OUT

This report displays all of the cash paid out of the till for a selected date range.

To generate the Cash Out Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select Cash Out and click **Launch**. The Date Range screen opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description
Adjustments
AR Collections
Cash In
Cash Out
Commission Report

Launch Show All Report Custom Tabs Close

- Select the starting and ending dates for the report's date range.
- Click **OK**. The Report Window opens.

Date Range (9100)

Start Date: 4/ 1/2019

End Date: 4/15/2019

Ok Cancel

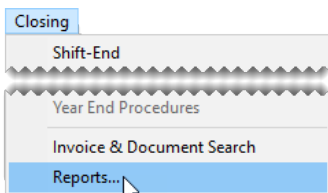
- Print the report and close the Report Window.

CHART OF ACCOUNT LISTING

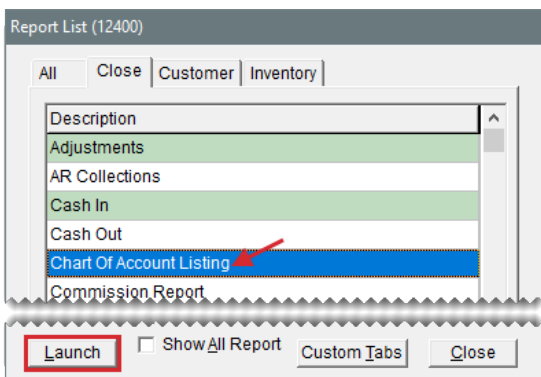
This report lists the major and minor accounts in your chart of accounts.

To generate a Chart of Accounts Listing

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select **Chart of Accounts Listing** and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

COMMISSION REPORT

This report displays the sales commissions and spiffs for an individual employee or all employees for a specific date range. The information included on the Commission report is described in [Table 30-1](#).

Table 30-1: Commission Report Properties

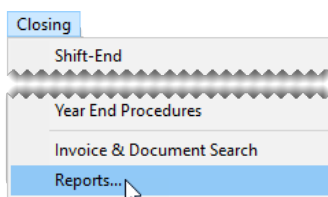
Item	Description
CommType	Identifies the type of commission that was used for a line: <ul style="list-style-type: none"> ▪ GM: Gross margin or gross profit (based on the report's GP\$ column) ▪ TS: Total sales or gross sales (based on the report's TOTAL column) ▪ FD: Flat dollar amount (based on the report's QTY column) ▪ S: Salesperson (from the work order's SALES column) ▪ M1: Mechanic 1 (from the work order's MECH1 column) ▪ M2: Mechanic 2 (from the work order's MECH2 column)
Qty	Identifies the number of units for a line item.

Item	Description
Total	Identifies the total cost for a line item.
GP\$	Identifies the amount over your cost for an item.
GPM%	Identifies the markup percentage for an item.
SpiffAmount	Shows the calculated spiff for each item sold by an employee.
CommAmount	Shows the calculated commission for each item sold by or worked on by an employee.
Split	Defines whether the commission matrix code used for a line item is set up with a MECHANIC 2 rate (even if the job was not actually split).

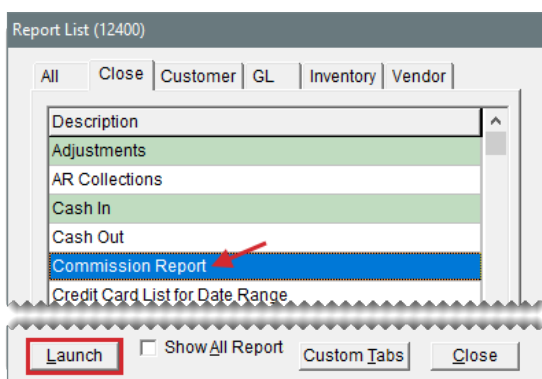
Tip: After you verify commission calculations, you can launch the report again, choose the same settings, and click **Save & Lock**. Commissions will not change on locked reports if you update any of your commission settings.

To generate a Commission Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Commission Report and click **Launch**. The Commission Report screen opens.



3. Look up one or more employees:
 - For one employee, click the **Employee** field and press . Then select the employee's name from the list that opens.
 - For all employees, leave the **Employee** field blank. Commission calculations can be saved and locked only when generating a report for all employees.

4. Select a beginning and ending date for the report's date range.
5. Define which information will appear on the report.
 - a. To include national account and government support sales, select the **National** and **Government** check boxes as needed.
 - b. To list the items sold, make sure the **Detail** check box is selected. For totals only, clear the check box.
 - c. To exclude customer commission totals, select the **Employee Only** check box.
6. Define whether you want to generate information about locked or unlocked commissions:
 - For unlocked commissions, select **Current**.

Note: Until you lock commissions, data on the report could change if you update the settings for commission rates, commission types, and the employee's commission matrix.
 - For locked commissions, selected **Locked (Saved)**.
7. Click **Print**. The Report Window opens.

8. Print the report and close the Report Window.

Once you have verified that the commission calculations are accurate, you can prevent them from being changed by launching the report again and clicking **Save & Lock**.

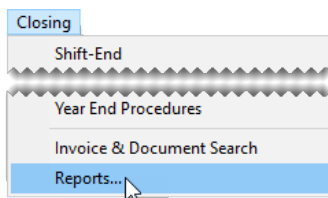
Warning: Once you save and lock the commissions for a date range, you cannot unlock or change the commissions in that range.

CREDIT CARD LIST FOR DATE RANGE

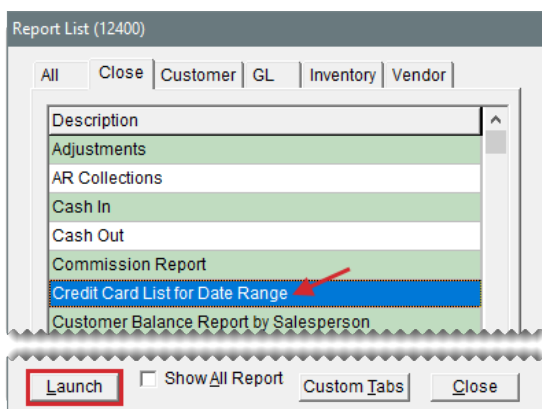
This report lists all credit card purchases for a selected date range. It's useful for reconciling payments from credit card companies.

To generate a Credit Card List for Date Range Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.

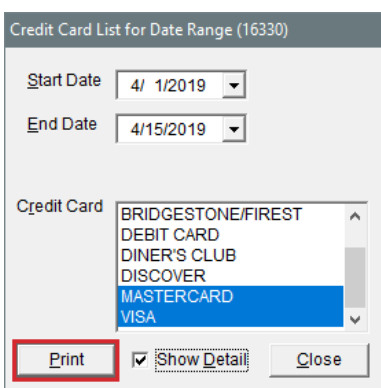


2. Select Credit Card List for Date Range and click **Launch**. The Credit Card List for Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one or more credit cards.

Note: For multiple credit cards, press **Ctrl** while selecting each card. For all cards, select **All**.
5. To include invoice, credit card, and authorization numbers on the report, make sure the **Show Detail** check box is selected. For card totals only, clear the check box.
6. Click **Print**. The Report Window opens.



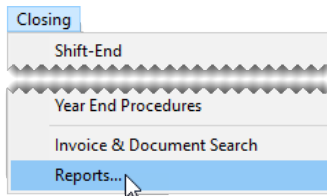
7. Print the report and close the Report Window.

CUSTOMER BALANCE REPORT BY SALESPERSON

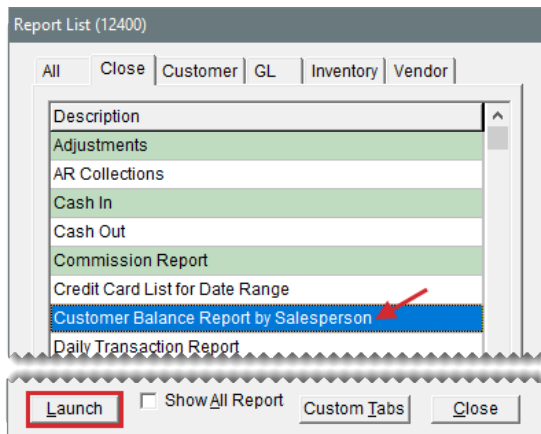
This report lists the aging balances for all of the customers that a salesperson is assigned to. You can generate the report for all salespeople, one salesperson, or a range of salespeople.

To generate a Customer Balance Report by Salesperson

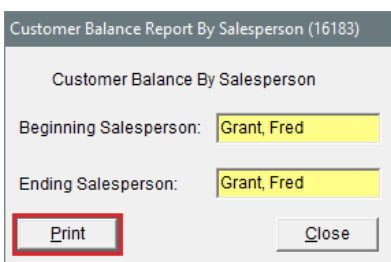
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Customer Balance Report by Salesperson and click **Launch**. The Customer Balance Report by Salesperson screen opens.



3. Select one or more salespeople:
 - For one salesperson, press in the **Beginning Salesperson** field and select an employee from the list that opens.
 - For a range of salespeople, press in the **Beginning Salesperson** field and select an employee from the list that opens. Then click the **Ending Salesperson** field select another employee in the same manner.
 - For all salespeople, leave the **Beginning Salesperson** and **Ending Salesperson** fields as is.
4. Click **Print**. The Report Window opens.



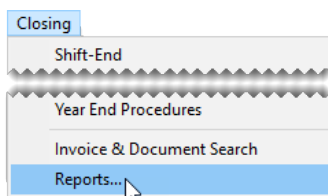
5. Print the report and close the Report Window.

DAY END DAILY SALES REPORT

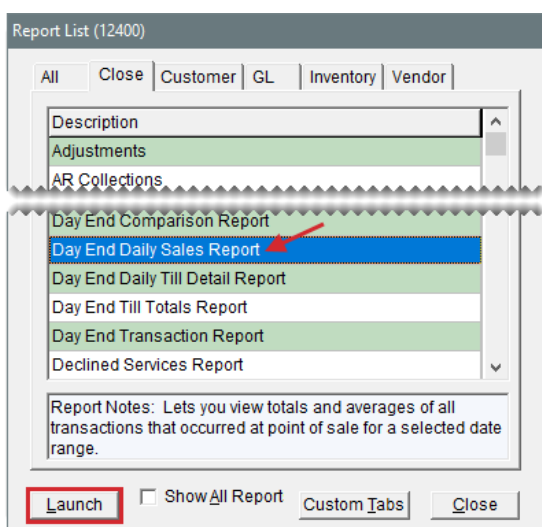
This report lets you view the totals and averages of all transactions that occurred at point of sale for a selected date range. This report is useful for determining your total sales and gross profit margin for a given period.

To generate a Day End Daily Sales Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Day End Daily Sales Report and click **Launch**. The Day Close Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. To retrieve documents that were completed on a specific day, select **Use Invoice Date**. For the documents included in the closing for a business day, select **Use Day Close Date** instead.
5. To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.
6. Click **OK**. The Report Window opens.

Day Close Date Range (16274)

Start Date: 4/ 1/2019

End Date: 4/22/2019

Use Invoice Date
 Use Day Close Date

Show Detail

OK Close

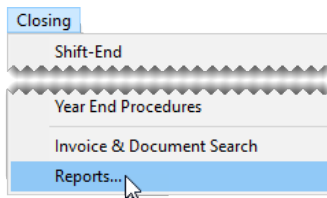
7. Print the report and close the Report Window.

DAY END DAILY TILL DETAIL REPORT

This report displays all transactions that have taken place for the till that has been closed, grouping items by invoice type. Like the Day End Daily Sales Report, it presents invoice totals but with different groupings.

To generate a Day End Daily Till Detail Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Day End Daily Till Detail Report and click **Launch**. The Day Close Date Range screen opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description

- Adjustments
- AR Collections
- Day End Daily Sales Report
- Day End Daily Till Detail Report
- Day End Till Totals Report
- Day End Transaction Report
- Declined Services Report

Report Notes: Displays all transactions that have taken place for the till that has been closed, grouping items by invoice type.

Launch Show All Report Custom Tabs Close

3. Select the starting and ending dates for the report's date range.

4. To retrieve documents that were completed on a specific day, select **Use Invoice Date**. For the documents included in the closing for a business day, select **Use Day Close Date** instead.
5. To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.
6. Click **OK**. The Report Window opens.

Day Close Date Range (16274)

Start Date: 4/1/2019

End Date: 4/15/2019

Use Invoice Date

Use Day Close Date

Show Detail

OK Close

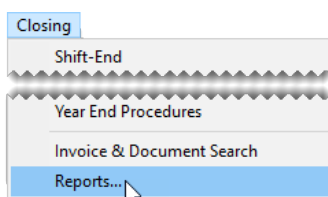
7. Print the report and close the Report Window.

DAY END TILL TOTALS REPORT

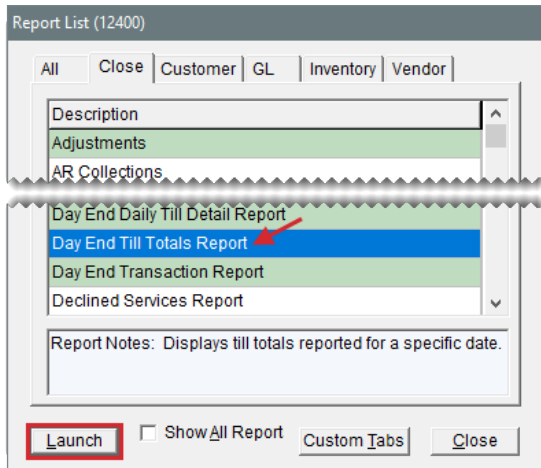
This report lists the till totals recorded for a specific date.

o generate a Day End Till Totals Report

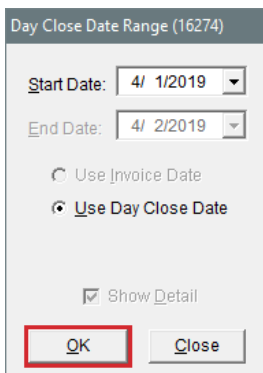
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Day End Till Totals Report, and click **Launch**. The Day Close Date Range screen opens.



3. Enter the date for which you want a list of till totals in the **Start Date** field.
4. Click **OK**. The Report Window opens.

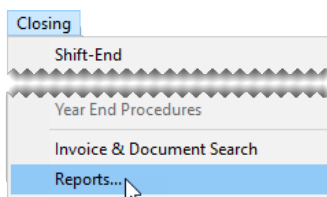


DAY END TRANSACTION REPORT

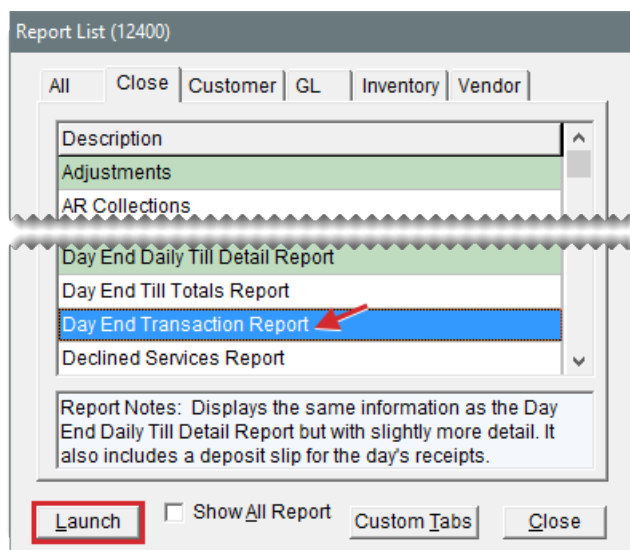
This report displays the same information as the Day End Daily Till Detail Report (all transactions for the till that has been closed) but with slightly more detail. It also includes a deposit slip for the day's receipts.

To generate a Day End Transaction Report

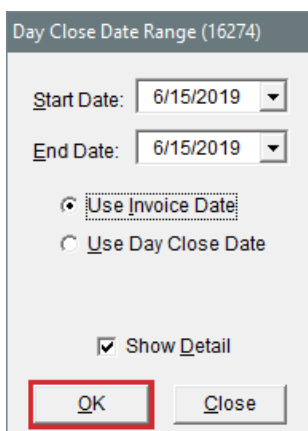
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Day End Transaction Report and click **Launch**. The Day Close Date Range screen opens.



3. Select the starting and ending dates for the report's date range. For a single day, use the same date for both the starting and ending dates.
4. Do one of the following:
 - For transactions completed on a specific day, select **Use Invoice Date**.
 - For transactions included in the closing process run for a *business* day (or a range of business days), select **Use Day Close Date**.
5. To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.
6. Click **OK**. The Report Window opens.



7. Print the report and close the Report Window.

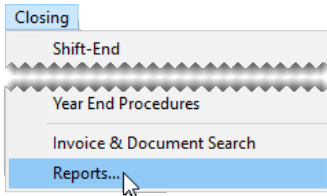
DECLINED SERVICES REPORT

This report lists customers who've declined services, along with descriptions of the services they did not authorize, during a selected date range. You can generate the report for all customers, a single customer, or by salesperson. When generating the report for all customers or by salesperson, you

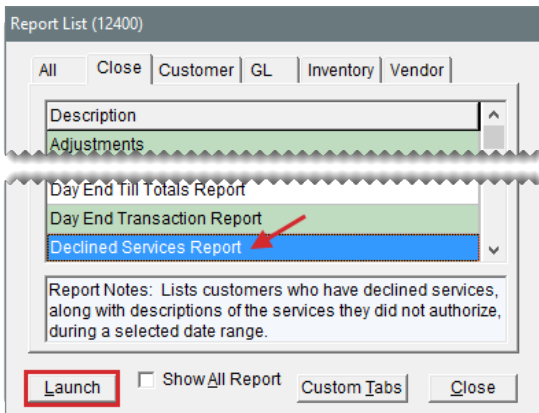
also have the option to limit the information retrieved to a single checklist and inspection area.

To generate a Declined Services Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Declined Services Report, and click **Launch**. The Declined Services screen opens.



3. Select the starting and ending dates for the report's date range.
4. To retrieve information for a specific customer, click **Customer** and look up the customer. Otherwise, leave this field empty.
5. To retrieve information for a specific salesperson, click **Salesperson** and make a selection from the list that opens. Otherwise, leave this field empty.
6. To retrieve information for a specific checklist and inspection area, select the name of the checklist from the **Service Checklist** drop-down. Then make a selection from the **Inspection Area** drop-down. You can disregard the numbers listed to the right of the service checklist and inspection area names.

Note: If you use the Epicor® Integrated Service Estimator™ with your TireMaster system, select the ISE checklist instead of the generic checklist set up for use with the Integrated Service Estimator.
7. Select or clear the check boxes to define whether services should be included based on the condition of inspection areas.
8. To organize the report by inspection area, select the **Group by Inspection Area** check box. Otherwise, leave the check box alone.
9. Click **Print**. The Report Window opens.

10. Print the report and close the Report Window.

DELETED WORK ORDERS REPORT

With this report, you can generate one of the following:

- A list of work orders deleted during a specific date range
- A list of deleted work orders that were created during a specific date range

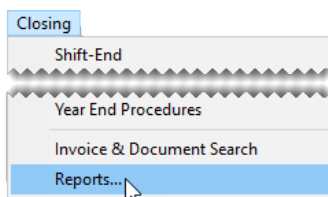
For each deleted work order, the report includes item quantity, cost, and price information. It also displays the name of the user who started and deleted each work order

Note: User names are available for work orders started in TireMaster Point of Sale 3.8.1, TireMaster Plus 8.1.0, or TireMaster Corporate 8.1.0 or newer.

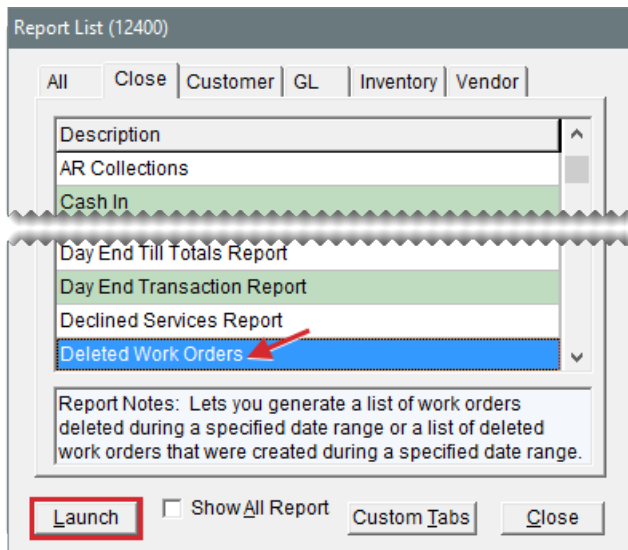
When the System Control **Work Orders - Require Comments When Deleting** is set to **Yes**, the report also includes the reasons for deleting work orders.

To generate a Deleted Work Orders Report

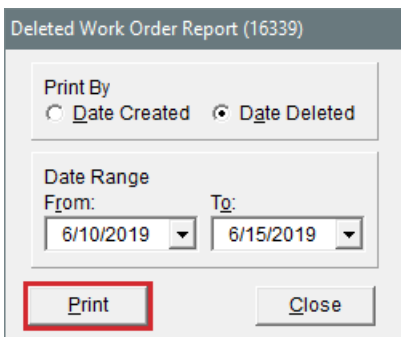
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Deleted Work Orders and click **Launch**. The Deleted Work Order Report screen opens.



3. Select one of the following options:
 - For a list of deleted work orders created during a specific date range, select **Date Created**.
 - For a list of work orders deleted during a specific date range, select **Date Deleted** instead.
4. Select the starting and ending dates for the report's date range.
5. Click **Print**. The Report Window opens.



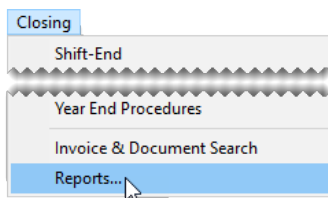
6. Print the report and close the Report Window.

DIRECT DEPOSIT

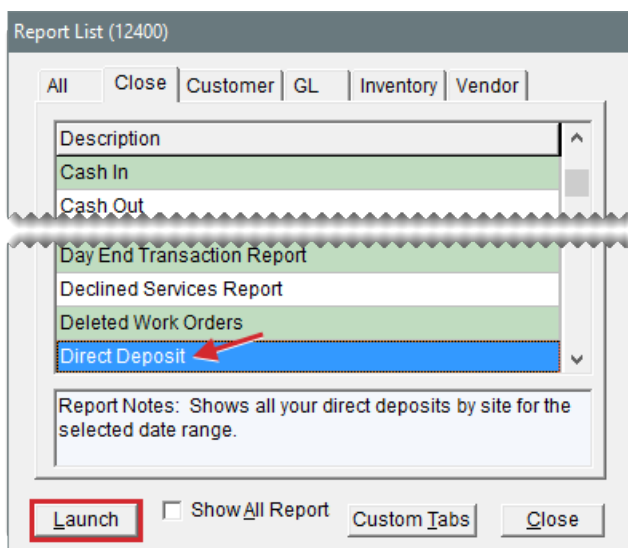
This report shows all your direct deposits for the selected date range.

To generate a Direct Deposit Report

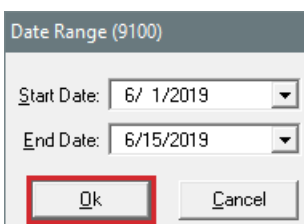
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Direct Deposit and click **Launch**. The **Date Range** screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



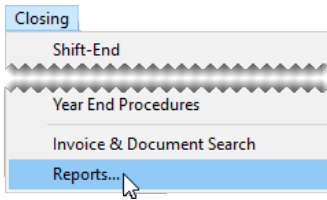
5. Print the report and close the Report Window.

EMPLOYEE CUSTOMER TYPE LIST

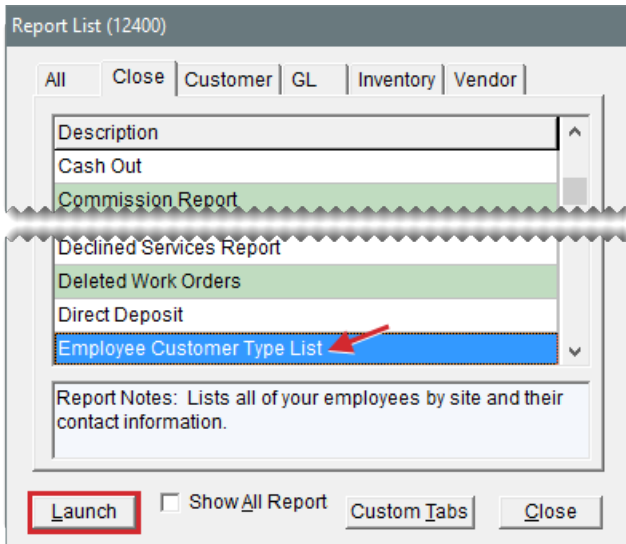
This report lists all of your employees and their contact information.

To generate an Employee Customer Type List

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Employee Customer Type List and click **Launch**. The Report Window opens.



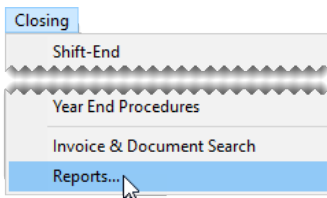
3. Print the report and close the Report Window.

EMPLOYEE/USER LIST

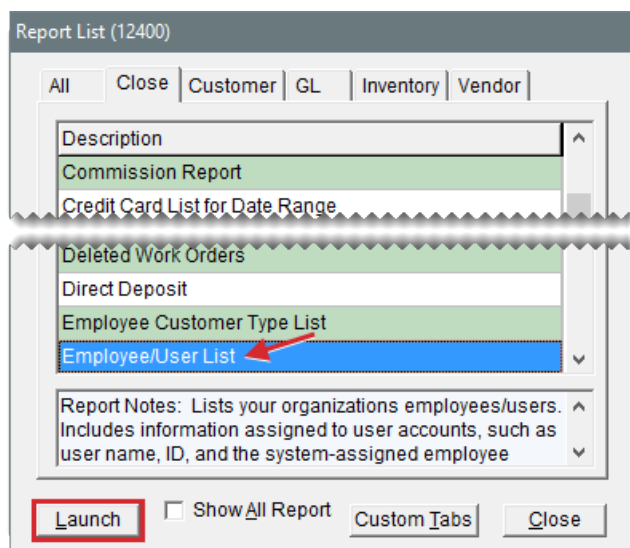
This report lists the employees/users set up in TireMaster. It includes information assigned to user accounts, such as user name, ID, and the system-assigned employee number. This report can be generated for all employees/users or only those who are active.

To generate an Employee/User List

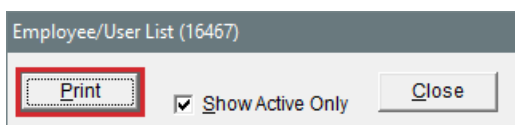
1. Select **Reports** from the **Closing** menu. The Report List opens with the **Close** tab selected.



2. Select Employee/User List and click **Launch**. The Employee/User List screen opens.



3. To limit the report to active employees/users, make sure the **Show Active Only** check box is selected. For both active and inactive employees/users, clear the check box.
4. Click **Print**. The Report Window opens.



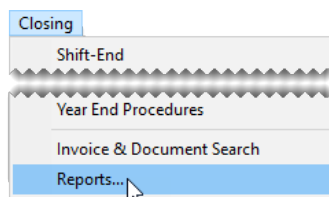
5. Print the report and close the Report Window.

HISTORICAL OPTION COST SALES

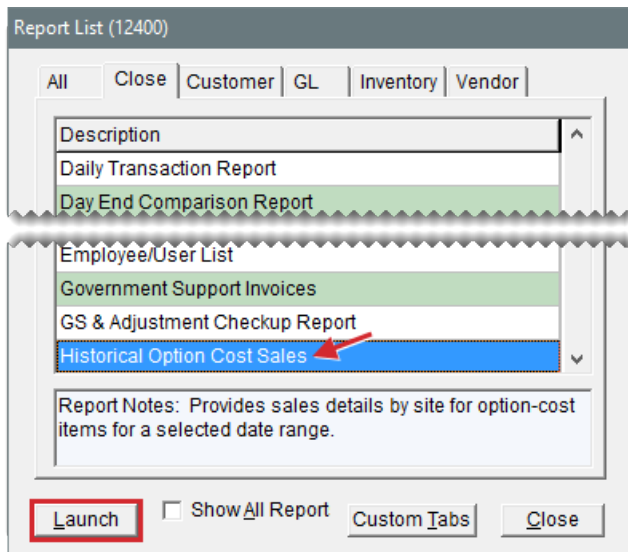
This report provides sales details for option cost items for a selected date range.

To generate a Historical Option Cost Sales Report

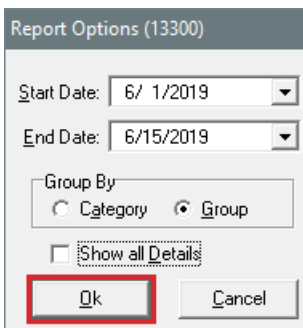
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Historical Option Cost Sales and click **Launch**. The Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
5. To include invoice information on the report, make sure the **Show all Details** check box is selected. For totals only, clear the check box.
6. Click **OK**. The Report Window opens.



7. Print the report and close the Report Window.

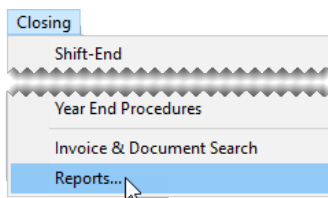
HISTORICAL SALES

This report shows quantities sold, parts and labor prices, total price, FET, cost, and gross profit (GPM) for each item sold and the total of all items sold during a selected date range. This report is useful for month end closing procedures.

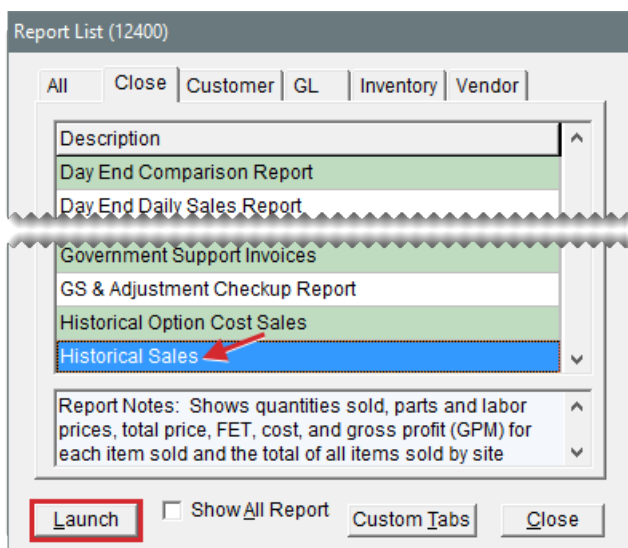
Note: The cost shown for inventoriable items depends on the item's costing method. For more information, see ["Inventoriable Costing Methods" on page 332](#).

To generate a Historical Sales Report

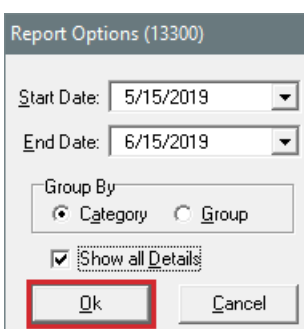
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Historical Sales and click **Launch**. The Report Option screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
5. To include invoice information on the report, make sure the **Show All Details** check box is selected. For totals only, clear the check box.
6. Click **OK**. The Report Window opens.



7. Print the report and close the Report Window.

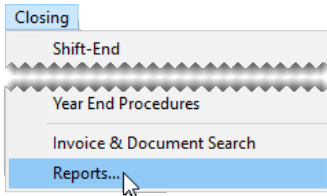
HISTORICAL SALES BY ZIP CODE

This report is similar to the regular historical sales report, except that items are sorted by the

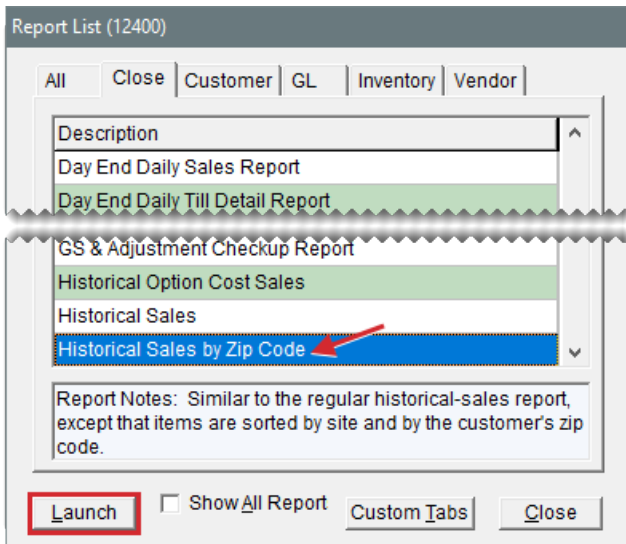
customer's zip code. For more information, see "Historical Sales" on page 816.

To generate a Historical Sales by Zip Code Report

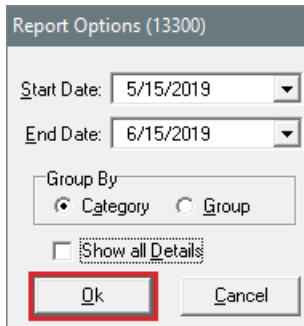
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Historical Sales by Zip Code and click **Launch**. The Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
5. To include invoice information on the report, make sure the **Show All Details** check box is selected. For totals only, clear the check box.
6. Click **OK**. The Report Window opens.



Report Options (13300)

Start Date: 5/15/2019

End Date: 6/15/2019

Group By
 Category Group

Show all Details

Ok Cancel

- Print the report and close the Report Window.

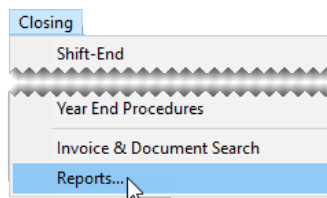
INVOICE AVERAGES BY DATE

You can use this report to see if your invoice and gross profit averages increased as the result of selling a particular item, such as a coupon discount, during a specified date range. You can include information for all customers or a single customer on the report.

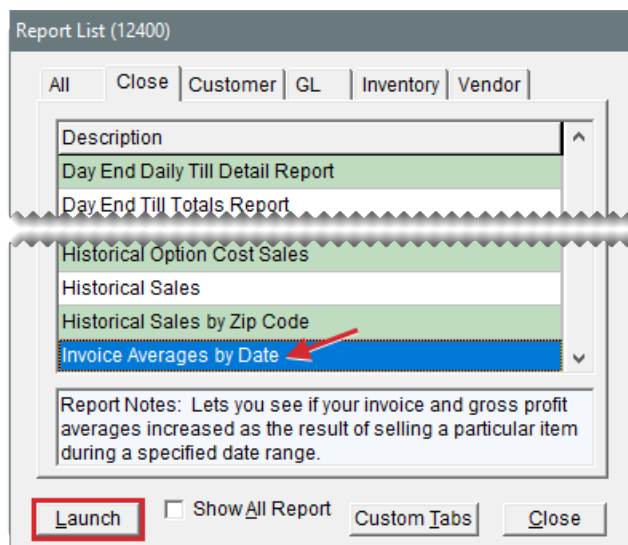
Note: Discounts are set up in the same manner as items in TireMaster. For more information, see ["Set Up Discounts" on page 324](#)

To generate an Invoice Averages by Date Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select Invoice Averages by Date and click **Launch**. The Invoice Averages by Date screen opens.



Report List (12400)

All Close Customer GL Inventory Vendor

Description

- Day End Daily Till Detail Report
- Day End Till Totals Report
- Historical Option Cost Sales
- Historical Sales
- Historical Sales by Zip Code
- Invoice Averages by Date

Report Notes: Lets you see if your invoice and gross profit averages increased as the result of selling a particular item during a specified date range.

Launch Show All Report Custom Tabs Close

- Select the starting and ending dates for the report's date range.

4. Click the **Lookup** button next to the **Inventory Product Code** field, and search for the item on which you want to base the report. For more information, see ["Inventory Searches" on page 202](#).
5. Define how much customer information you want to include on the report:
 - For all customers, leave the **Customer** and **Vehicle** fields blank.
 - For a single customer, click the **Lookup** button next to the **Customer** field and look up the customer. To retrieve information about a specific vehicle owned by the customer, also click the **Lookup** button next to the **Vehicle** field and select the vehicle. For more information, see ["Customer Searches" on page 86](#).
6. To include individual invoice totals, leave the **Show Detail** check box selected. For a summary of the invoice averages, clear the check box.
7. Click **Print**. The Report Window opens.

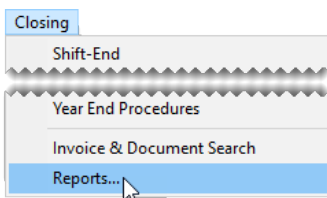
8. Print the report and close the Report Window.

INVOICE DETAIL

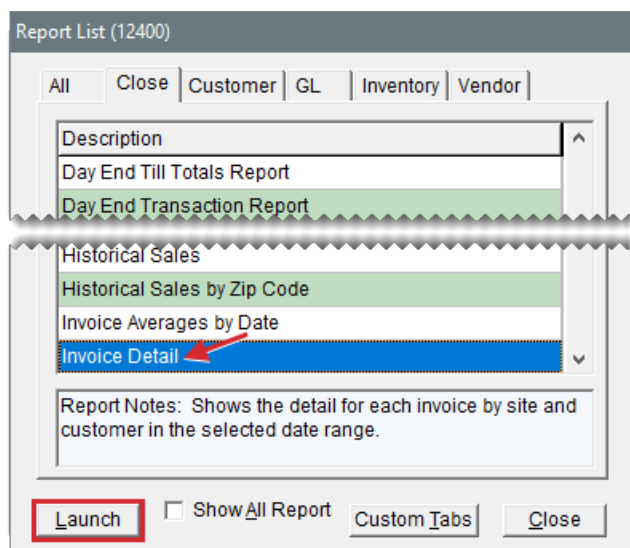
This report shows the detail for each invoice by customer during the selected date range. It can be generated any time or as a daily or weekly report.

To generate an Invoice Detail Report

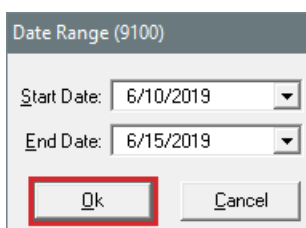
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Invoice Detail and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



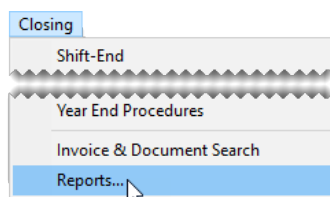
5. Print the report and close the Report Window.

MECHANIC FLAT RATE REPORT

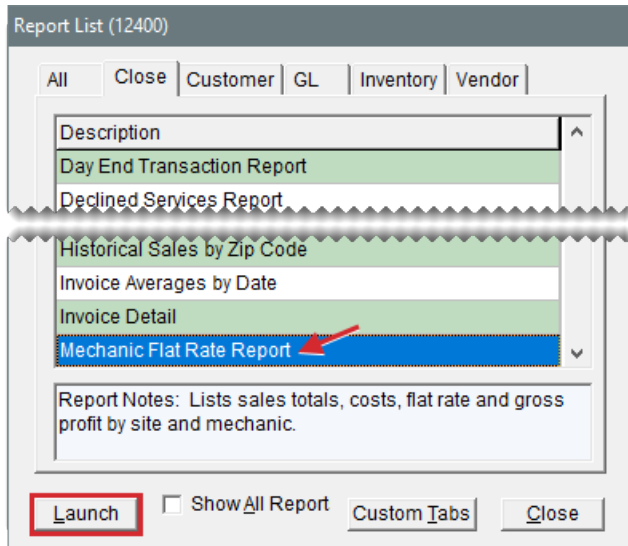
This report lists the number of hours of work produced by a single mechanic or all of your mechanics. The number of hours worked is displayed in the flat rate column. For more information, see ["Calculate Mechanic Productivity" on page 717](#).

To generate a Mechanic Flat Rate Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.

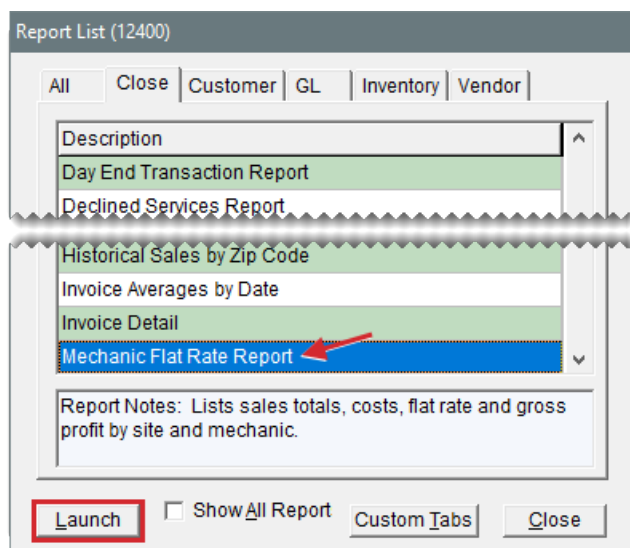


2. Select Mechanic Flat Rate Report and click **Launch**.



3. Select the starting and ending dates for the report's date range.
4. To generate the report for all employees, leave the **Employee** field blank. For a single employee, click the **Employee** field, press , and select a name from the list that appears.

Tip: To limit the User List to mechanics only, select the **Mechanics** check box at the top of the screen.
5. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
 - **Invoice**
6. To print information for each mechanic on a separate page, make sure the **Page Break** check box is selected. For one continuous document, clear the check box.
7. To include the time spent on each job, make sure the **Show All Details** check box is selected. For subtotals only, clear the check box.
8. To exclude gross profit percentages, select the **Suppress profit information** check box. To include the information, clear the check box.
9. Click **OK**. The Report Window opens.



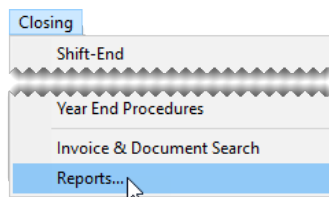
10. Print the report and close the Report Window.

MECHANIC REPORT

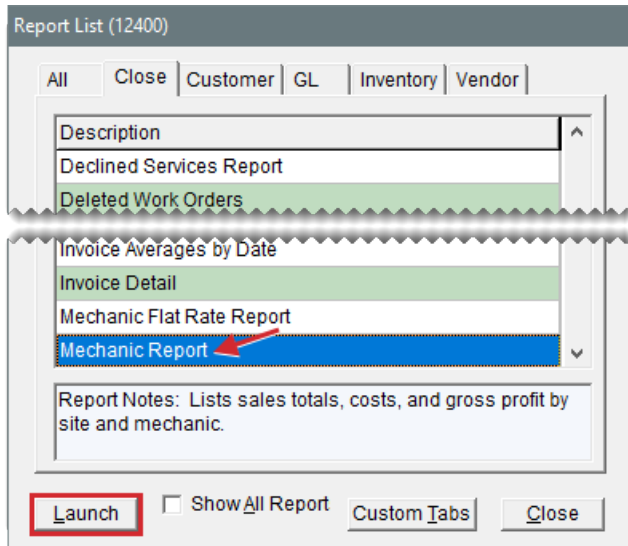
This report lists sales totals, costs, and gross profit by mechanic. It can be generated at the end of the month to help you determine commission amounts for mechanics.

To generate a Mechanic Report

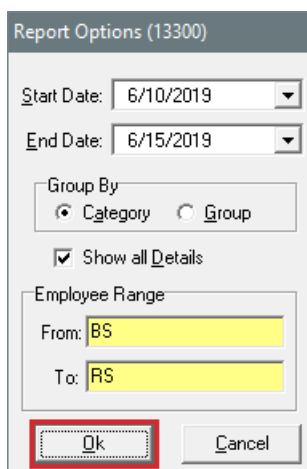
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Mechanic Report and click **Launch**. The Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
5. To include information about each item sold, make sure the **Show All Details** check box is selected. For category or group subtotals, clear the check box.
6. Do one of the following in the **Employee Range** area:
 - For all mechanics, leave the **From** and **To** fields blank.
 - For a range of mechanics, select the employees for the beginning (**From** field) and end (**To** field) of the range. To select an employee, click a field and press . Then choose a name from the list that appears.
 - For a single mechanic, click the **From** field and press . Then choose a name from the list that appears.
7. Click **OK**. The Report Window opens.



Report Options (13300)

Start Date: 6/10/2019

End Date: 6/15/2019

Group By: Category Group

Show all Details

Employee Range:

From: BS

To: RS

Ok Cancel

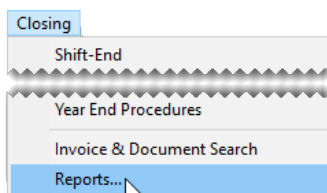
- Print the report and close the Report Window.

NATIONAL ACCOUNT INVOICES

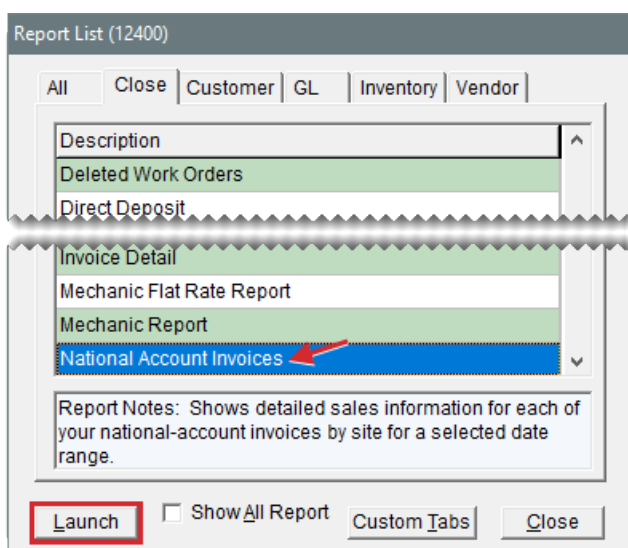
This report shows detailed sales information for each of your national account invoices for a selected date range.

To generate a National Account Invoices Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select National Account Invoices and click **Launch**. The Date Range screen opens.



- Select the starting and ending dates for the report's date range.

- Click **OK**. The Report Window opens.

Date Range (9100)

Start Date: 6/10/2019

End Date: 6/15/2019

Ok Cancel

- Print the report and close the Report Window.

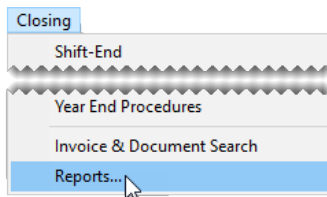
NATIONAL ACCOUNT RECON. REPORT

This report lists national account, government support, and adjustment invoices for which vendors owe you credits. When this report is generated from the Report List, it shows the totals for each reconciliation code for a specified date range.

Note: This report can also be generated for a single vendor from the National Credits screen by clicking **Reconcile Report**. In this scenario, you can limit the report to unreconciled items if needed.

To generate a National Account Recon Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select National Account Recon. Report and click **Launch**. The Date Range screen opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description

Direct Deposit

Employee Customer Type List

Mechanic Flat Rate Report

Mechanic Report

National Account Invoices

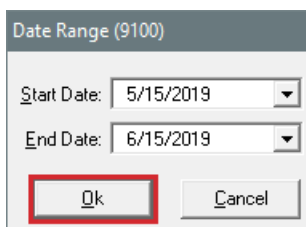
National Account Recon. Report

Report Notes: Lists national-account, government-support, and adjustment invoices for which vendors owe you credits.

Launch Show All Report Custom Tabs Close

- Select the starting and ending dates for the report's date range.

- Click **OK**. The Report Window opens.



The image shows a dialog box titled "Date Range (9100)". It contains two date selection fields: "Start Date" with the value "5/15/2019" and "End Date" with the value "6/15/2019". Below these fields are two buttons: "Ok" and "Cancel". The "Ok" button is highlighted with a red rectangular border.

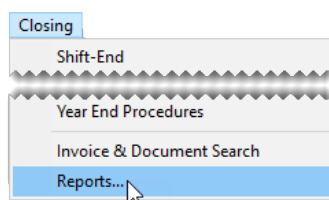
- Print the report and close the Report Window.

NEGATIVE OPTION COST TOTALS

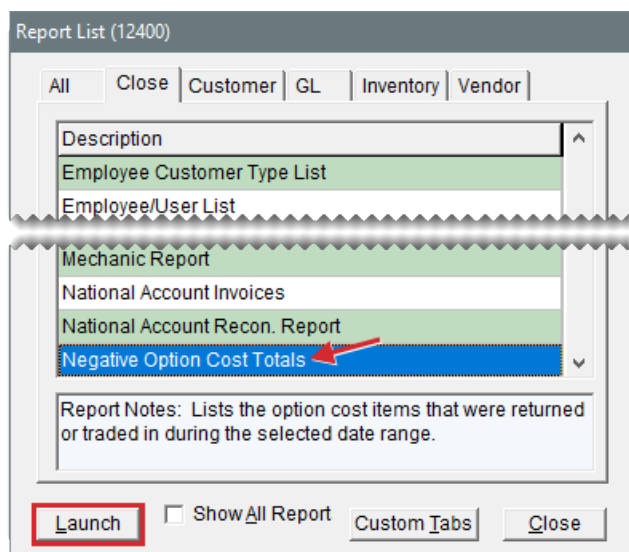
This report lists the option cost (outside purchase) items that were returned or traded in during the selected date range. It shows the cost (including FET) that posted to the inventory and cost of goods sold accounts.

To generate a Negative Option Cost Totals Report

- Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



- Select Negative Option Cost Totals and click **Launch**. The Date Range screen opens.



The image shows a dialog box titled "Report List (12400)". It has several tabs: "All", "Close", "Customer", "GL", "Inventory", and "Vendor". The "Close" tab is selected. Below the tabs is a list of reports. The reports listed are: "Employee Customer Type List", "Employee/User List", "Mechanic Report", "National Account Invoices", "National Account Recon. Report", and "Negative Option Cost Totals". The "Negative Option Cost Totals" report is highlighted in blue, and a red arrow points to it. Below the list is a "Report Notes" section that reads: "Lists the option cost items that were returned or traded in during the selected date range." At the bottom of the dialog box are four buttons: "Launch", "Show All Report", "Custom Tabs", and "Close". The "Launch" button is highlighted with a red rectangular border.

- Select the starting and ending dates for the report's date range.
- Click **OK**. The Report Window opens.

Date Range (9100)

Start Date: 5/15/2019

End Date: 6/15/2019

Ok Cancel

5. Print the report and close the Report Window.

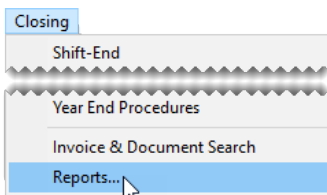
NONINVENTORY SALES

This report shows the selling price, cost, gross profit amount, and gross profit percent of all noninventoriable items that have been sold within the selected date range.

Note: The cost shown on this report (and your regular sales report) depends on the item's costing method. For more information, see "[Noninventoriable Costing Methods](#)" on page 333.

To generate a Noninventory Sales Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Noninventory Sales and click **Launch**. The Date Range screen opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description

Employee/User List

Government Support Invoices

National Account Invoices

National Account Recon. Report

Negative Option Cost Totals

Noninventory Sales

Report Notes: Shows the selling price, cost, gross-profit amount, and gross-profit percent of all noninventoriable items by site that have been sold within the selected date

Launch Show All Report Custom Tabs Close

3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.

Date Range (9100)

Start Date: 5/15/2019

End Date: 6/15/2019

Ok Cancel

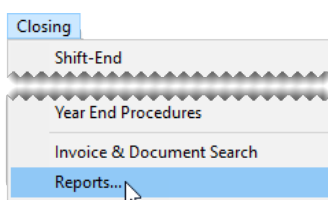
5. Print the report and close the Report Window.

NULL SALESPERSON REPORT

This report helps users identify invoices that have no salespeople assigned to some of the items sold.

To generate a Null Salesperson Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Null Salesperson Report and click **Launch**. The Report Window opens.

Report List (12400)

All Close Customer GL Inventory Vendor

Description

- Government Support Invoices
- GS & Adjustment Checkup Report
- National Account Recon. Report
- Negative Option Cost Totals
- NonInventory Sales
- Null Salesperson Report

Report Notes: Helps to identify invoices which have no salespeople assigned to some of the items sold.

Launch Show All Report Custom Tabs Close

3. Print the report and close the Report Window.

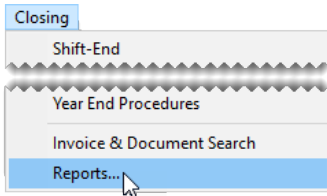
OPEN QUOTE REPORT

This report lists quotes written during a selected date range. You can generate the report for all quotes, only those that have expired, only those still in effect, or only those that have been turned into work orders. You can also limit information retrieved by the report to a particular customer,

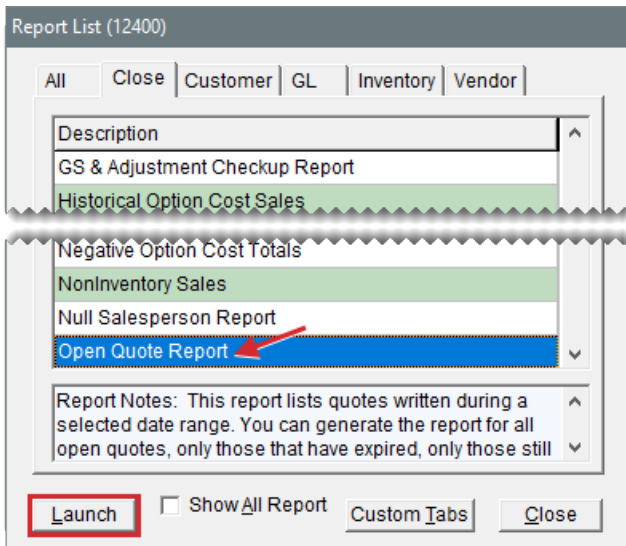
salesperson, or quotes whose total margin was negative.

To generate an Open Quote Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Open Quote Report, and click **Launch**. The Open Quote Report screen opens.



3. Depending on which quotes you want to include, select **All Quotes**, **Expired**, **Not Expired**, or **Work Order**.
4. Select the starting and ending dates for the date range in which the quotes were written.
5. Do one of the following:
 - For all quotes, leave the **Customer** and **Salesperson** fields blank.
 - For quotes for a single customer, click **Customer** and look up the customer. For more information, see "[Customer Searches](#)" on page 86.
 - For quotes assigned to a single salesperson, click **Salesperson** and select the employee's name from the list that opens.
6. To display only those quotes whose total margin is negative, select the **Quotes with negative total margin only** check box.
7. Click **Print**. The Report Window opens.

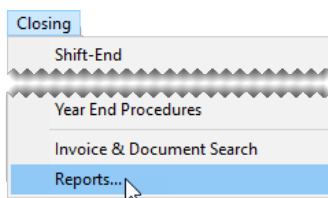
8. To print the report, click **Print**. Then click **Close**.

OPEN WORK ORDER - ITEM LIST

This report lists all items that are currently on open work orders sorted by product code.

To generate an Open Work Order - Item List

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Open Work Order - Item List and click **Launch**. The Report Window opens.

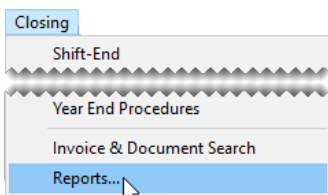
3. Print the report and close the Report Window.

OPEN WORK ORDER - QTY

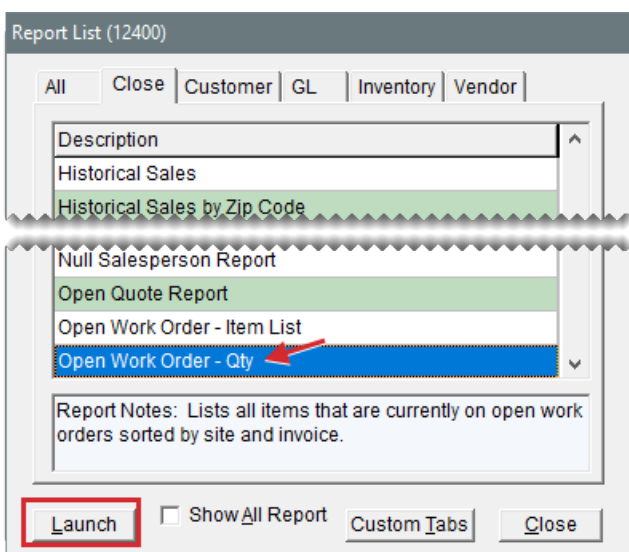
This report lists all items that are currently on open work orders sorted by invoice.

To generate an Open Work Order - Qty Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Open Work Order - Qty and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

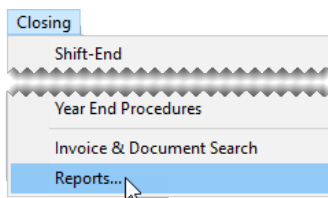
OPEN WORK ORDER DEPOSITS

This report shows deposits that have been collected from customers who have open work orders.

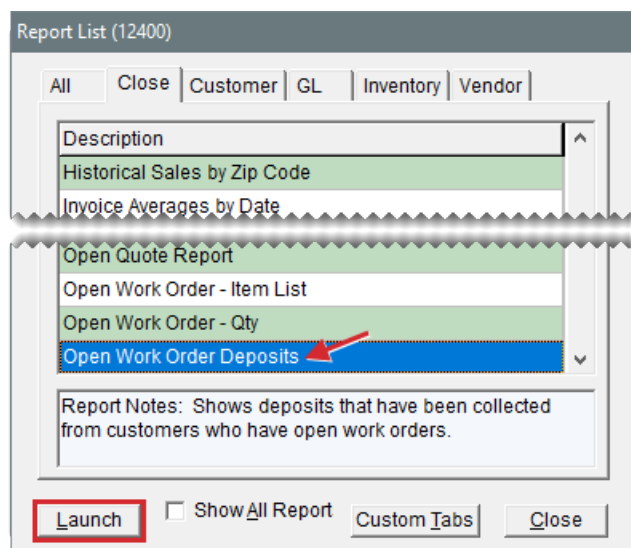
The deposit total for this report should match the balance of the clearing account for tracking point of sale deposits.

To generate the Open Work Order Deposits Report

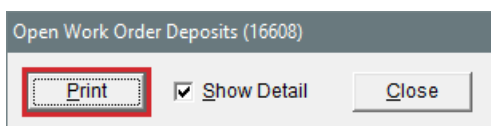
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Open Work Order Deposits and click **Launch**. The Open Work Order Deposits screen opens.



3. To include invoice and customer contact information on the report, select the **Show Detail** check box. For customer deposit totals only, clear the **Show Detail** check box.
4. Click **Print**. The Report Window opens.



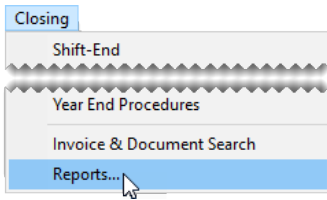
5. Print the report and close the Report Window.

OPEN WORK ORDER REPORT

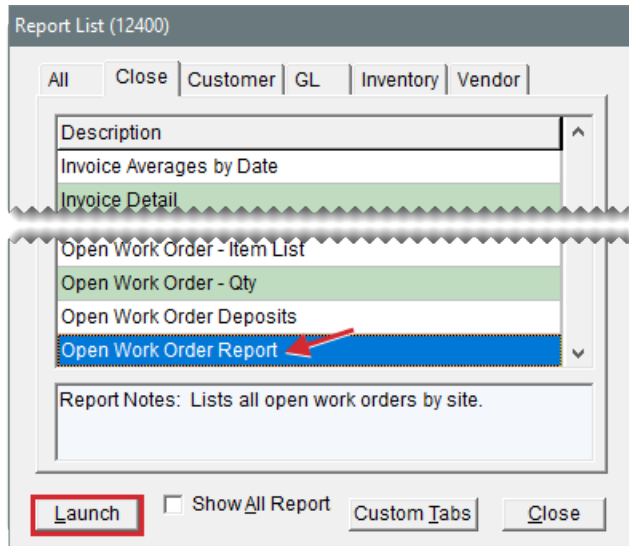
This report lists all open work orders.

To generate an Open Work Order Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Open Work Order Report and click **Launch**. The Report Window opens.



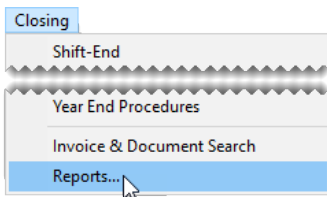
3. To print the report, click **Print**. Then click **Close**.

OVER SHORT REPORT

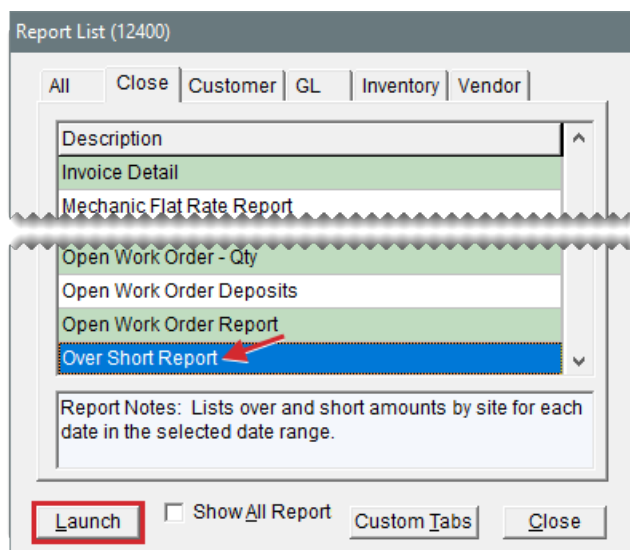
This report lists over and short amounts for each date in the selected date range.

To generate an Over Short Report

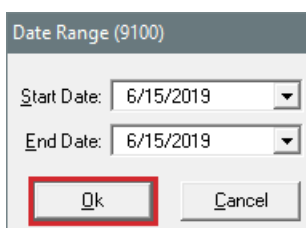
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Over Short Report and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



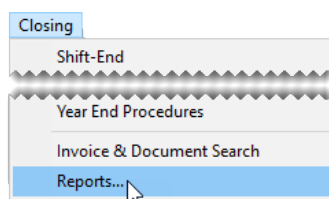
5. Print the report and close the Report Window.

PAIDOUT LIST FOR DATE RANGE

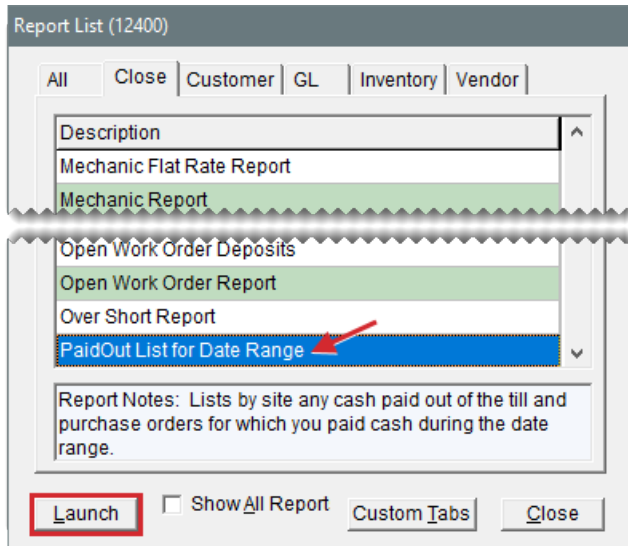
This report lists payouts and purchase orders that you paid cash for during the selected date range.

To generate a Paid List for Date Range Report

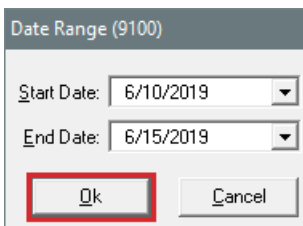
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Payout List for Date Range and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



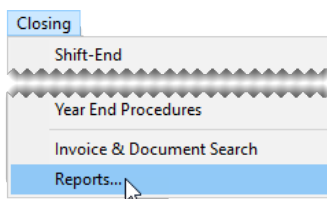
5. Print the report and close the Report Window.

PURCHASE ORDER REPORT

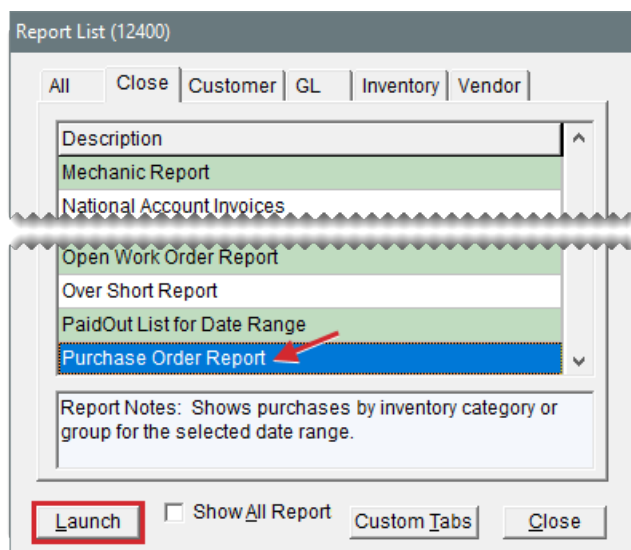
This report shows purchases by inventory category or group for the selected date range.

To generate a Purchase Order Report

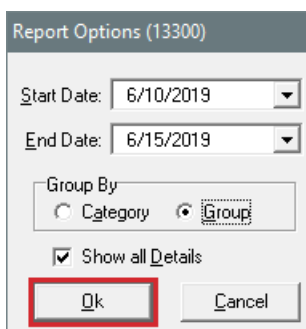
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Purchase Order Report and click **Launch**. The Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Group**
 - **Category**
5. To include information for each item ordered, make sure the **Show All Details** check box is selected. For totals only, clear the check box.
6. Click **OK**. The Report Window opens.



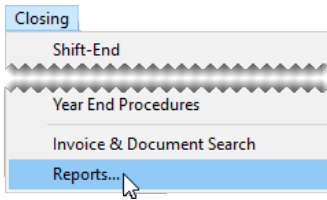
7. Print the report and close the Report Window.

SALES ANALYSIS REPORT

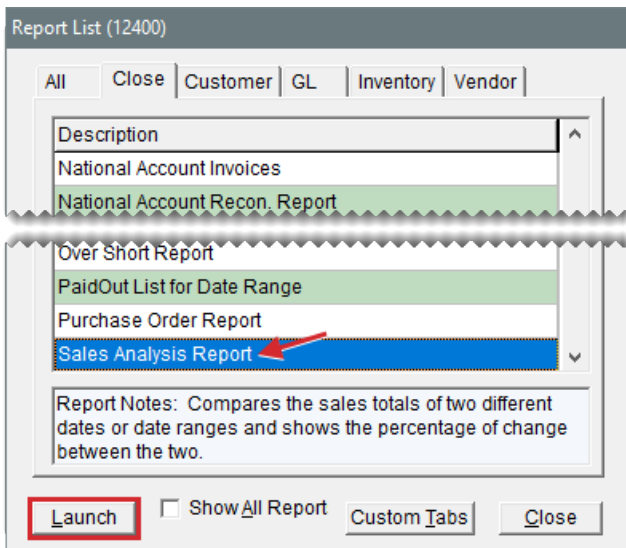
This report compares the sales totals of two different dates or date ranges and shows the percentage of change between the two. It provides several different settings for retrieving information, and the first page of the report shows which settings were chosen. Because your selections are saved until you exit the report settings screen, you can go back and modify them after printing.

To generate a Sales Analysis Report

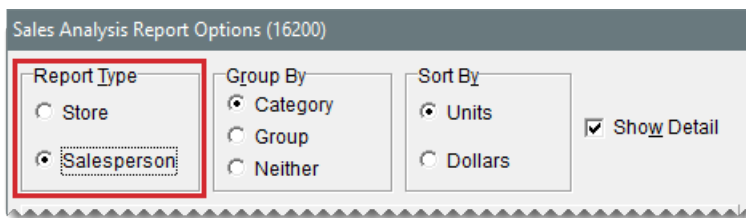
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Analysis Report and click **Launch**. The Sales Analysis Report Options screen opens.



3. Select one of the following report types:
 - **Store** to generate storewide sales figures
 - **Salesperson** to generate sales figures by salesperson



4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
 - **Neither**

Sales Analysis Report Options (16200)

Report Type: Store, Salesperson

Group By: Category, Group, Neither

Sort By: Units, Dollars

Show Detail

5. Select one of the following in the **Sort By** area:

- **Units** to display items from the highest to the lowest number of units sold
- **Dollars** to display items from the highest to lowest dollar amount sold

Sales Analysis Report Options (16200)

Report Type: Store, Salesperson

Group By: Category, Group, Neither

Sort By: Units, Dollars

Show Detail

6. To include items sold on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.

Sales Analysis Report Options (16200)

Report Type: Store, Salesperson

Group By: Category, Group, Neither

Sort By: Units, Dollars

Show Detail

7. Choose the following date ranges.

- a. Select a date or date range from the **Report Date Range** pop-up calendars.
- b. Select another date or date range from the **Compare Date Range** pop-up calendars.

Sales Analysis Report Options (16200)

Report Date Range: Beginning Date: 6/ 1/2019, Ending Date: 6/15/2019

Compare Date Range: Beginning Date: 6/ 1/2018, Ending Date: 6/15/2018

Report Type: Salesperson

Beginning Salesperson: [Yellow box]

8. Define whether to display the sales figures in report subgroups:

- If you selected the store report type (step 3), select **Salesperson** or **Customer**. Then, look up one salesperson, a range of salespeople, all salespeople, one customer, or all customers.

Note: To look up the name of a salesperson or customer, click the **Beginning Salesperson, Ending Salesperson** or **Selected Customer** field. Then press and select an employee or customer from the list that opens. For all salespeople or customers, leave the fields blank.

- If you selected the salesperson report type (step 3), look up one salesperson, a range of salespeople, or all salespeople. Then limit the report to one customer or include all customers.

- If you don't want to display the information subgroups, select **Suppress Salesperson/Customer Grouping**.

9. Click **Print**. The Report Window opens.

10. Print the report and close the Report Window.

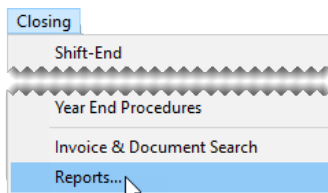
SALES COMPARISON REPORT

With the Sales Comparison Report, you can compare sales that occurred in up to four different date

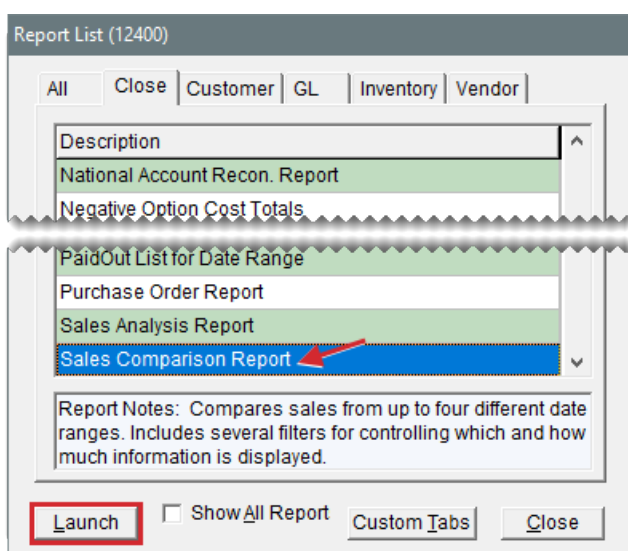
ranges. These date ranges can be selected at random or they can be a series of weeks, months, quarters, or years. You can also generate the report for specific sites.

To generate a Sales Comparison Report

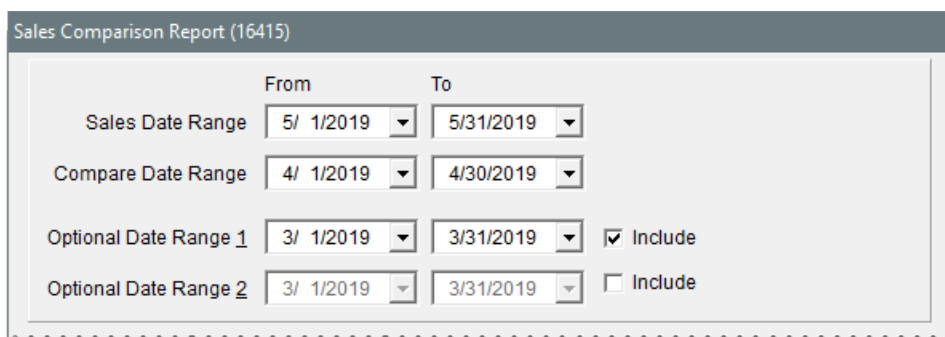
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Comparison Report and click **Launch**. The Sales Comparison Report screen opens.



3. Select the date ranges you want to compare from the pop-up calendars. To compare three date ranges, select the **Include** check box for **Optional Date Range 1**. For four date ranges, select the **Include** check boxes for both **Optional Date Range 1** and **Optional Date Range 2**.



4. Choose which customers you want to include on the report by doing the following as needed:
 - For a single customer, click **Customer Name** and look up the customer. For more information, see "[Customer Searches](#)" on page 86.

- For one or more customer types, click **Customer Type**. Then select one or more types from the list that opens.
- **Note:** For multiple types, press **Ctrl** while you select each type.
- For customers assigned to a specific salesperson, click **Salesperson** and select a name from the list that opens.
- For all customers, leave the **Customer Name**, **Customer Type**, and **Salesperson** fields blank.

5. Choose which items you want to include on the report by doing one of the following:

- For a single item or a group of items, click **Inventory** and look up the item or items. For more information, see "Inventory Searches" on page 202.
- For all items, disregard looking up any inventory.

Product Code	Size	Description
001628	155/60R20	EP500 ECOPIA
001475	155/70R19	EP600 ECOPIA
001619	155/70R19	EP500 ECOPIA
001629	175/55R20	EP500 ECOPIA
001476	175/60R19	ECOPIA EP600

6. To organize items retrieved by the report, do the following.

- a. Select the main method of grouping the items from the **Primary Group** drop-down.
- b. Select an additional grouping method from the **Secondary Group** drop-down if needed.

Primary Group: Inv Category (dropdown)

Name Sales GP

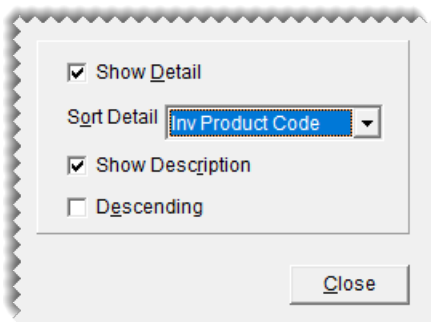
Secondary Group: None (dropdown)

Name Sales GP

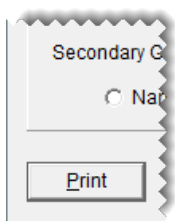
Note: Disregard the **Name**, **Sales**, and **GP** options for each group.

7. Set the display options for the report.

- a. To include item descriptions and vendor part numbers, leave the **Show Description** and **Show Detail** check boxes selected. For item totals only, clear the check boxes.
- b. Select a sorting method from the **Sort Detail** drop-down.
- c. To display the sort detail from highest to lowest, select the **Descending** check box. Otherwise, leave the check box clear.



8. Click **Print**. The Report Window opens.



9. Print the report and close the Report Window.

10. Close the Sale Comparison Report screen.

SALES INFORMATION REPORT

With the Sales Information Report, you can identify which items were popular sellers during a specific date range and which customers affect sales and profits the most. You can also use this report to gauge mechanic productivity.

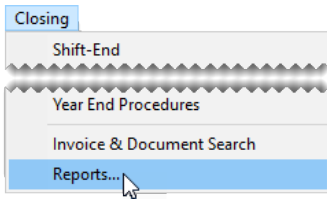
Example: You could generate this report to identify the following:

- Which brand of tires is the most or least profitable
- Which tire of a particular size is sold the most or least
- Which customer spent the most or least money
- Which customer type contributes the most or least to your gross profit
- Which services (labor) are sold the most or least
- Which services (labor) did a mechanic perform the most

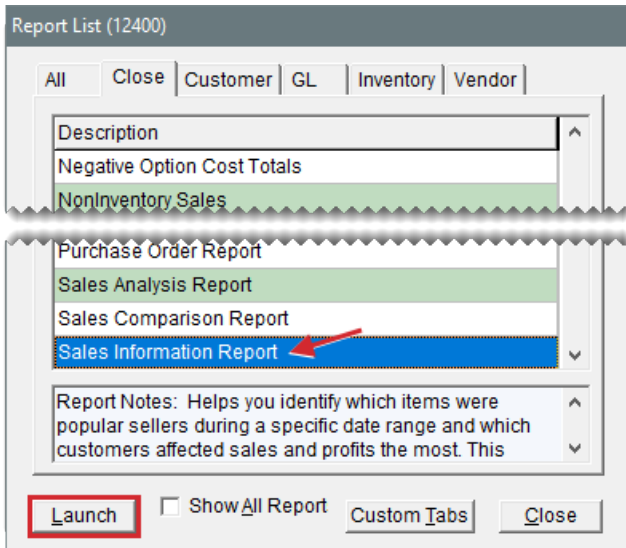
Note: When none of the sales report options are selected on the Sales Report Options screen, generating this report retrieves items sold in normal sales. When **Adjustment Lines** is selected on the Sales Report Options screen, this report retrieves items sold at an adjusted price along with items sold in normal sales. For more information, see "[Sales Report Options](#)" on page 941.

To generate a Sales Information Report

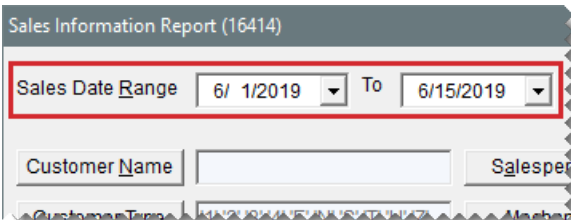
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



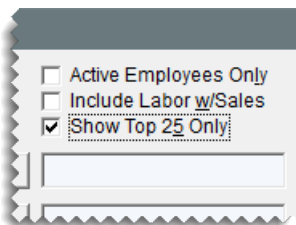
2. Select Sales Information Report and click **Launch**. The Sales Information Report screen opens.



3. Select starting and ending dates from the **Sales Date Range** pop-up calendars.



4. Select the following check boxes as needed:
 - **Active Employees Only** to limit the report to active employees
 - **Include Labor w/Sales** to retrieve sales information for labor items
 - **Show Top 25 Only** to limit information to the 25 most popular items



5. Define which customer or employee information to include on the report by doing one of the following:

- For all customers, leave the **Customer Name**, **Customer Type**, and **Salesperson** fields blank.
- For a single customer, click **Customer Name** and look up the customer. For more information, see ["Customer Searches" on page 86](#).
- For one or more customer types, click **Customer Type**. Then select one or more types from the list that opens.
Note: For multiple types, press **Ctrl** while you select each type.
- For information about customers assigned to a specific salesperson, click **Salesperson** and select a name from the list that opens.
- For information about mechanic productivity, click **Mechanic** and select a name from the list that opens.

Sales Information Report (16414)

Sales Date Range 6/ 1/2019 To 6/15/2019

Active Employees Only
 Include Labor w/Sales
 Show Top 25 Only

Customer Name Salesperson Grant, Fred

Customer Type '1','2','3','N','S' Mechanic

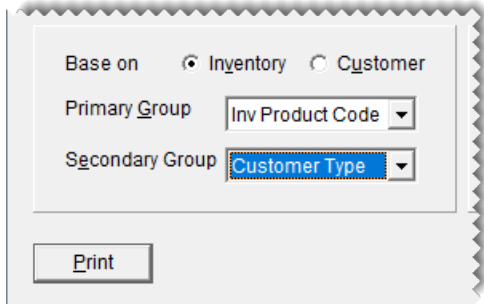
6. Define which items you want to include on the report by doing one of the following:

- For a single item or a group of items, click **Inventory** and look up the item or items. For more information, see ["Inventory Searches" on page 202](#).
- For all items, leave the **Inventory** field blank.

Inventory	Product Code	Size	Description
	744154900	LT215/75R15/8	HT WRANGLER
	744821900	LT215/85R16/10	HT WRANGLER
	744830900	LT225/75R16/10	HT WRANGLER
	744826802	LT235/75R15/6	HT WRANGLER
	744725502	LT235/85R16/10	HT WRANGLER
	744395900	LT245/75R16/10	HT WRANGLER

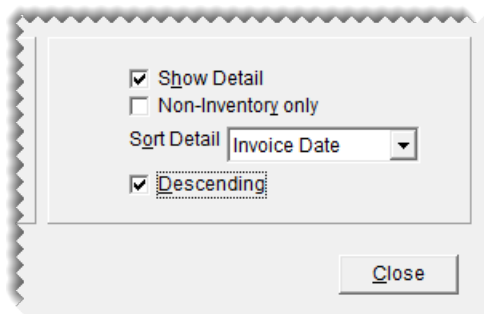
7. To organize the items retrieved by the report, do the following:

- Define how to list the items by selecting **Inventory** or **Customer**.
- Select the main method of grouping the items from the **Primary Group** drop-down.
- Select an additional grouping method from the **Secondary Group** drop-down, if needed.



Note: If you select **Mechanic** from the list of secondary groups, the report displays the names of both mechanics when the work on an invoice was performed by a pair of employees.

8. To display both invoice detail and totals on the report, do the following.
 - a. Select the **Show Detail** check box.
 - b. To limit the report to noninventoriable items, select the **Non-Inventory only** check box.
 - c. Select a sorting method from the **Sort Detail** drop-down.
 - d. To display the sort detail from highest to lowest, select the **Descending** check box. Otherwise, leave the check box clear.



9. Click **Print**. The Report Window opens.



10. Print the report and close the Report Window.

SALES TAX BY RATE

This report provides a summary of the following information for each sales-tax rate:

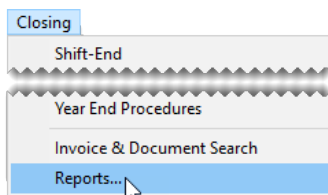
- Taxable sales total
- Nontaxable sales total
- Tax collected

- Labor sales total
- Taxable sales and nontaxable sales total

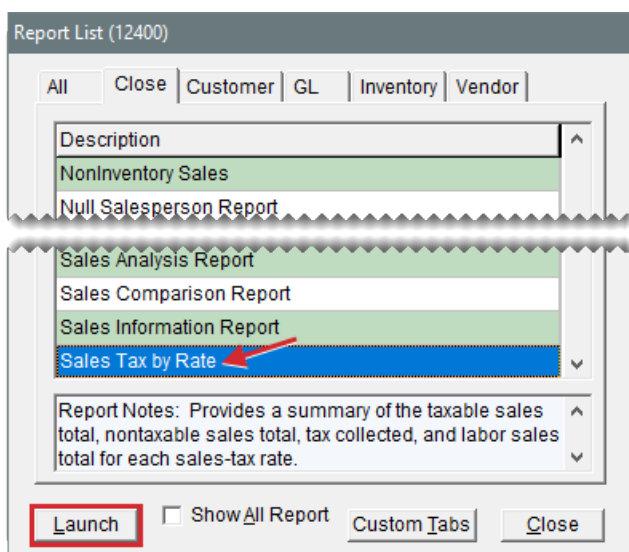
Note: For detailed sales tax information, refer to "Sales Tax Report" on page 849.

To generate a Sales Tax by Rate Report

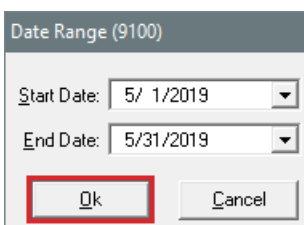
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Tax by Rate and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



5. Print the report and close the Report Window.

SALES TAX LEDGER REPORT

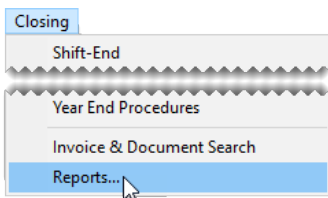
With the Sales Tax Ledger Report, you can compare the total sales tax collected in individual transactions to the balance of the general ledger's sales tax account. This report also displays the GL

codes associated with the general ledger's income accounts.

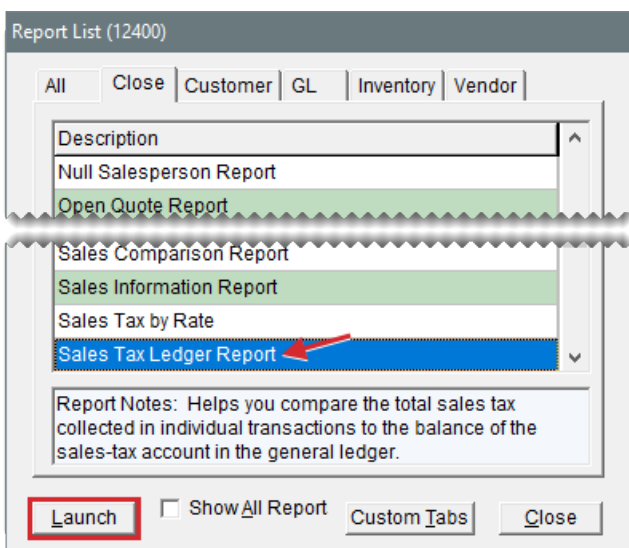
Note: To ensure that the amounts on this report aren't distorted, make sure your GL Ranges do not overlap.

To generate a Sales Tax Ledger Report

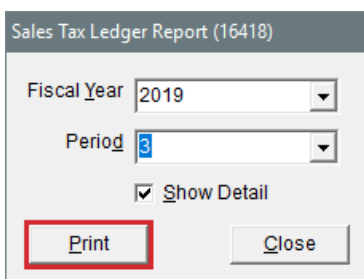
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Tax Ledger Report and click **Launch**. The Sales Tax Ledger Report screen opens.



3. Select a fiscal year and period from the drop-downs.
4. To include invoice information on the report, make sure the **Detail** check box is selected. For account totals only, clear the **Detail** check box.
5. Click **Print**. The Report Window opens.



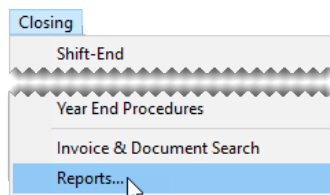
6. Print the report and close the Report Window.

SALES TAX REPORT

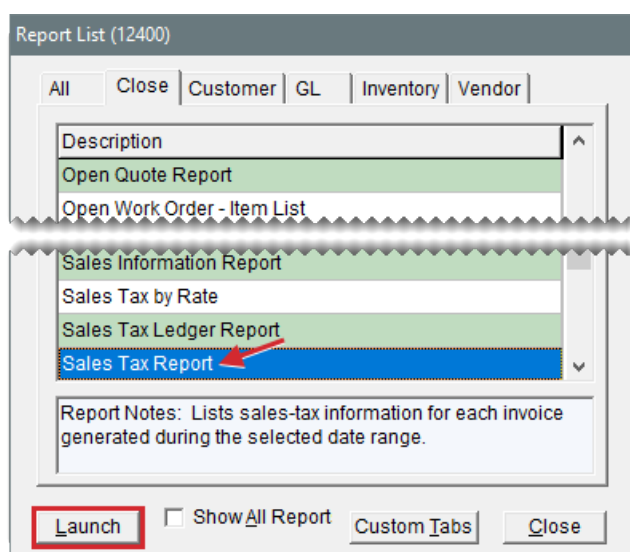
This report lists sales tax information for each invoice generated during the selected date range.

To generate a Sales Tax Report

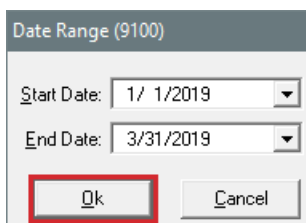
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Tax Report and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



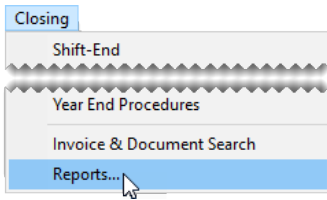
5. Print the report and close the Report Window.

SALES TAX SETUP REPORT

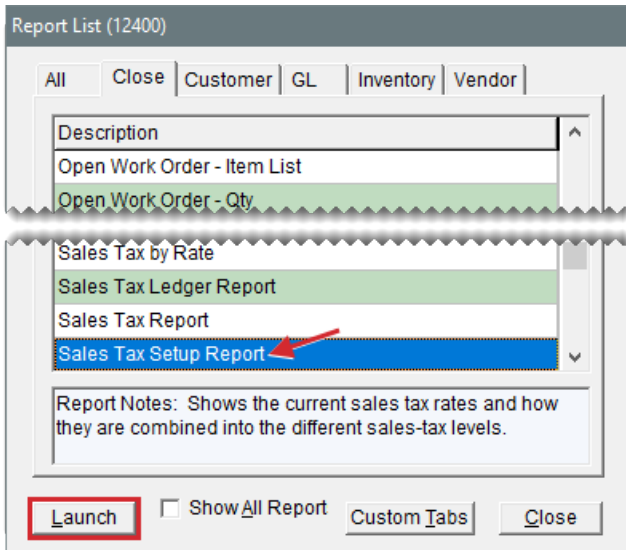
This report shows how your sales tax rates are combined into the different sales tax levels.

To generate a Sales Tax Setup Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sales Tax Setup Report and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

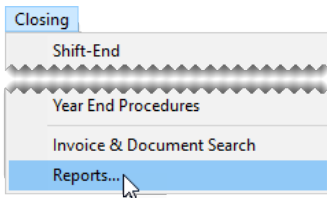
SALES TREND REPORT

This report lets you compare the monthly sales for two different years. You can display trend information as numbers or as a bar graph, and group it by customer, salesperson, or manufacturer if needed.

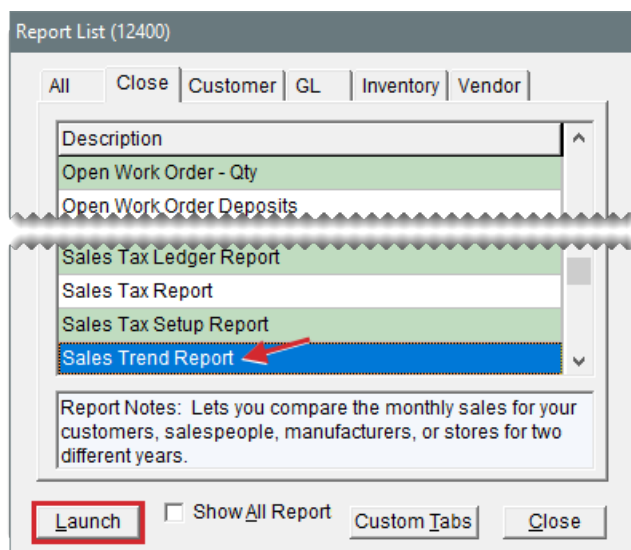
Note: This report does not include sales of add-on items or shop supply charges.

To generate a Sales Trend Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.

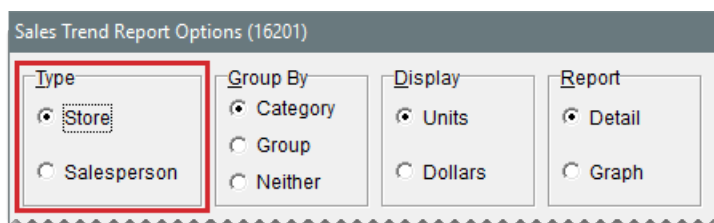


2. Select Sales Trend Report and click **Launch**. The Sales Trend Report Options screen opens.



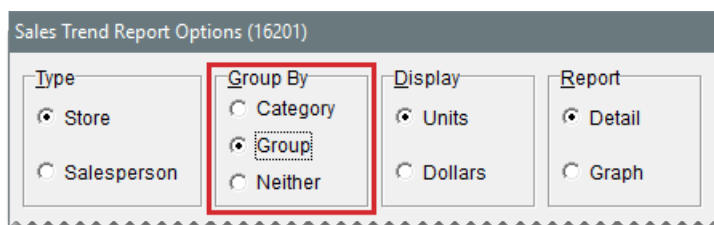
3. Select one of the following report types:

- **Store** to generate a report of storewide sales trends
- **Salesperson** to generate report of sales trends by salesperson



4. Select one of the following methods for organizing items on the report:

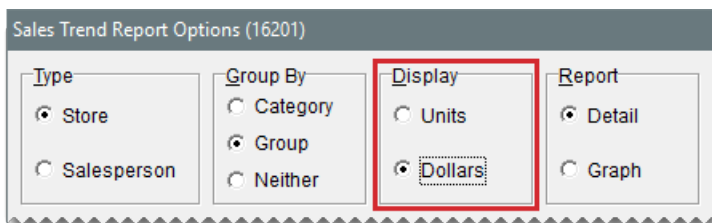
- **Category**
- **Group**
- **Neither**



Note: When generating a bar graph, it is not necessary to select a means of grouping report information.

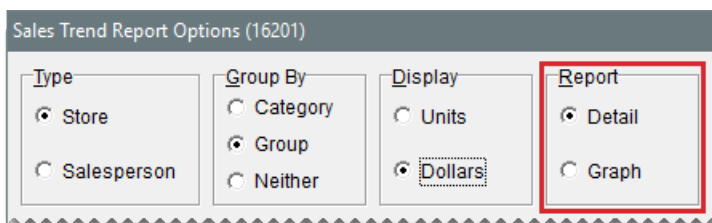
5. Select one of the following in the **Display** area:

- **Units** to display the number of units sold
- **Dollars** to display the dollar amount generated



6. Select one of the following in the **Report** area:

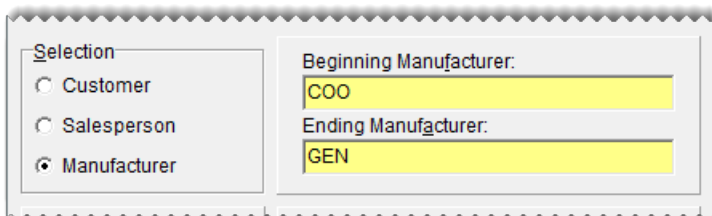
- **Detail** to generate a report showing units sold or dollar amounts as numbers
- **Graph** to generate a bar graph that represents units sold or dollar amounts



7. If you want to group trend information by customer, salesperson, or manufacturer, select **Customer**, **Salesperson**, or **Manufacturer** in the **Selection** area. Otherwise, go to step 9.

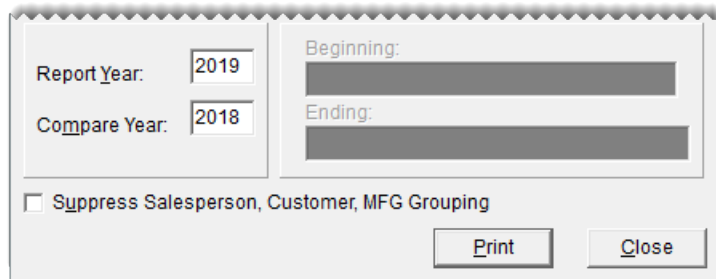
8. Depending on your selection in step 7, look up one of the following:

- For a single customer, manufacturer, or salesperson, click the **Selected Customer** field, **Beginning Salesperson** field, or **Beginning Manufacturer** field and press \square . TireMaster prompts you to type a customer's name or select a salesperson or manufacturer from a list.
- For a range of customers or manufacturers, click the **Beginning Salesperson** field or **Beginning Manufacturer** field, press \square , and select a salesperson or manufacturer from the list that opens. Repeat this process for the **Ending Salesperson** or **Ending Manufacturer** fields.
- For all customers, salespeople, or manufacturers, leave the fields blank.



9. Type the two years you want to compare in the **Report Year** and **Compare Year** fields.

10. If you want to disable the grouping of trend information by customer, salesperson, or manufacturer, select the **Suppress Salesperson, Customer, MFG Grouping** check box.



Report Year: 2019
 Compare Year: 2018
 Beginning: _____
 Ending: _____
 Suppress Salesperson, Customer, MFG Grouping
 Print Close

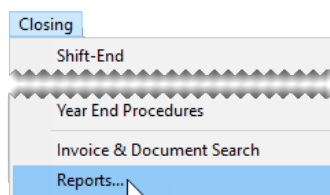
11. Click **Print**. The Report Window opens.
12. Print the report and close the Report Window.

SALESPERSON REPORT

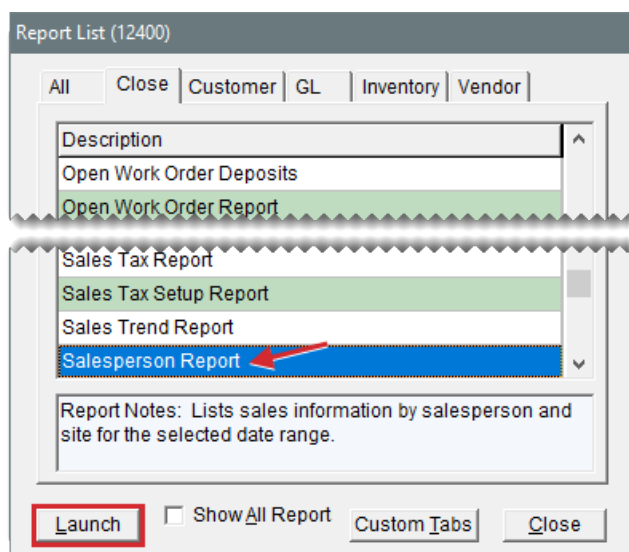
This report lists sales totals by salesperson for the selected date range.

To generate a salesperson report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Salesperson Report and click **Launch**. The Report Options screen opens.



Report List (12400)
 All Close Customer GL Inventory Vendor
 Description
 Open Work Order Deposits
 Open Work Order Report
 Sales Tax Report
 Sales Tax Setup Report
 Sales Trend Report
 Salesperson Report
 Report Notes: Lists sales information by salesperson and site for the selected date range.
 Launch Show All Report Custom Tabs Close

3. Select starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**

5. To include information about each item sold, make sure the **Show All Details** check box is selected. For category or group subtotals, clear the check box.
6. Do one of the following in the **Employee Range** area:
 - For all users, leave the **From** and **To** fields blank.
 - For a range of users, select the employees for the beginning (**From** field) and end (**To** field) of the range. To select an employee, click a field and press . Then choose a name from the list that opens.
 - For a single user, click the **From** field and press . Then choose a name from the list that opens.
7. Click **OK**. The Report Window opens.

Report Options (13300)

Start Date: 6/1/2019

End Date: 6/15/2019

Group By

Category Group

Show all Details

Employee Range

From: DJ

To: RS

8. Click **Print**. Then close the Report Window.

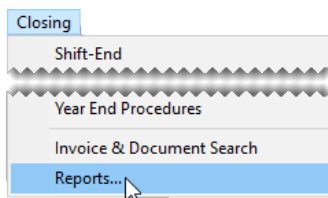
SENT EMAIL/TEXT LIST

This report lists all customers and vendors who've been sent text messages or documents by email from TireMaster during the selected date range.

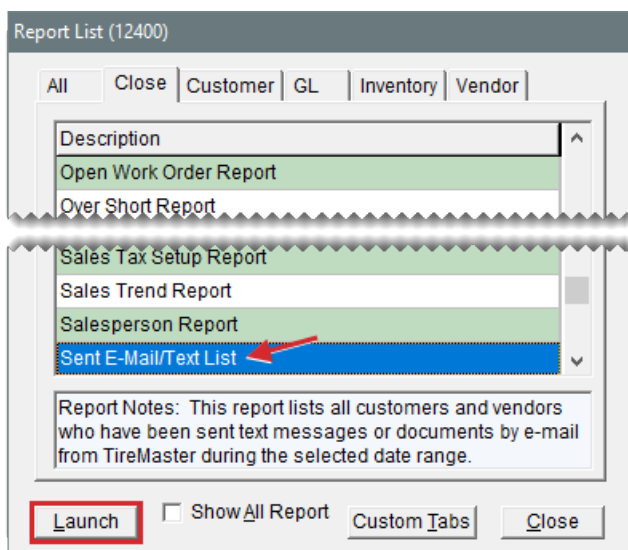
- For emails, the report lists the email address and the type of document sent to it. If the same document is listed multiple times, it was emailed more than once or both the original document and one or more duplicate copies were sent.
- For text messages, the report lists a the type of text message that was sent. If the same type of text message is listed multiple times, it was sent more than once.

To generate a Sent Email/Text List

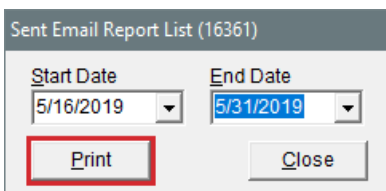
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Sent Email List and click **Launch**. The Sent Email Report List screen opens.



3. Select a date or date range for the report, and click **Print**. The Report Window opens.



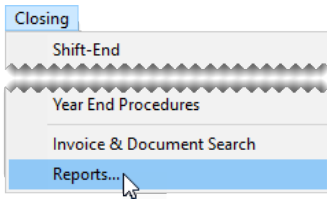
4. Print the report and close the Report Window.

SERVICE CHECKLIST SETUP REPORT

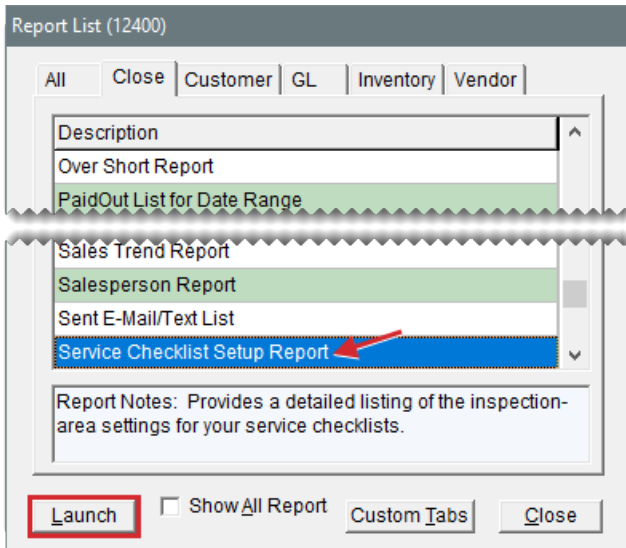
This report provides a detailed listing of the inspection area settings for each of your service checklists. For each inspection area, the report includes a description of what to check and a list of items that can be sold to customers when services are recommended. The report also identifies which postcard code, if any, is assigned to an inspection area and whether services are recommended based on vehicle mileage.

To generate a Service Checklist Setup Report

1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Service Checklist Setup Report and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

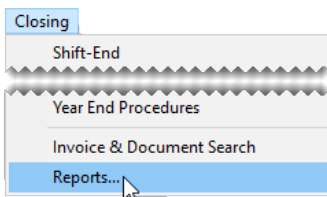
SPIFF SALESPERSON REPORT

This report shows the sales spiff information for each salesperson during the specified date range. For each spiff item that's sold, this report shows the quantity sold, the parts total, and the resulting spiff amount. It also shows the spiff percentage and spiff amount to remind you of the settings for a particular spiff.

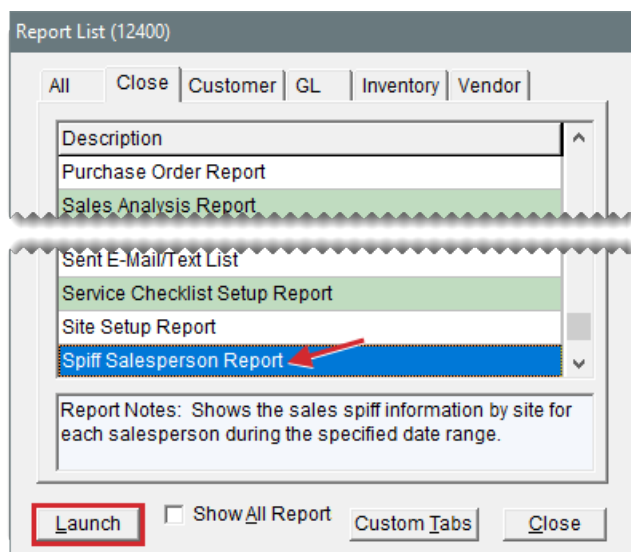
Note: Generate the spiff report before updating the spiffs or the items to which they're assigned, so you can keep track of the changes.

To generate a spiff salesperson report

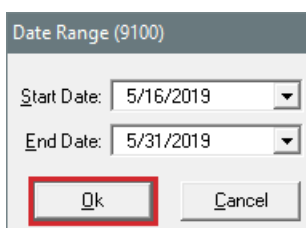
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Spiff Salesperson Report and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



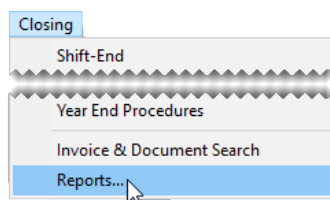
5. Print the report and close the Report Window.

TRANSFER INVOICES

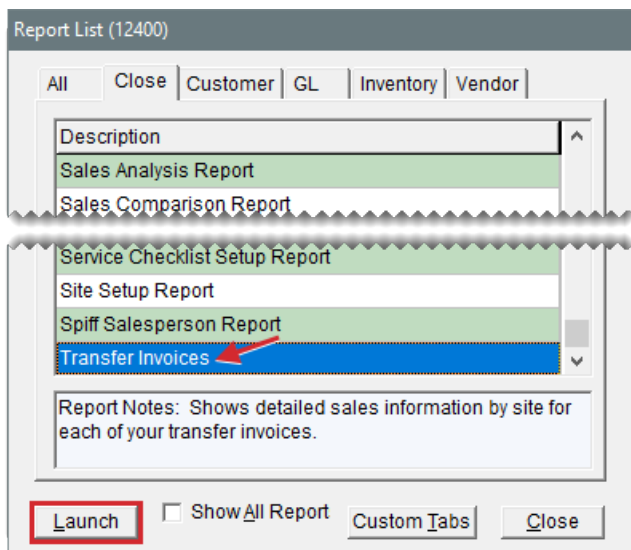
This report shows detailed sales information for each of your transfer invoices.

To generate a report of transfer invoices

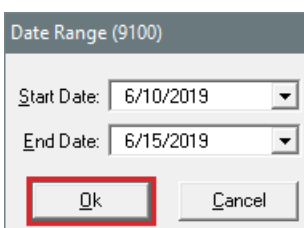
1. Select **Closing > Reports**. The Report List opens with the **Close** tab selected.



2. Select Transfer Invoices and click **Launch**. The Date Range screen opens.



3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window opens.



5. Print the report and close the Report Window.

CUSTOMER TAB REPORTS

This tab includes reports for generating customer information, such as purchase history and account balances.

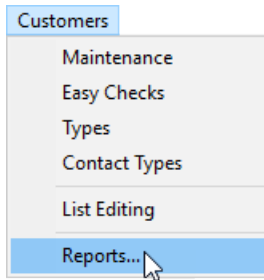
AR DETAIL - BY CUSTOMER

This report shows accounts receivable activity for one or more customers.

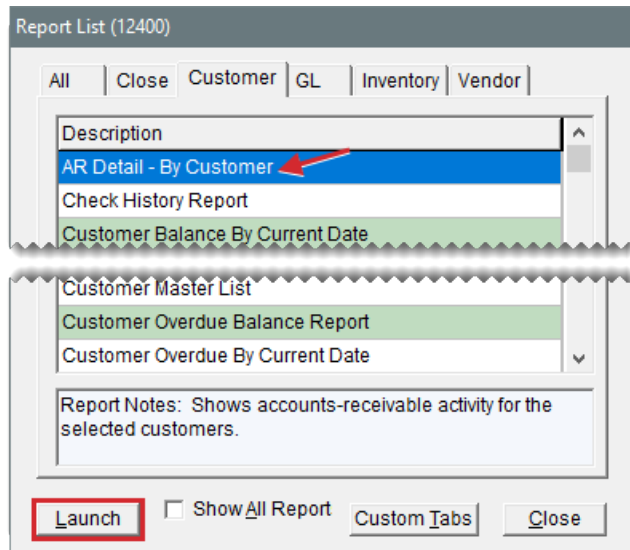
Note: When you select a customer range, this report lists all customers alphabetically that fall between the first and last names you select.

To generate the AR Detail - By Customer Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select AR Detail - By Customer and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.



5. Print the report and close the Report Window.

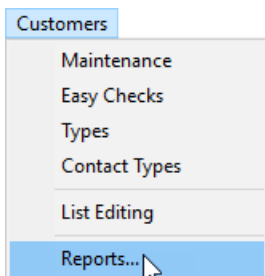
CHECK HISTORY REPORT

This report is designed to help you research which checks or direct deposits were used to pay for

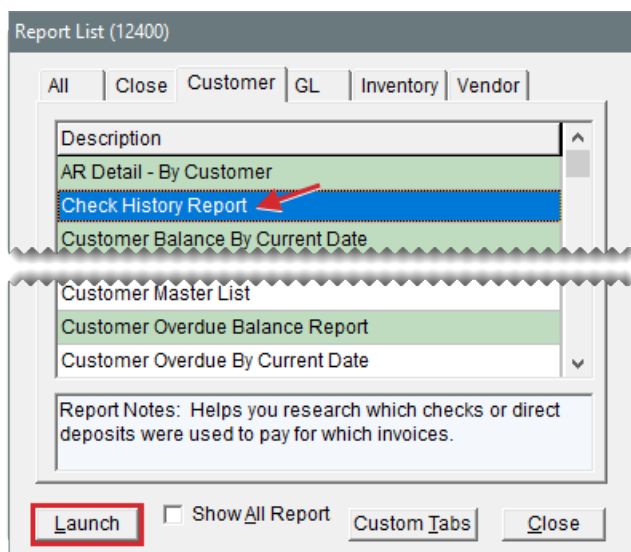
which invoices. The report includes any checks and direct deposits that were received from the customer at either the time of the sale or received later on account. If a check number was not entered at the time of payment, that check is excluded from the report.

To generate a Check History Report

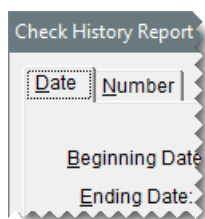
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Check History Report and click **Launch**. The Check History Report Options screen opens.



3. Select one of the following:
 - To look up checks written during on a specific day or during a date range, click the **Date** tab.
 - To look up a specific check number or invoice number, click the **Number** tab. Then go to step 6.



4. Select the starting and ending dates for the report's date range.
5. Select one of the following in the **Group By** area. Then go to step 7

- **Check Number** to sort checks by the check number that was entered at point of sale
- **Invoice Number** to sort checks by invoice number

Check History Report Options (16203)

Date | Number

Beginning Date: 6/15/2019

Ending Date: 6/15/2019

Group By

Check Number Invoice Number

6. Type the check number or the invoice number.

Check History Report Options (16203)

Date | Number

Check Number: 9908

Invoice Number:

7. Click **Print**. The Report Window opens.

Print Close

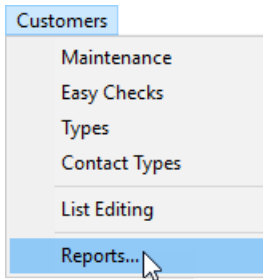
8. Print the report and close the Report Window.

CUSTOMER BALANCE BY CURRENT DATE

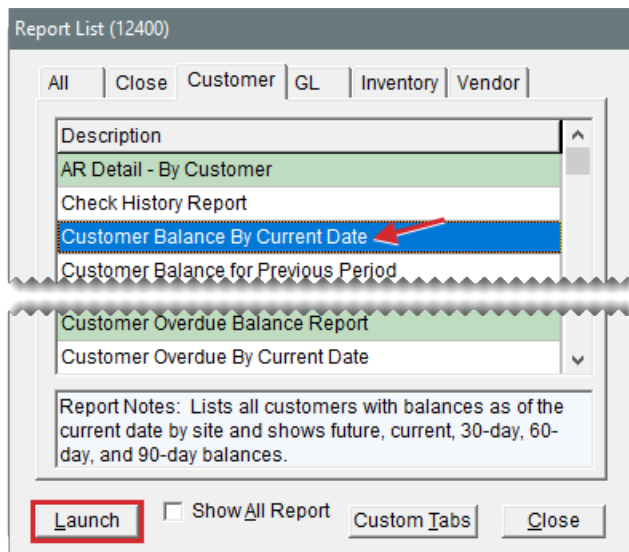
This report lists customers with balances as of the current date. It includes future, current, 30 day, 60 day, and 90 day balances.

To generate a Customer Balance Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Balance by Current Date and click **Launch**. The Customer Balance Reports screen opens.



3. Select one or more customers:
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
 - For one customer, click **Beginning Customer** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **Beginning Customer** and **Ending Customer** to look up the first and last customers in the range.
 - To retrieve information for specific customer types only, click **Customer Types**. Then select one or more types from the list.

Note: Information for all types is included on the report by default.
4. Click **Print**. The Report Window opens.

5. Print the report and close the Report Window.
6. Close the Customer Balance Reports screen.

CUSTOMER BALANCE FOR PREVIOUS PERIOD

This report provides balance information for a single customer, a group of customers, or all customers for a previous fiscal period.

New fiscal period data for this report is available once the period ends. If your computer is running at 10:30 PM on the last day of the period (typically the end of the month), the report data is compiled at that time. If your computer is not running then, the compilation occurs the next time the computer is turned on.

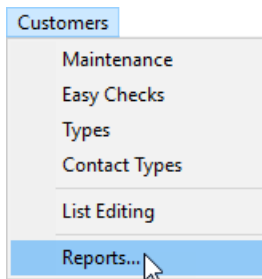
Note: This report and the corresponding data compilation were introduced in TireMaster 9.2.0. Therefore, fiscal period data for the report is available as of the end of the first period that occurred after TireMaster 9.2.0 was installed.

The data compiled for this report represents a moment in time. Therefore, it will not include backdated entries posted after the compilation.

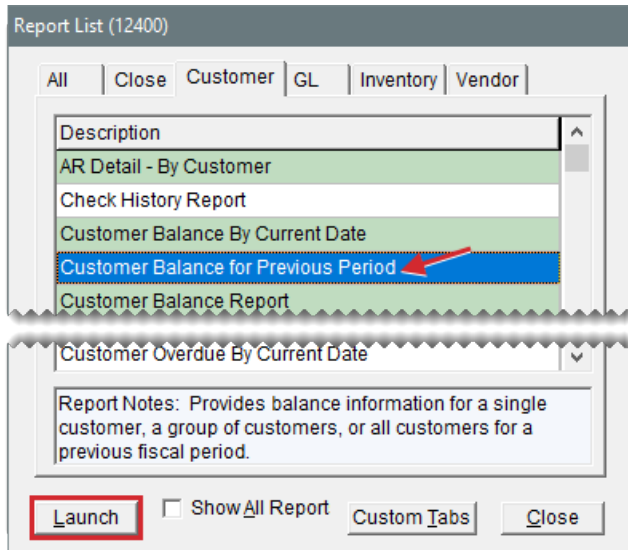
Example: An entry created in Period 5 and backdated to Period 4 would be excluded.

To generate a Customer Balance for Previous Period Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

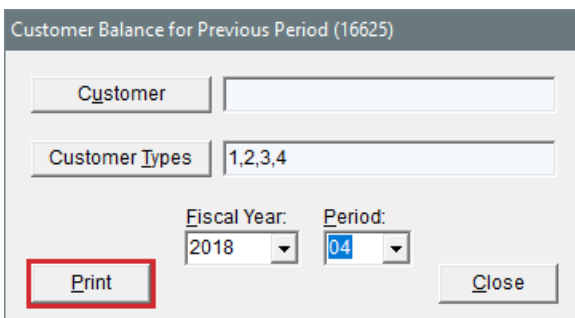


2. Select Customer Balance for Previous Period and click **Launch**. The Customer Balance History screen opens.



3. Select one or more customers:
 - For a specific customer, click **Customer** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For all customers, leave the **Customer** field blank.
 - For information for specific customer types only, click **Customer Types**. Then select one or more types from the list that appears.

Note: Information for all types is included on the report by default.
4. Select the fiscal year and period from the drop-downs.
5. Click **Print**. The Report Window opens.



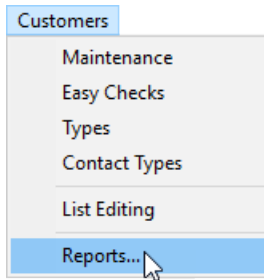
6. Print the report and close the Report Window.

CUSTOMER BALANCE REPORT

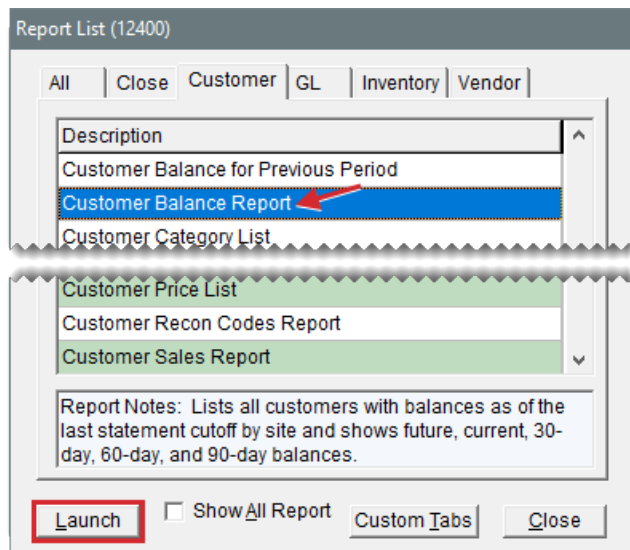
This report lists customers with balances as of the last statement cutoff. It includes future, current, 30 day, 60 day, and 90 day balances.

To generate a Customer Balance Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

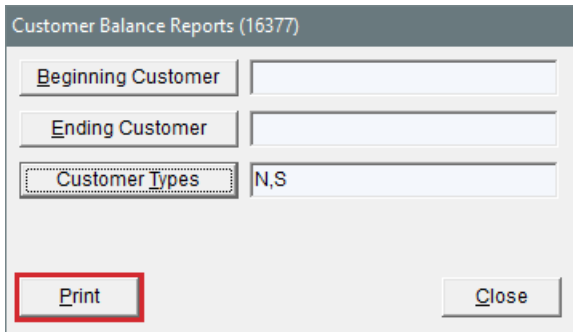


2. Select Customer Balance Report and click **Launch**. The Customer Balance Reports screen opens.



3. Select one or more customers:
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
 - For one customer, click **Beginning Customer** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **Beginning Customer** and **Ending Customer** to look up the first and last customers in the range.
 - To retrieve information for specific customer types only, click **Customer Types**. Then select one or more types from the list.

Note: Information for all types is included on the report by default.
4. Click **Print**. The Report Window opens.



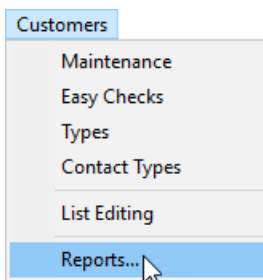
5. Print the report and close the Report Window.
6. Close the Customer Balance Reports screen.

CUSTOMER CATEGORY LIST

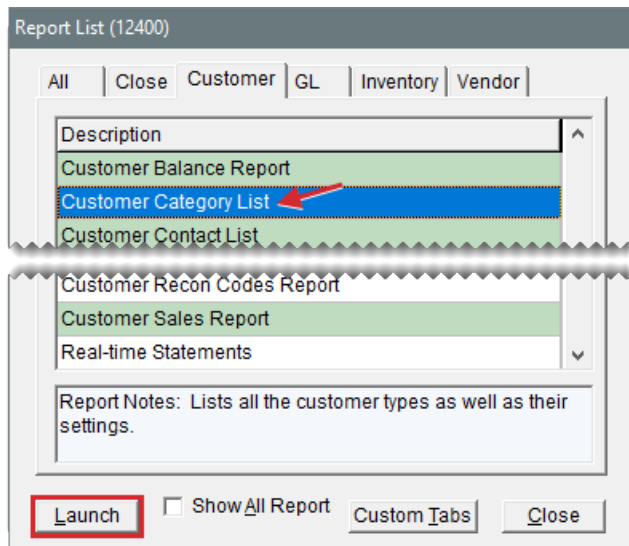
This report lists all the customer types as well as their settings.

To generate a Customer Category List

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Category List and click **Launch**. The Report Window opens.



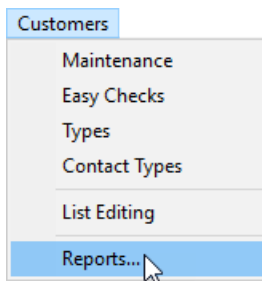
3. Print the report and close the Report Window.

CUSTOMER CONTACT LIST

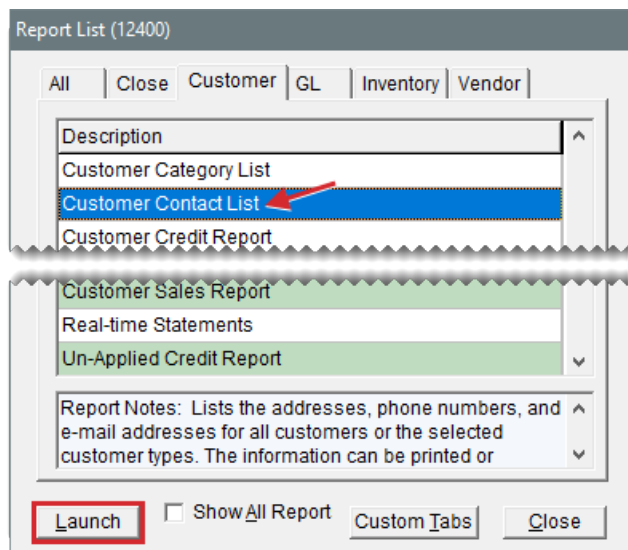
This report lists the addresses, phone numbers, and email addresses for all customers or one or more customer types. Information generated with this report can be printed or exported to a spreadsheet.

To generate a Customer Contact List

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

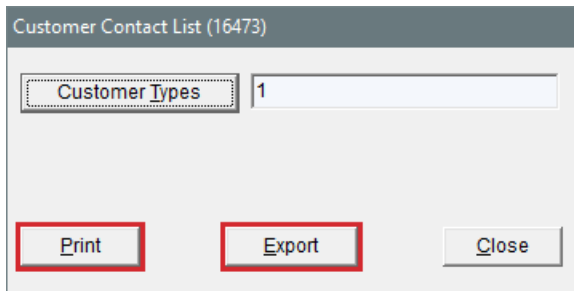


2. Select Customer Contact List and click **Launch**. The Customer Contact List screen opens.



3. Define which customers you want to include:
 - For all customers, leave the entries in the **Customer Types** field alone.
 - For specific customer types, click **Customer Types**. Then select one or more types from the list that appears, and click **OK**. For multiple types, press the **Ctrl** key while you make your selections.
4. To generate the report, do one of the following:
 - For a printed copy, click **Print**. When the Report Window opens, click **Print** again. When you're done printing the report, close the Customer Contact List screen.

- For a spreadsheet, click **Export**. Then click **OK** to close the message. The spreadsheet is saved in the **Apps** folder inside your TireMaster program directory.



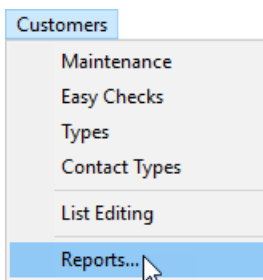
CUSTOMER CREDIT REPORT

This report shows the credit limit, remaining credit available, and aged balances for one or more customers. You can generate the report for the following:

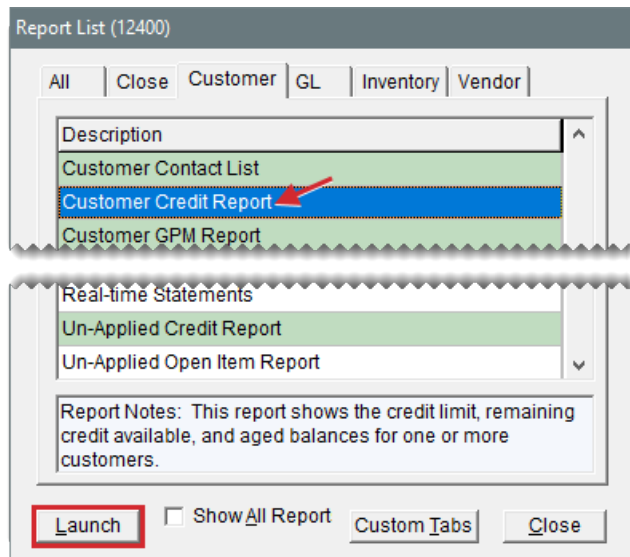
- One customer
- Customers who are all assigned the same customer type
- Customers who are assigned two or more different customer types

To generate a Customer Credit Report

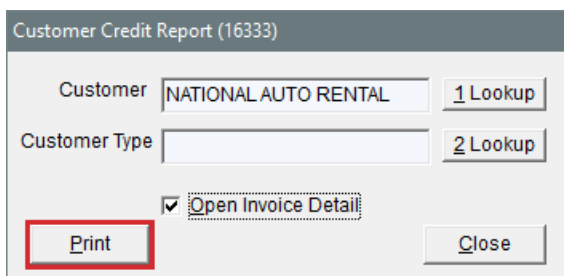
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Credit Report and click **Launch**. The Customer Credit Report screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup**. Then look up the name of the customer. For more information, see "[Customer Searches](#)" on page 86.
 - For customers who are all assigned the same type, click **2 Lookup**. Then select a type from the list.
 - For customers who are assigned two or more different types, click **2 Lookup**. Then press **Ctrl** and select each type that you want to include on the report.
4. To include invoices that haven't been paid, select the **Open Invoice Detail** check box. Otherwise, leave the check box clear.
5. Click **Print**. The Report Window opens.



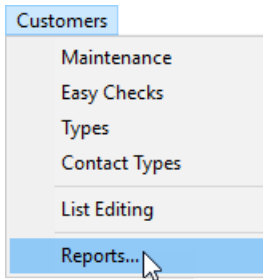
6. Print the report and close the Report Window.

CUSTOMER GPM REPORT

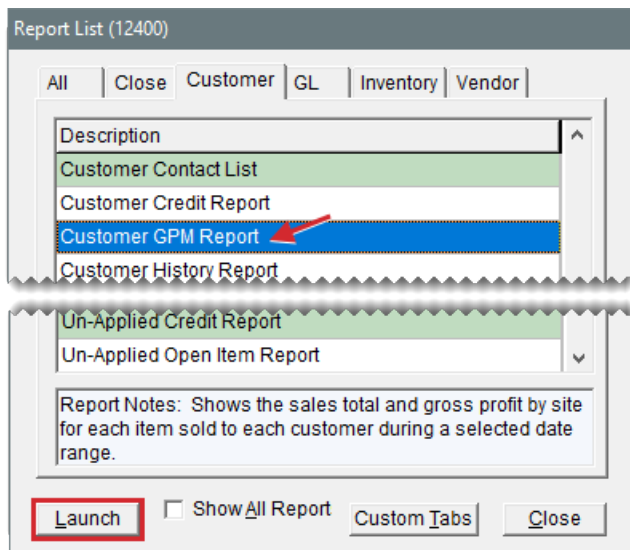
This report shows the sales total and gross profit for each item sold to each customer during a selected date range.

To generate a Customer GPM Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer GPM Report and click **Launch**. The Customer GPM Report Options screen opens.



3. Select one or more customers:
 - For one customer, click the **Beginning Customer** field, press , and look up the customer. Then look up the same customer by repeating this process in the **Ending Customer** field. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click the **Beginning Customer** field, press , and look up the first customer in range. Then click the **Ending Customer** field and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields as is.
4. Select the starting and ending dates for the report's date range.
5. Select one of the following methods for organizing items on the report:
 - **Inventory Group**
 - **Inventory Category**
 - **Customer Type**
6. To include invoice information, make sure the **Show All Details** check box is selected. For totals only, clear the **Show All Details** check box.
7. Click **Print**. The Report Window opens.

- Print the report and close the Report Window.

CUSTOMER HISTORY REPORT

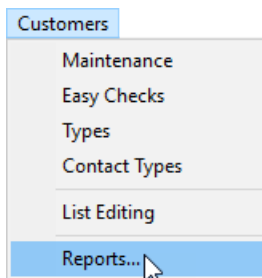
With this report, you can generate the following:

- For one customer, the running balance and a list of all transactions that occurred during a date range
- For all customers, running balances and a list of all transactions that have occurred since you started using TireMaster

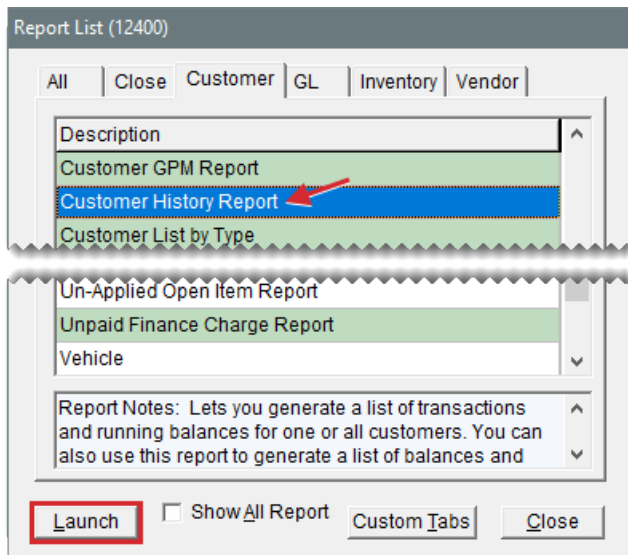
In addition to generating detailed history, you can also print a summary that shows only the balance and sale and payment totals for one or all customers.

To generate a Customer History Report

- Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

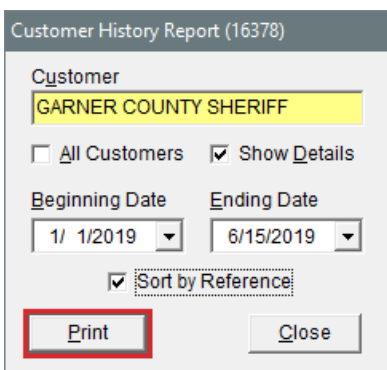


- Select Customer History Report and click **Launch**. The Customer History Report screen opens.



3. Select one or more customers:
 - For one customer, click the **Customer** field and press [accent]. Then look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For all customers, leave the **Customer** field blank and make sure the **All Customers** check box is selected.
4. To include individual invoice totals, make sure the **Show Details** check box is selected. To display only balances and sale and payment totals, clear the **Show Details** check box.

Note: The report's **Cash/Credit** column includes cash, check, and credit card amounts.
5. If you're generating the report for one customer, select a date range.
6. To sort transactions by reference number, select the check box. Otherwise, leave it alone.
7. Click **Print**. The Report Window opens.



8. To print the report, click **Print**. Then click **Close**.

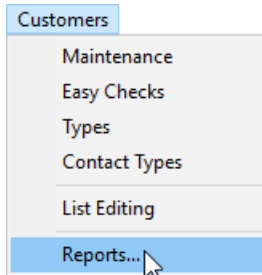
CUSTOMER LIST BY TYPE

This report lists the customer types in TireMaster and the customers who are assigned to each of

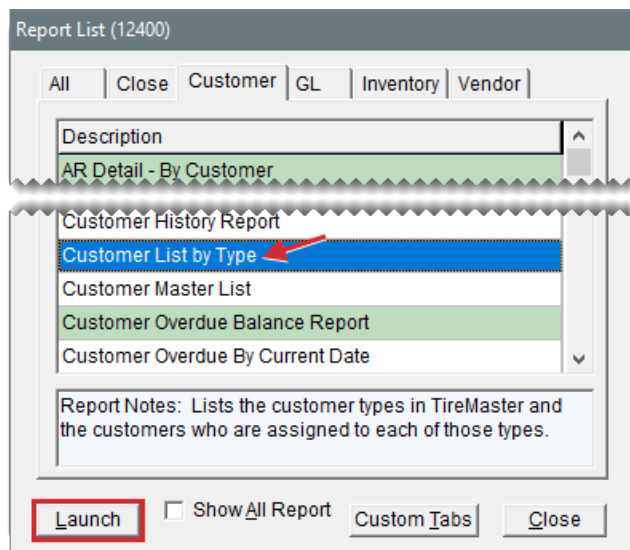
those types.

To generate a customer list by customer type

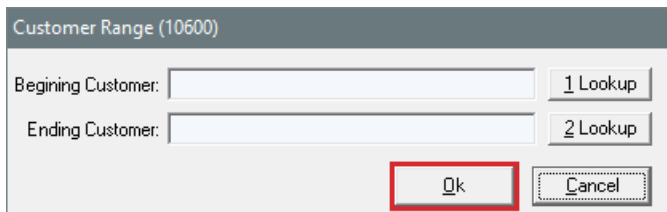
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer List by Type and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.



5. Print the report and close the Report Window.

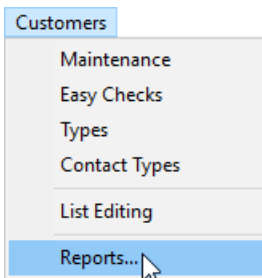
CUSTOMER MASTER LIST

With this report, you can generate the following:

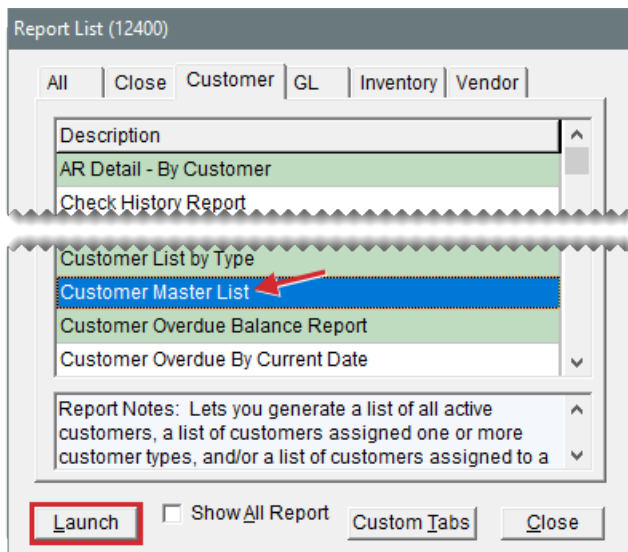
- A list of all active customers
- A list of customers assigned one or more customer types
- A list of customers assigned to a specific salesperson
- A list of customers assigned one or more customer types and a specific salesperson.

To generate a Customer Master List

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Master List and click **Launch**. The Report Window opens.



3. To limit the report to specific customer types, do the following.
 - a. Click **Customer Types**. The Customer/Vendor Type List opens.
 - b. Select one or more types from the list. For multiple types, press the **Ctrl** key and select each type that you want to include on the report.
 - c. Click **OK**.
4. To limit the report to customers who are assigned to a specific salesperson, do the following.
 - a. Click **Salesperson**. The User List opens.

- b. Select the salesperson's name from the list and click **OK**.
5. Click **Print**. The Report Window opens.

Customer Master List (16407)

Customer Types: 1,2,3,4,N,S

Salesperson: James, Donna

Print Close

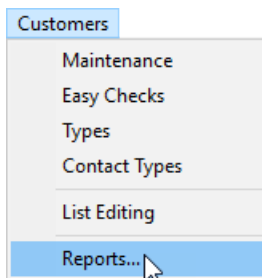
6. Print the report and close the Report Window.

CUSTOMER OVERDUE BALANCE REPORT

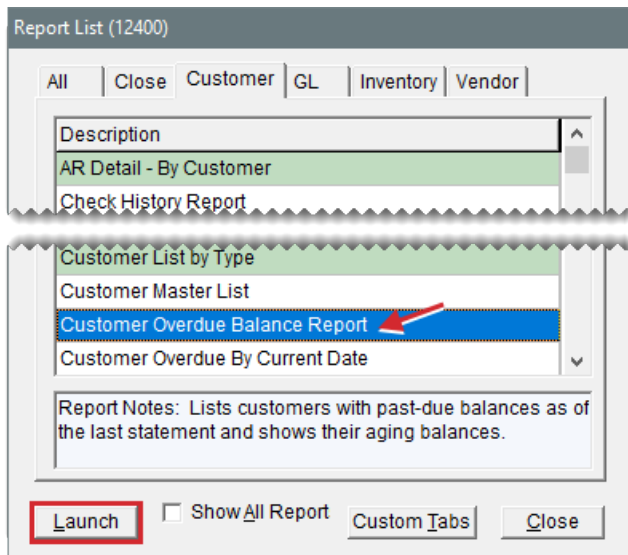
This report lists customers with past due balances as of the last statement and shows their aging balances.

To generate a Customer Overdue Balance Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Overdue Balance Report and click **Launch**. The Customer Balance Reports screen opens.

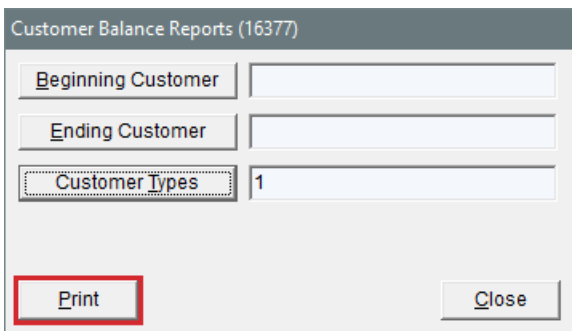


3. Select one or more customers:

- For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
- For one customer, click **Beginning Customer** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
- For a range of customers, click **Beginning Customer** and **Ending Customer** to look up the first and last customers in the range.
- To retrieve information for specific customer types only, click **Customer Types**. Then select one or more types from the list.

Note: Information for all types is included on the report by default.

4. Click **Print**. The Report Window opens.



5. Print the report and close the Report Window.

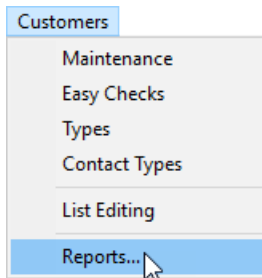
6. Close the Customer Balance Reports screen.

CUSTOMER OVERDUE BY CURRENT DATE

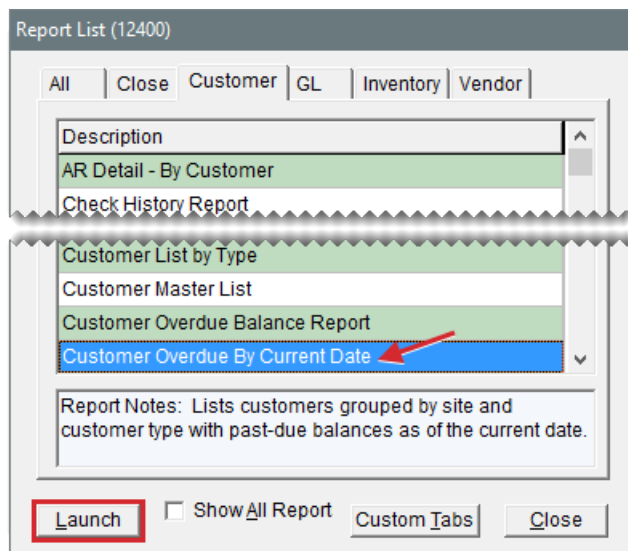
This report lists customers grouped by site and customer type with past due balances as of the current date.

To generate a Customer Overdue Balance by Current Date Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Overdue by Current Date and click **Launch**. The Customer Balance Reports screen opens.



3. Select one or more customers:
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
 - For one customer, click **Beginning Customer** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **Beginning Customer** and **Ending Customer** to look up the first and last customers in the range.
 - To retrieve information for specific customer types only, click **Customer Types**. Then select one or more types from the list.

Note: Information for all types is included on the report by default.
4. Click **Print**. The Report Window opens.

Customer Balance Reports (16377)

Beginning Customer: AARON'S AIR CONDITIONING

Ending Customer: CUSTOM WINDOWS OF IDAHO

Customer Types: 1,2,3,4,E,N,S,T,U,Z

Buttons: Print, Close

5. Print the report and close the Report Window.
6. Close the Customer Balance Reports screen.

CUSTOMER PRICE LIST

This report helps you identify which items are associated with the price level discount for a price level that's assigned to a customer.

To generate a Customer Price List

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

Customers

- Maintenance
- Easy Checks
- Types
- Contact Types
- List Editing
- Reports...

2. Select Customer Price List and click **Launch**. The Price List Report screen opens.

Report List (12400)

Buttons: All, Close, Customer, GL, Inventory, Vendor

Description

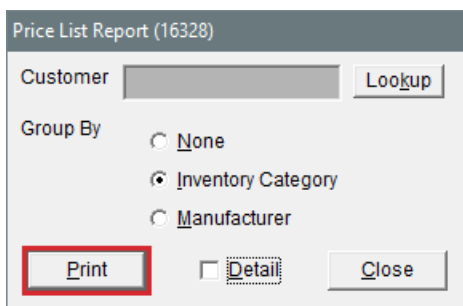
- Check History Report
- Customer Balance By Current Date
- Customer Master List
- Customer Overdue Balance Report
- Customer Overdue By Current Date
- Customer Price List

Report Notes: Helps you identify which items are associated with the price-level discount for a price level that's assigned to a customer.

Buttons: Launch, Show All Report, Custom Tabs, Close

3. Select one or all customers:

- For one customer, click **Lookup**. Then look up the customer whose price level information you want to view. For more information, see "[Customer Searches](#)" on page 86.
 - For all customers, leave the **Customer** field blank.
4. Select one of the following methods for organizing items on the report:
 - **None**
 - **Inventory Category**
 - **Manufacturer**
 5. To include price level codes and descriptions, make sure the **Detail** check box is selected. To show items and their prices only, clear the check box.
 6. Click **Print**. The Custom Inventory Lookup screen opens.



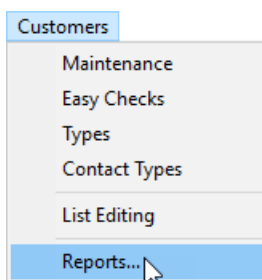
7. Look up the items that you want to include on the report. The Report Window opens. For more information, see "[Inventory Searches](#)" on page 202.
8. Print the report and close the Report Window.
9. Close the Price List Report screen.

CUSTOMER RECON CODES REPORT

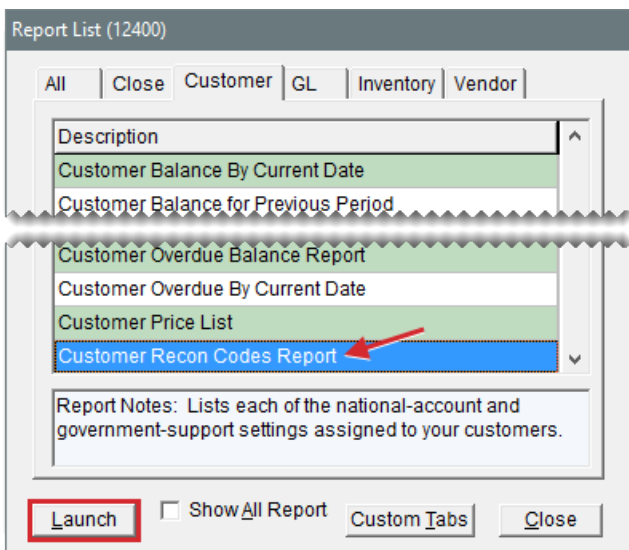
This report lists each of the national account and government support settings assigned to your customers. This listing includes the reconciliation code, the customer's vendor-assigned account number, and your dealer ID number. The report also identifies whether prices and the term "delivery receipt" are to be printed on invoices for each reconciliation code.

To generate a Customer Recon Codes Report

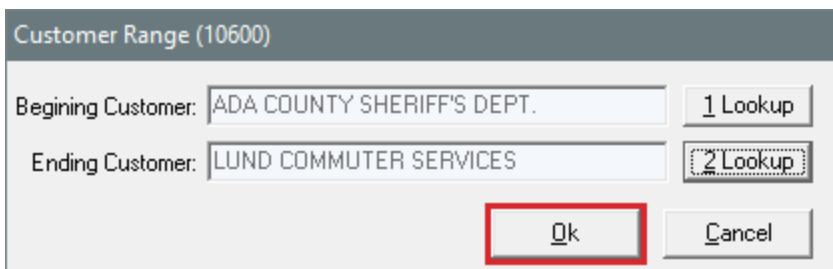
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Customer Recon Codes Report and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.



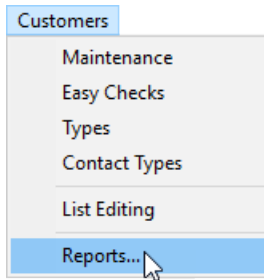
5. Print the report and close the Report Window.

CUSTOMER SALES REPORT

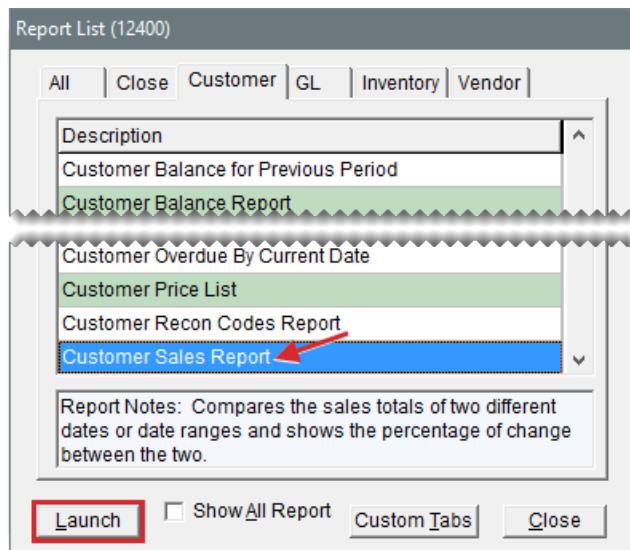
This report compares the sales totals of two different dates or date ranges and shows the percentage of change between the two. It provides several different settings for retrieving information, and the first page of the report shows which settings were chosen. Because your selections are saved until you exit the report settings screen, you can go back and modify them after printing.

To generate a Customer Sales Report

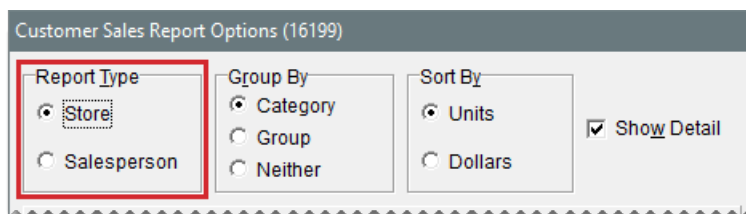
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



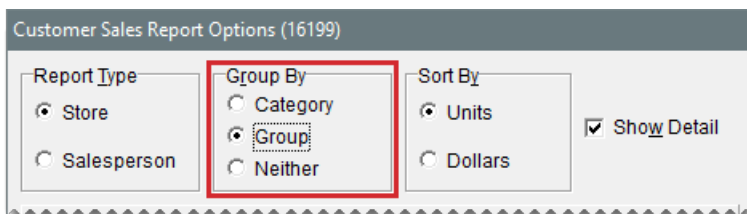
2. Select Customer Sales Report and click **Launch**. The Customer Sales Report Options screen opens.



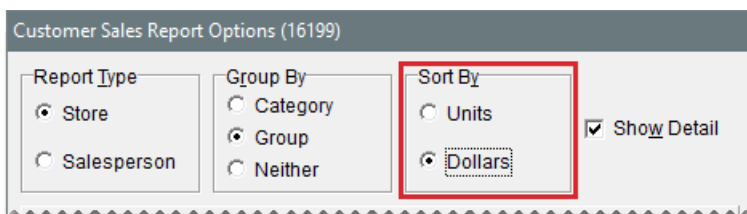
3. Select one of the following report types:
 - **Store** to generate storewide sales figures
 - **Salesperson** to generate sales figures by salesperson



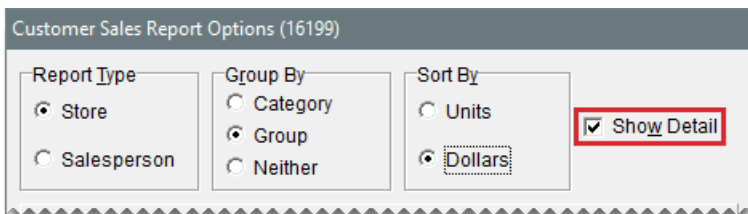
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
 - **Neither**



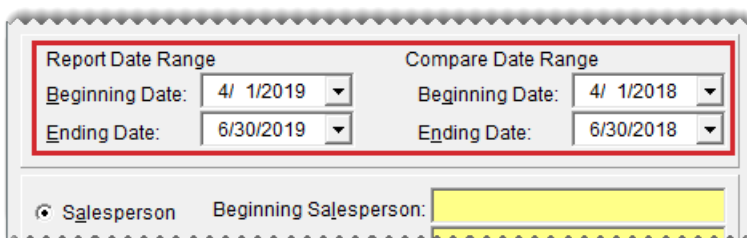
5. Select one of the following in the **Sort By** area:
 - **Units** to display items from the highest to the lowest number of units sold
 - **Dollars** to display items from the highest to lowest dollar amount sold




6. To include items sold on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.



7. Select dates for which you want to compare sales totals.
 - a. Select the date or date range for current sales from the **Report Date Range** pop-up calendars.
 - b. Select the date or date range that you want to compare your current sales to from the **Compare Date Range** pop-up calendars.



8. Define whether you want to display sales figures in report subgroups:
 - If you selected the store report type (step 3), select **Salesperson** or **Customer**. Then, look up one salesperson, a range of salespeople, one customer, or all customers.

Note: To look up the name of a salesperson or customer, click the **Beginning Salesperson**, **Ending Salesperson** or **Selected Customer** field. Then press 

and select an employee from the list that opens or look up a customer when prompted. For all salespeople or customers, leave the fields blank.

- If you selected the salesperson report type (step 3), look up one salesperson, a range of salespeople, or all salespeople. Then limit the report to one customer or include all customers.
- If you don't want to display the information in subgroups, select **Suppress Salesperson/Customer Grouping**.

9. Click **Print**. The Report Window opens.

10. Print the report and close the Report Window.

REAL TIME STATEMENTS

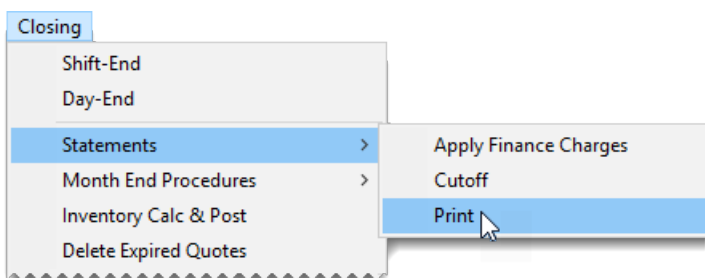
When you generate customer statements, you can produce them for all customers or limit the statement run to those who meet specific requirements. Then you can send statement emails and print the hard copies.

Note: You can also print real time statements for individual customers from the **Ledger/History** tab of the Customer Maintenance screen. To generate a real time statement, click **Print**. Then select **Print real-time statement** and click **OK**.

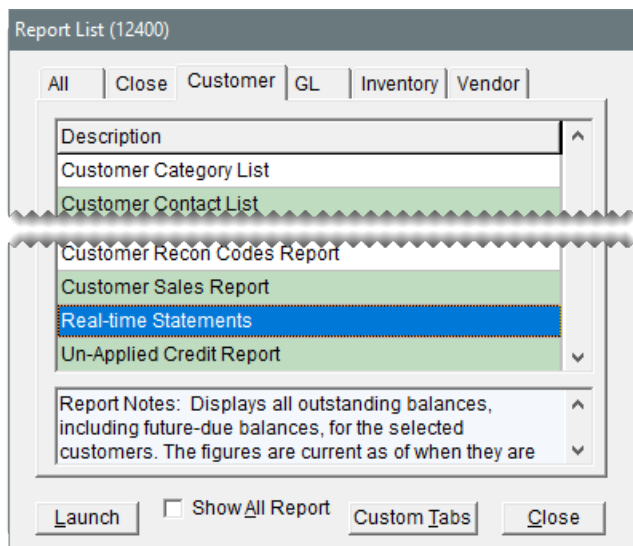
To generate real time statements

1. Open the statements screen using one of the following methods:

- Select **Closing > Statements > Print**.



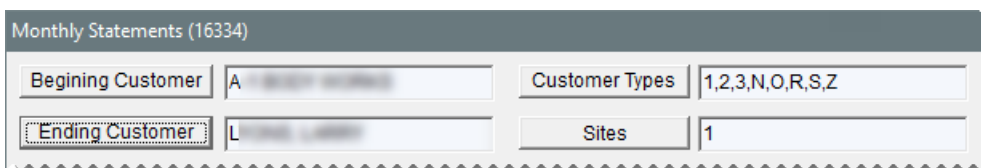
- Click **Reports** to open the Report List. Click the **Customer** tab, select Real-time Statements, and click **Launch**.



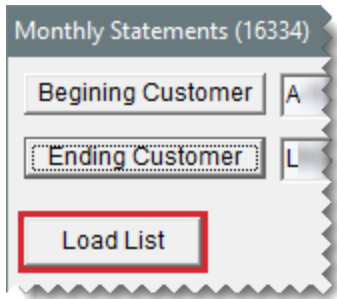
2. To define whether all customers, a group of customers, or individual customers will receive statements, do one of the following:
 - For all customers, leave all of the fields blank.
 - For one customer, click **Beginning Customer** and look up the customer for whom you want to generate a statement.
 - For a range of customers, click **Beginning Customer** and search for the first customer in the range. Then click **Ending Customer** and search for the last customer in the range.
 - For specific customer types, click **Customer Types**. Then select one or more types from the list that appears and click **OK**.

Note: For multiple types, press the **Ctrl** key while making your selections.
 - For transactional activity from specific sites, click **Sites**. Then select one or more sites from the list that appears and click **OK**.

Note: For multiple sites, press the **Ctrl** key while making your selections.



3. Click **Load List**. TireMaster adds the names and account balances for the customers who will receive statements to the screen.



The colors, codes, and dates in the **Email** and **Print** columns indicate the following:

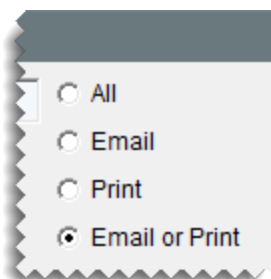
- The color green means a statement can be generated for a customer
- The color red means a statement has been printed or emailed to a customer
- The code *None* means the delivery method is not used for a customer
- The date is the date when a statement was last emailed or printed.

Note: The **Email** field is blank for new customers who have not yet been emailed statements. It is also blank prior to the first-ever statement run, after updating to TireMaster 9.3.0.

4. If you want to narrow down the number of customers displayed, do one of the following. By default, all customers with balances are displayed regardless of whether they receive statements.

Note: If you generate statements for customers with zero balances, they're also listed. For more information, see [Define Statement Print options](#).

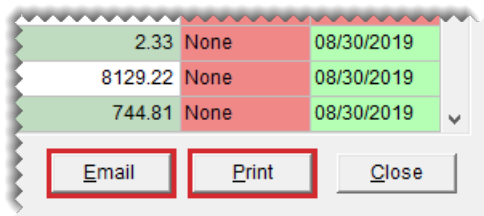
- For only the customers with balances who receive statements by email, select **Email**.
- For only the customers with balances who receive printed statements, select **Print**.
- For customers with balances who receive statements, select **Email or Print**.



5. Generate the statements.
 - a. Click **Email**. TireMaster emails statements to customers assigned the email delivery method.

Note: Distributing statements by email can last several minutes to several hours, depending on the number of customers receiving statements by email. The PDFs of statements and duplicate invoices that are emailed to customers are available in the **Out** folder in your TireMaster program directory.

- b. Click **Print**. Statements for customers assigned the print delivery method are sent to the printer.



Once a customer’s statement is printed or emailed, the **Print** field, **Email** field, or both turn red (depending on the customer’s delivery method) and the statement-generation date appears.

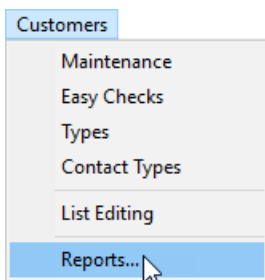
6. If you experience an issue such as a printer jam or an email failure, resend the affected statements as needed. Otherwise, disregard this step. For more information, see "[Customer Tab Reports](#)" on page 858.
7. Close the statements screen.

UNAPPLIED CREDIT REPORT

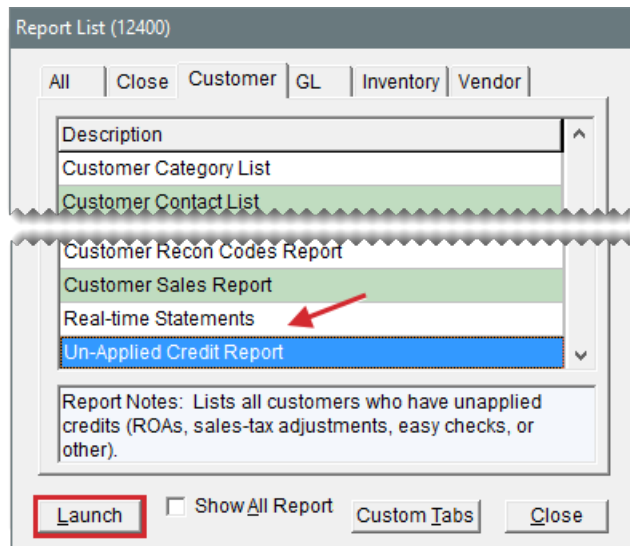
This report lists all customers who have unapplied credits (ROAs, sales tax adjustments, easy checks, or other). For each unapplied credit, the report shows the document type and number, the original credit amount, the applied amount, and the unapplied amount. You should generate this report before printing statements.

To generate an Unapplied Credit Report

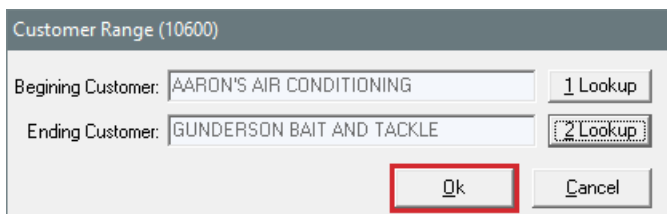
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Unapplied Credit Report and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.



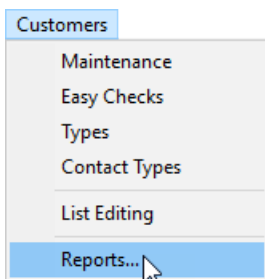
5. Print the report and close the Report Window.

UNAPPLIED OPEN ITEM REPORT

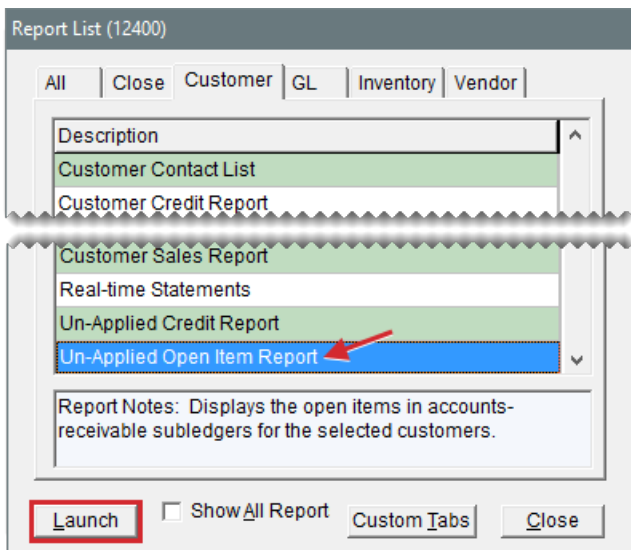
This report displays the open items in accounts receivable subledgers for the selected customers. These items include ROAs, finance charges, discounts, and other items that haven't been fully applied. This report shows the original amount, the applied amount, and the unapplied amount.

To generate an Unapplied Open Item Report

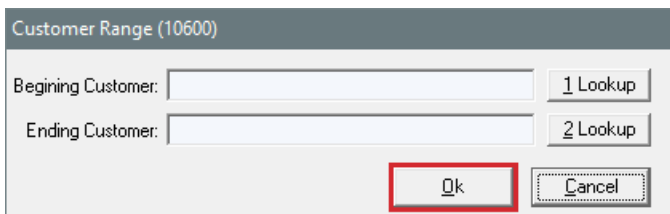
1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Unapplied Open Item Report and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.



5. Print the report and close the Report Window.

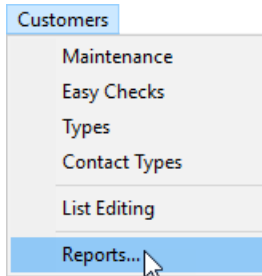
UNPAID FINANCE CHARGE REPORT

This report lists the names of customers who have outstanding finance charges. It displays the

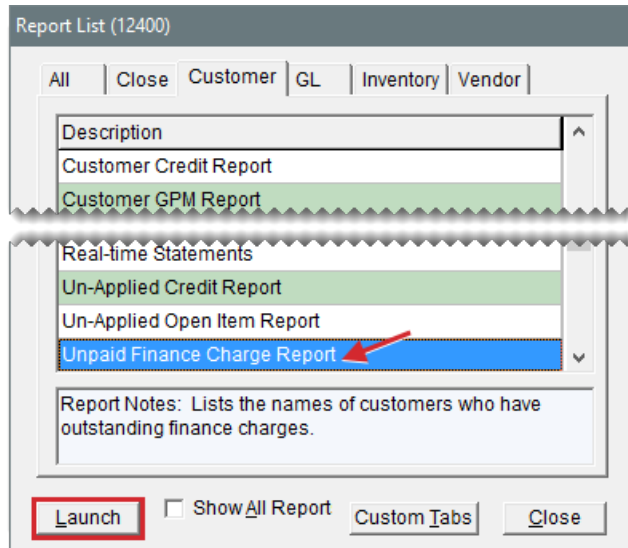
original amount for each outstanding charge, the amount paid on the charge, and the remaining amount due. In addition to those numbers, the report also includes aging information for the outstanding charges.

To generate an Unpaid Finance Charge Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.



2. Select Unpaid Finance Charge Report and click **Launch**. The Customer Range screen opens.



3. Select one or more customers:
 - For one customer, click **1 Lookup** and look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
 - For a range of customers, click **1 Lookup** and look up the customer for the beginning of the range. Then click **2 Lookup** and look up the customer for the end of the range.
 - For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window opens.

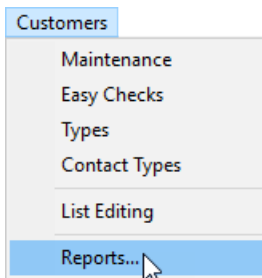
5. Print the report and close the Report Window.

VEHICLE

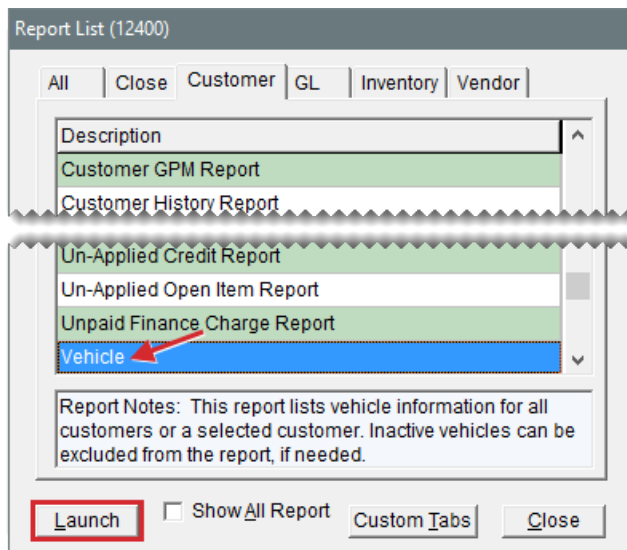
This report lists vehicle information for all customers, active customers, or a selected customer. For each vehicle, the report includes the year, make, model, mileage, license plate number, VIN, and the date of the last service.

To generate a Vehicle Report

1. Select **Customers > Reports**. The Report List opens with the **Customer** tab selected.

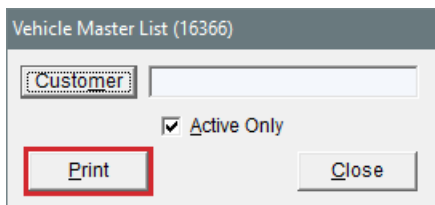


2. Select Vehicle and click **Launch**. The Vehicle Master List screen opens.



3. Select the vehicles for one or more customers:
 - For a list of all vehicles, leave the **Customer** field blank.

- For a list of vehicles belonging to a particular customer, click **Customer**. Then look up the customer's name. For more information, see "[Customer Searches](#)" on page 86.
4. To exclude inactive vehicles from the report, make sure the **Active Only** check box is selected. For all vehicles, clear the check box.
 5. Click **Print**. The Report Window opens.



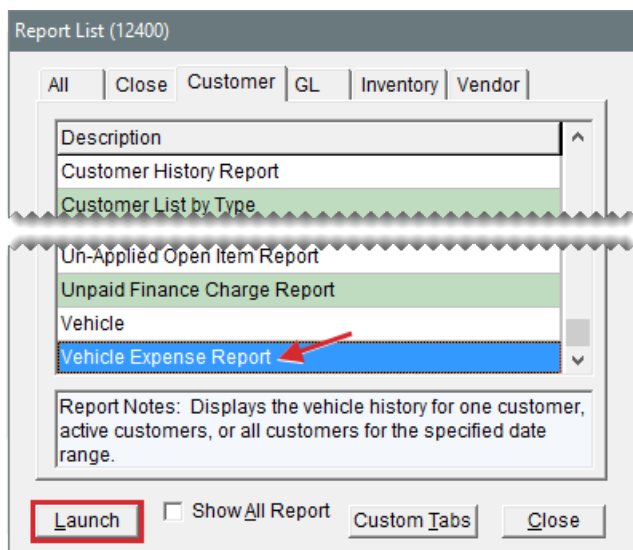
6. Print the report and close the Report Window.

VEHICLE EXPENSE REPORT

The Vehicle Expense Report displays the vehicle history for one customer, active customers, or all customers for the specified date range. It can be printed from either the Report List or the **Vehicle** tab on the Customer Maintenance screen.

To generate a Vehicle Expense Report

1. Do one of the following to launch the report:
 - Select **Reports** from the **Customers** menu. Then select Vehicle Expense Report and click **Launch**.



- On the Customer Maintenance screen, click the **Vehicle** tab. Then select a vehicle and click **Expense**.

Customer Maintenance (12200)

General Vehicle ShipTo Ledger/History Aging Information

Retail Commercial

GARNER COUNTY SHERIFF

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
13	CHEVROLET	SUBURBAN 1500	4	GCS3	0	1		161
12	DODGE	CHARGER	4	GCS4	0	1		162

Add Edit Delete Transfer Combine History **CUSTOMER SIGNUP** Expense

The Vehicle Expense Report Options screen opens.

2. Select the starting and ending dates for the report's date range.
3. Define whether to generate a report for one customer or all customers. If you're generating this report from Customer Maintenance, disregard this step.
 - For one customer, click **Customer** and look up the customer. For more information, see ["Customer Searches" on page 86](#).

Note: The customer's name is already entered when printing the report from the Customer Maintenance screen.
 - For all customers, leave the **Customer** field blank.
4. Define whether to generate a report for one vehicle or all vehicles:
 - For one vehicle, click **Vehicle** and select a vehicle from the list that opens.

Note: The vehicle is already entered when printing the report from the Customer Maintenance screen.
 - For all vehicles, leave the **Vehicle** field blank.
5. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
 - **Invoice**
6. To exclude inactive vehicles from the report, select the **Active Only** check box.
7. To include invoice information, make sure **Show Detail** is selected. To only display totals, clear the check box.
8. Click **Print**. The Report Window opens and displays the report.

9. Print the report and close the Report Window.

INVENTORY TAB REPORTS

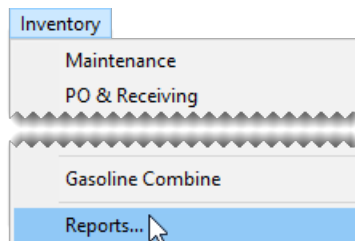
These reports are useful for managing your inventory.

CONSIGNMENT INVENTORY

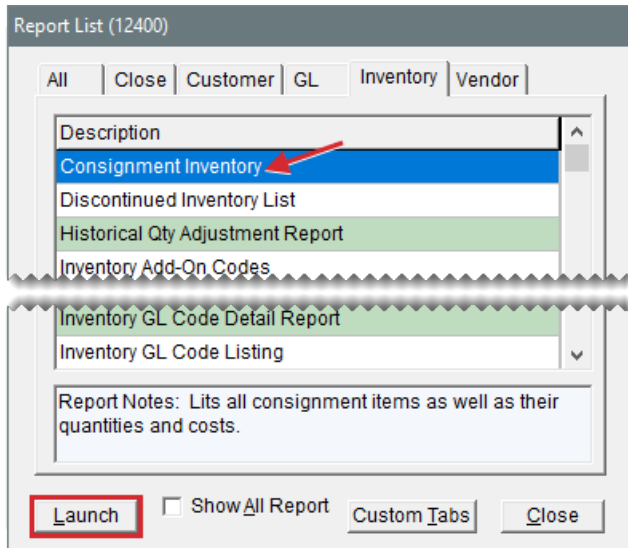
This report lists all consignment items (items assigned type **C**) as well as their quantities and costs.

To generate a Consignment Inventory Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Consignment Inventory and click **Launch**. The Custom Inventory Lookup screen opens.



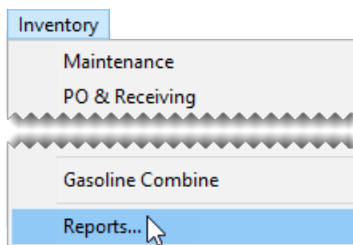
3. Look up one or more items. The Report Window opens. For more information, see ["Inventory Searches"](#) on page 202.
4. Print the report and close the Report Window.

DISCONTINUED INVENTORY LIST

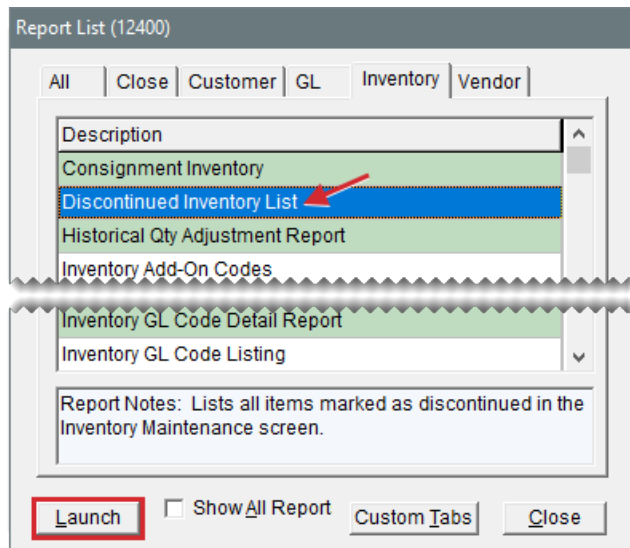
This report lists all items marked as discontinued on the ["Inventory Maintenance Screen"](#) on page 192. Information displayed on the report includes the on hand quantity, unpriced quantity, total quantity, parts price, labor price, and FET.

To generate a Discontinued Inventory List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Discontinued Inventory List and click **Launch**. The Report Window opens.



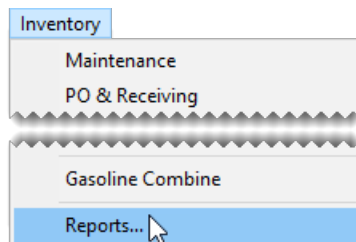
3. Print the report and close the Report Window.

HISTORICAL QTY ADJUSTMENT REPORT

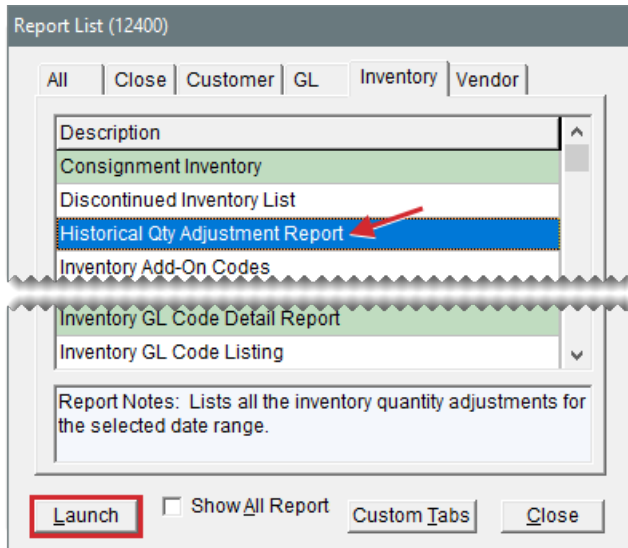
This report lists all the inventory quantity adjustments for the selected date range.

To generate a Historical Qty Adjustment Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Historical Qty Adjustment Report and click **Launch**. The Report Option screen opens.



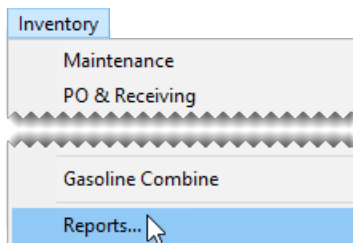
3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
5. To include individual items, make sure the **Show All Details** check box is selected. For group or category totals only, clear the check box.
6. Click **OK**. The Report Window opens.
7. Print the report and close the Report Window.

INVENTORY ADD-ON CODES

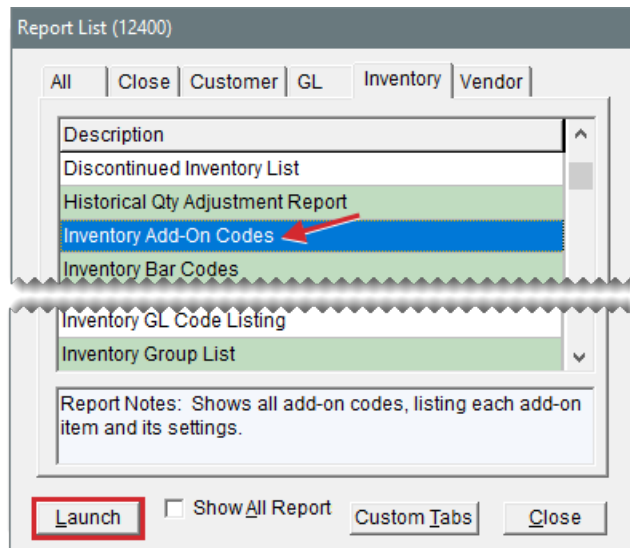
This report shows all add-on codes, along with the settings and items assigned to each of the codes.

To generate an Inventory Add-On Codes Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Add-On Codes and click **Launch**. The Report Window opens.



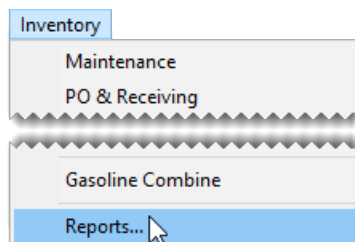
3. Print the report and close the Report Window.

INVENTORY BAR CODES

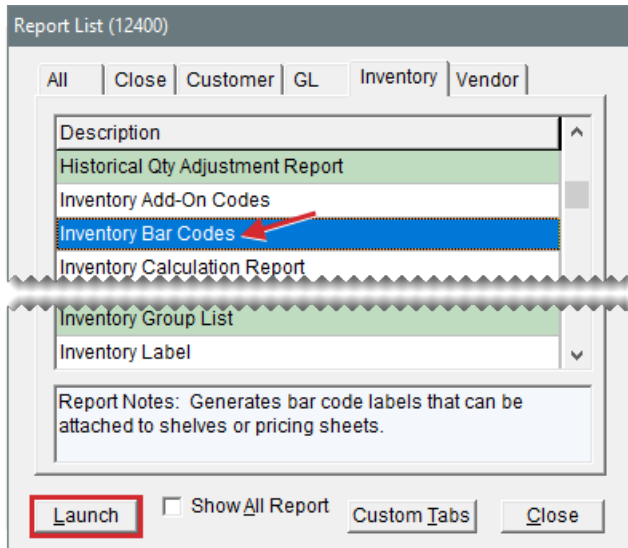
With this report, you can generate bar code labels that can be attached to shelves or pricing sheets. In addition to bar codes, the labels can include up to four types of information, such as sizes and descriptions. Bar codes can be printed on Avery® 8163 label sheets or other compatible label sheets (2 x 4 inches).

To generate inventory bar codes

1. Load the printer with label sheets.
2. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



3. Select Inventory Bar Codes and click **Launch**. The Bar Code Report screen opens.



4. Select up to four of the following types of information to include with the bar code:

- **Product Code**
- **Size**
- **Description**
- **Quick Look**
- **Bar Code #**
- **Store Name**

Note: This information prints in the order that it's selected. To rearrange the information, clear the check boxes and then select them in the order that you want.

5. Select the bar code that you want to print from the drop-down.

Note: If you've stored bar codes in the Inventory Maintenance screen's **Vendor Part#** field, you can also retrieve that data from the drop-down.

6. Click **Print**. The Custom Inventory Lookup screen opens.

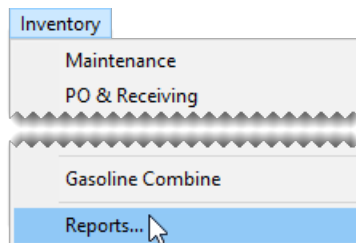
7. Look up the items whose bar codes you want to print. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
8. Print the labels and close the Report Window.

INVENTORY CATEGORY LIST

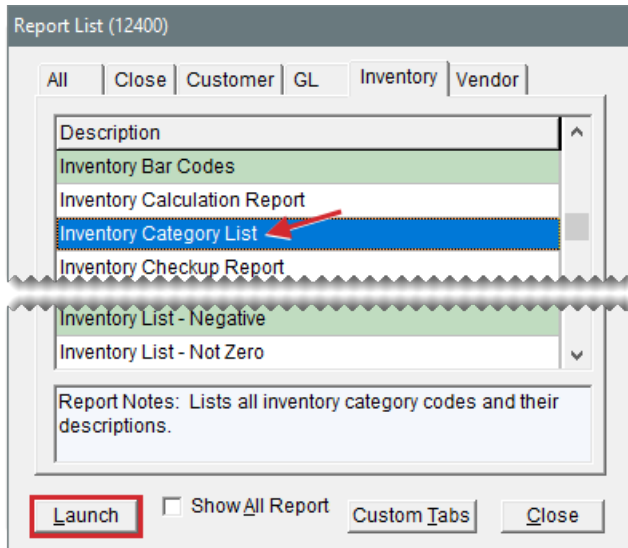
This report lists all inventory category codes and their descriptions.

To generate an Inventory Category List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Category List and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

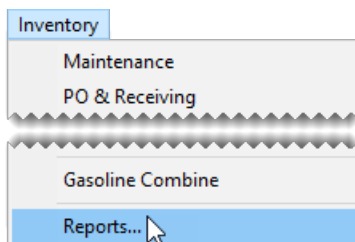
INVENTORY CHECK UP REPORT

This report compares TireMaster's inventory quantities to the quantities calculated from detailed histories for sales, receivings, and adjustments. If the report notes any differences, call ASA Support. Print this report at stores only.

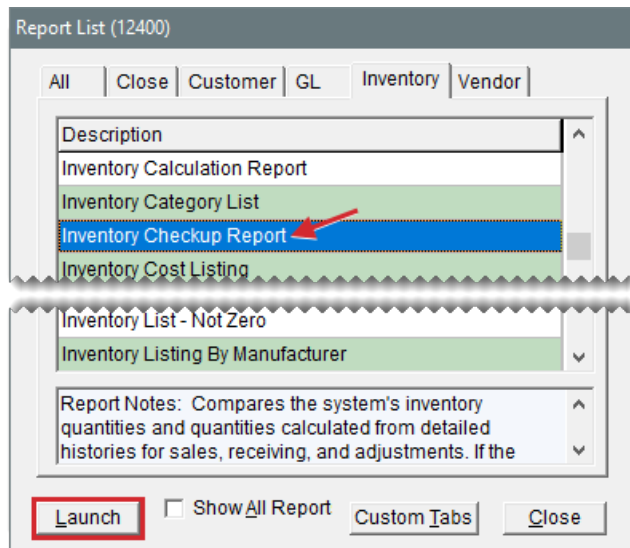
Note: To ensure that TireMaster reports item quantities and any potential discrepancies correctly, generate this report only when no other users are logged in to the program.

To generate an Inventory Check Up Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Check Up Report and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

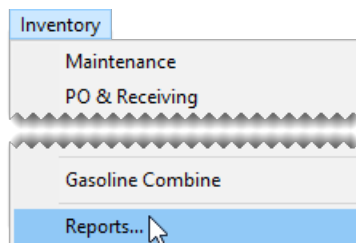
INVENTORY COST LISTING

This report provides a variety of information about items, including quantities, cost, federal excise tax, parts and labor prices, and gross profits. With this report, you can also view month-to-date, year-to-date, and last year's total quantities sold for items.

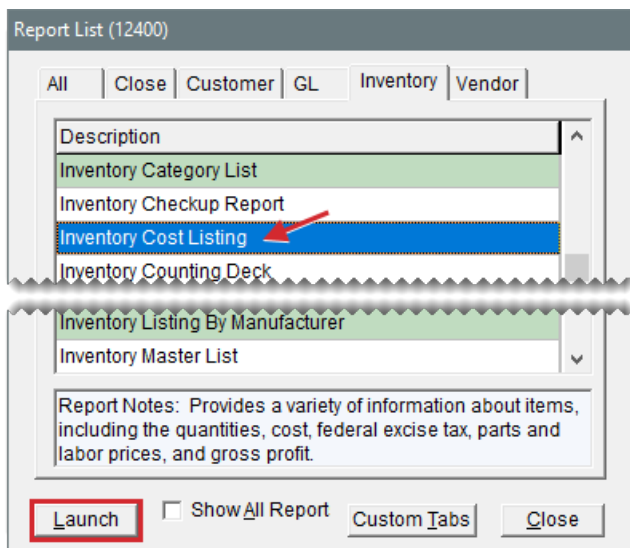
Note: An asterisk (*) next to the parts price indicates that an item is on sale.

To generate an Inventory Cost Listing

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Cost Listing and click **Launch**. The Inventory Cost Listing Report screen opens.



3. Select one of the following methods for organizing items on the report:
 - **Inventory Group**
 - **Inventory Category**
 - **Site**
4. To include information for individual items, make sure the **Show Detail** check box is selected. For totals only, clear the check box.
5. Click **Print**. The Custom Inventory Lookup screen opens.



6. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
7. Print the report and close the Report Window.
8. Close the Inventory Cost Listing Report screen.

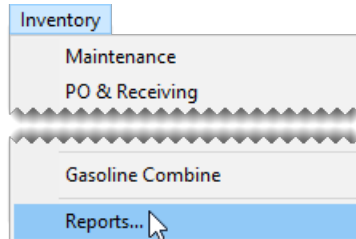
INVENTORY COUNTING DECK

This report lists the items you want to count, and it includes blank lines where you can write the actual quantity for each of the items.

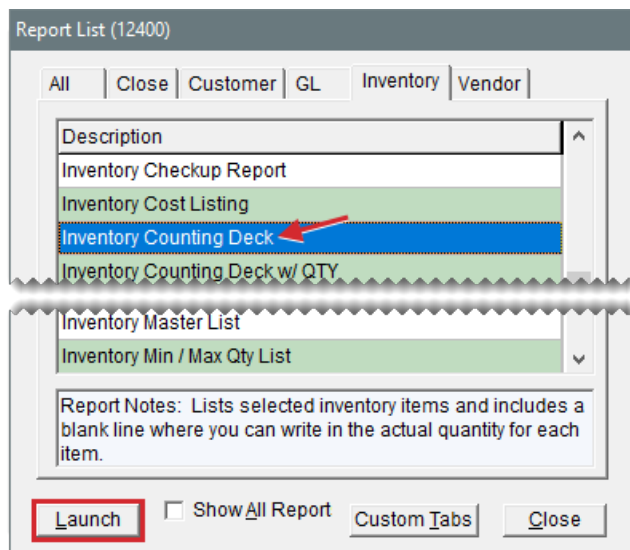
Note: For a counting deck that includes TireMaster's system-generated inventory quantities, print "Inventory Counting Deck w/ QTY" below instead.

To generate an Inventory Counting Deck

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Counting Deck and click **Launch**. The Custom Inventory Lookup screen opens.



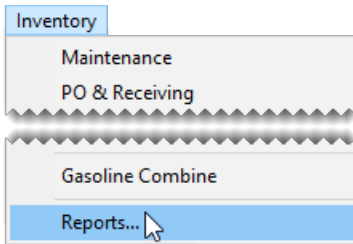
3. Look up the items you want to count. The Report Window opens. For more information, see "Inventory Searches" on page 202.
4. Print the report and close the Report Window.

INVENTORY COUNTING DECK W/ QTY

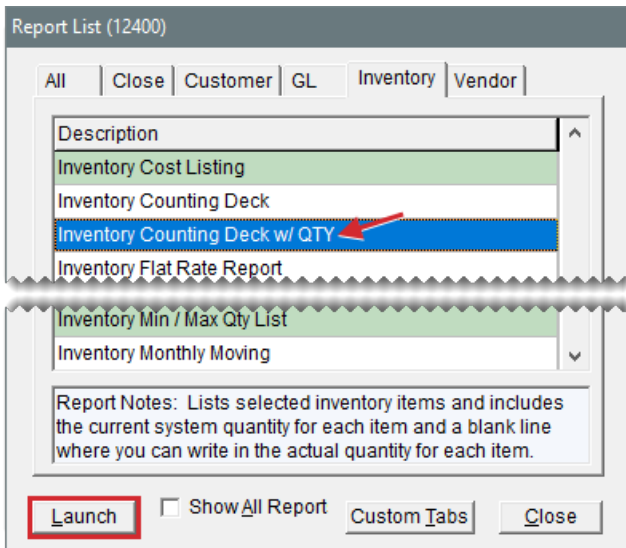
This report lists the items that you want to count. For each item, it includes the current system-generated quantity, a blank line where you can write the actual quantity, and the quantity on work orders.

To generate an Inventory Counting Deck w/QTY

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Counting Deck w/ QTY and click **Launch**. The Custom Inventory Lookup screen opens.



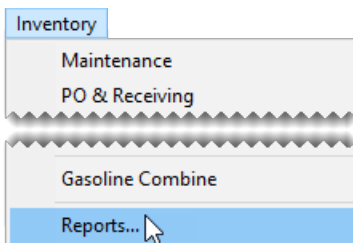
3. Look up the items you want to count. The Report Window opens. For more information, see ["Inventory Searches"](#) on page 202.
4. Print the report and close the Report Window.

INVENTORY FLAT RATE REPORT

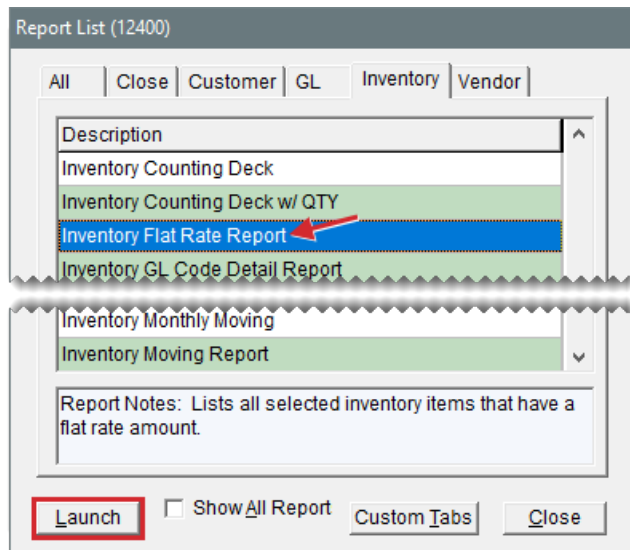
This report lists items whose settings include a flat rate. For more information, see ["Flat Rate Reporting"](#) on page 716.

To generate an Inventory Flat Rate Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Flat Rate Report and click **Launch**. The Custom Inventory Lookup screen opens.



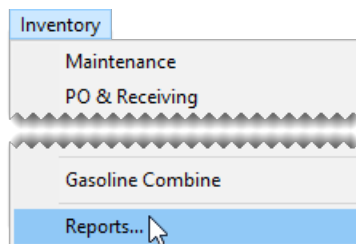
3. Look up the items you whose flat rate you want to see. The Report Window opens. For more information, see "[Inventory Searches](#)" on page 202.
4. Print the report and close the Report Window.

INVENTORY GROUP LIST

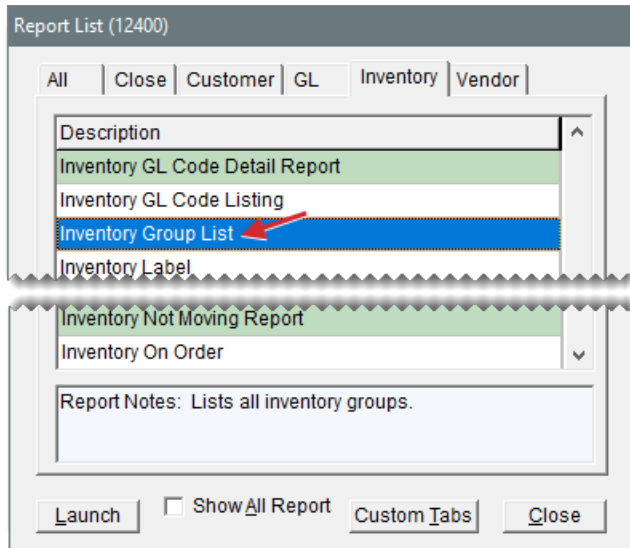
This report lists the inventory groups set up in TireMaster.

To generate an Inventory Group List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Click Inventory Group List and click **Launch**. The Report Window opens and displays the report.



3. Print the report and close the Report Window.

INVENTORY LABEL

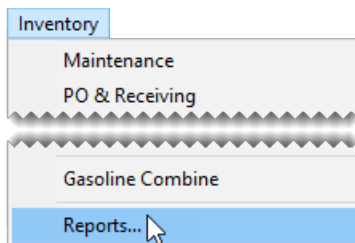
This report prints a label for each selected item. Each page of the report prints three labels across and ten labels down. The labels include the following information:

- Product Code
- Manufacturer
- Name (Description)
- Size
- Rim Size
- Vendor Part Number
- Everyday Low Price

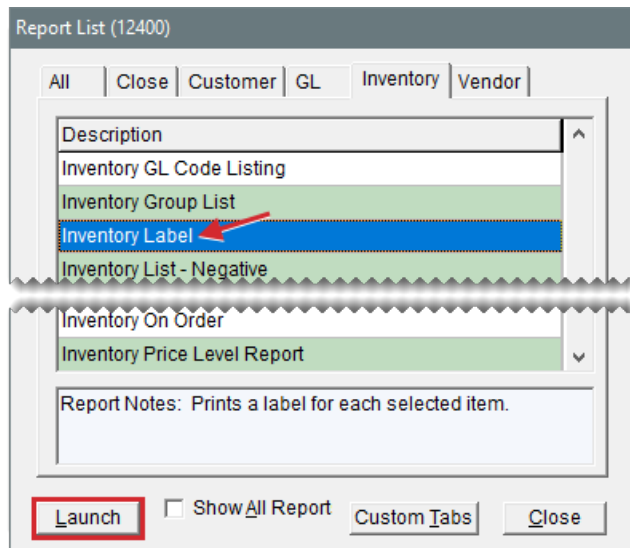
Note: For best results, print on Avery® 5160 labels or a similar label type.

To create inventory labels

1. Load the reports printer with label sheets.
2. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



3. Select Inventory Labels and click **Launch**. The Custom Inventory Lookup screen opens.



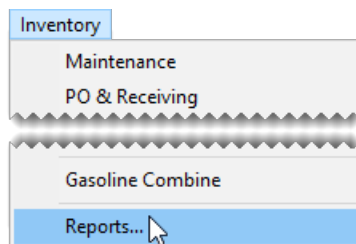
4. Look up the items for which you're creating labels. The Report Window opens. For more information, see ["Inventory Searches" on page 202.](#)
5. Print the report and close the Report Window.

INVENTORY LIST - NEGATIVE

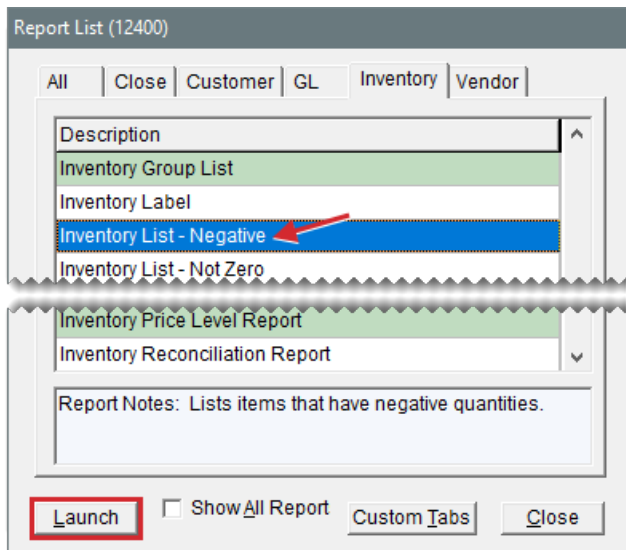
This report lists inventory items that have negative quantities in TireMaster.

To generate an Inventory List - Negative Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory List - Negative and click **Launch**. The Custom Inventory Lookup screen opens.



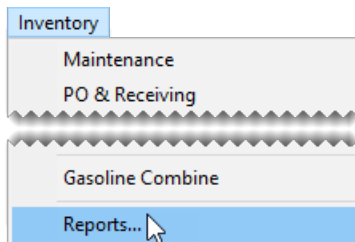
3. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
4. Print the report and close the Report Window.

INVENTORY LIST - NOT ZERO

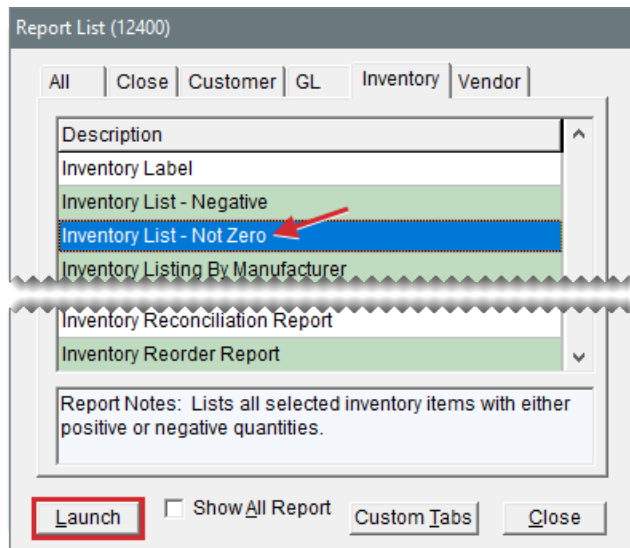
This report lists all selected items with either positive or negative quantities.

To generate an Inventory List - Not Zero Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory List - Not Zero and click **Launch**. The Custom Inventory Lookup screen opens.



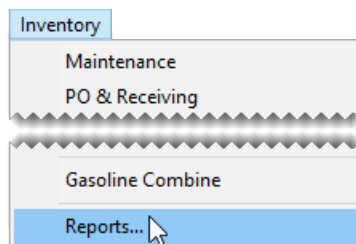
3. Look up the items you want to check. The Report Window opens. For more information, see ["Inventory Searches" on page 202.](#)
4. Print the report and close the Report Window.

INVENTORY LISTING BY MANUFACTURER

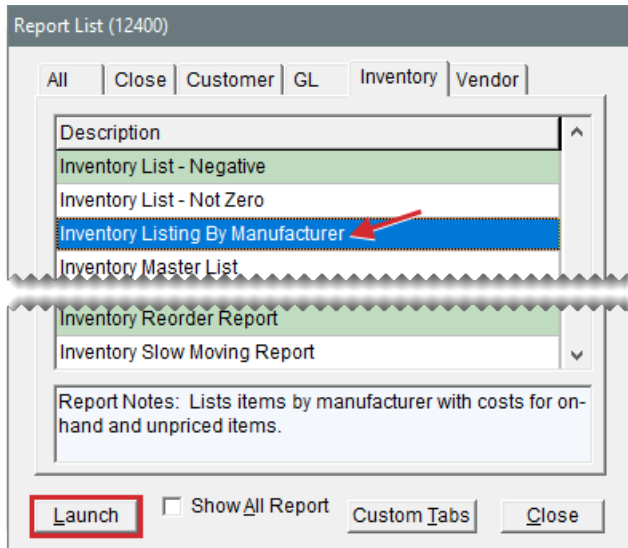
This report lists items by manufacturer with costs for on hand and unpriced items.

To generate an Inventory Listing by Manufacturer

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Listing By Manufacturer and click **Launch**. The Custom Inventory Lookup screen opens.



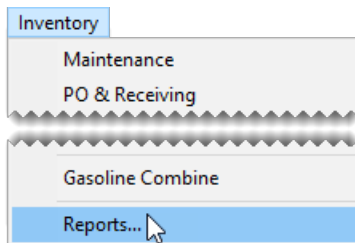
3. Look up items for one or more manufacturers. The Report Window opens. For more information, see ["Search by Manufacturer" on page 204](#).
4. Print the report and close the Report Window.

INVENTORY MASTER LIST

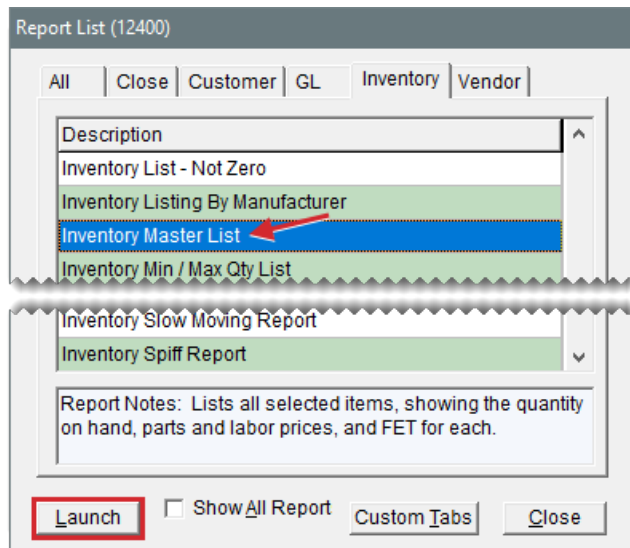
This report lists all selected items, showing the quantity on hand, parts and labor prices, and FET for each. This report includes both inventorable and noninventorable items.

To generate an Inventory Master List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Master List and click **Launch**. The Custom Inventory Lookup screen opens.



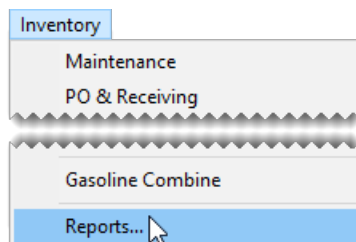
3. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202.](#)
4. Print the report and close the Report Window.

INVENTORY MIN/MAX QTY LIST

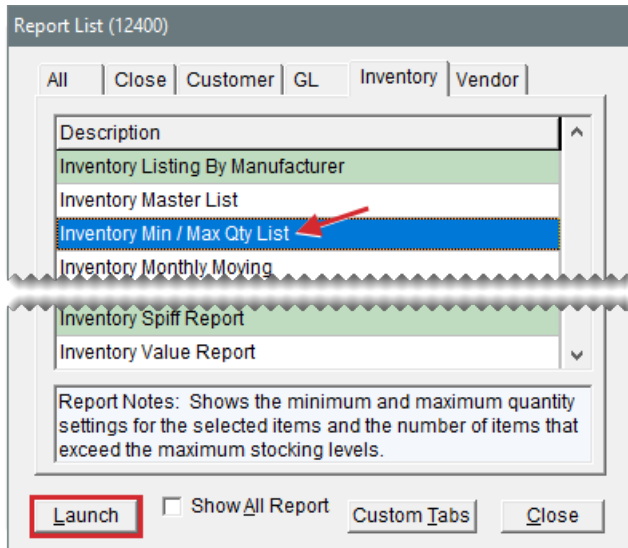
This report shows the minimum and maximum quantity settings for the selected items and the number of items that exceed the maximum stocking levels. In addition to stocking level information, the report also includes on work order, on hand, unpriced quantities.

To generate an Inventory Min/Max Qty List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Min/Max Qty List and click **Launch**. The Custom Inventory Lookup screen opens.



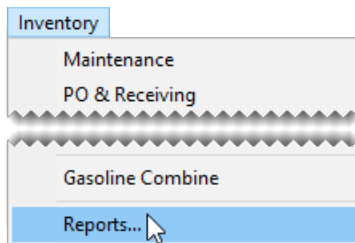
3. Look up the items you want to check. The Report Window opens. For more information, see "Inventory Searches" on page 202.
4. Print the report and close the Report Window.

INVENTORY MONTHLY MOVING

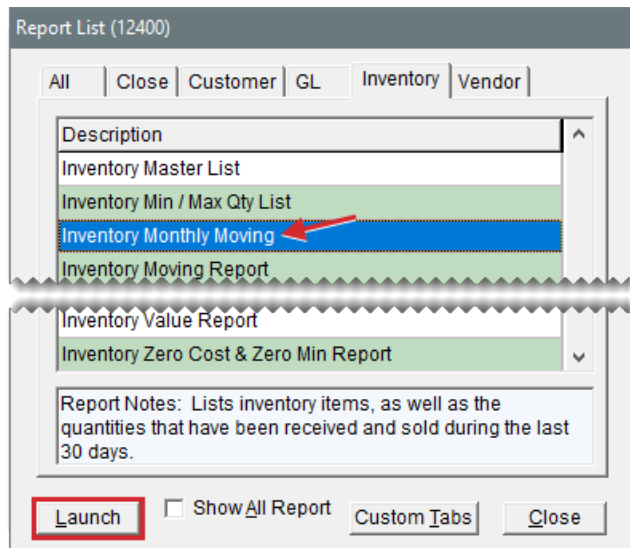
This report lists inventory items, as well as the quantities that have been received and sold, during the last 30 days.

To generate an inventory monthly moving report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Monthly Moving and click **Launch**. The Custom Inventory Lookup screen opens.



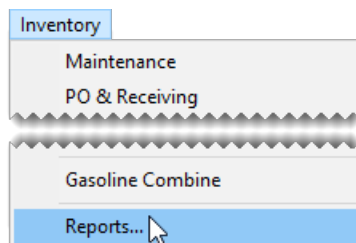
3. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202.](#)
4. Print the report and close the Report Window.

INVENTORY MOVING REPORT

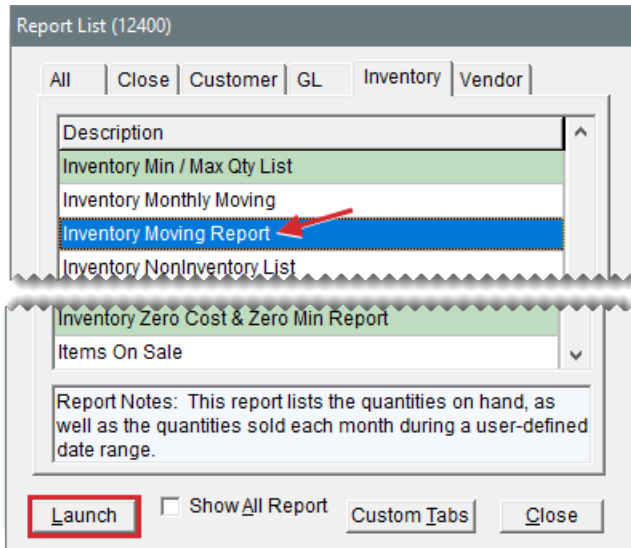
This report lists the quantities on hand and the quantities sold each month, during a user-defined date range.

To generate an Inventory Moving Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Moving Report and click **Launch**. The Inventory Moving Report screen opens.



3. Type the beginning and ending dates of the date range. For a single day, use the same day for the beginning and ending date.
4. Select one of the following methods for organizing items on the report:
 - **Product Code**
 - **Size**
 - **Description**
 - **Category**
 - **Group**
 - **MFG**
5. To include minimum/maximum quantities, location (where the item is stored), and site, select one or more of the check boxes.
6. Click **Print**. The Custom Inventory Lookup screen opens.

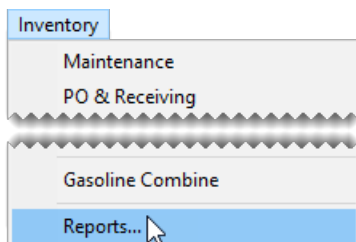
7. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
8. Print the report and close the Report Window.

INVENTORY NONINVENTORY LIST

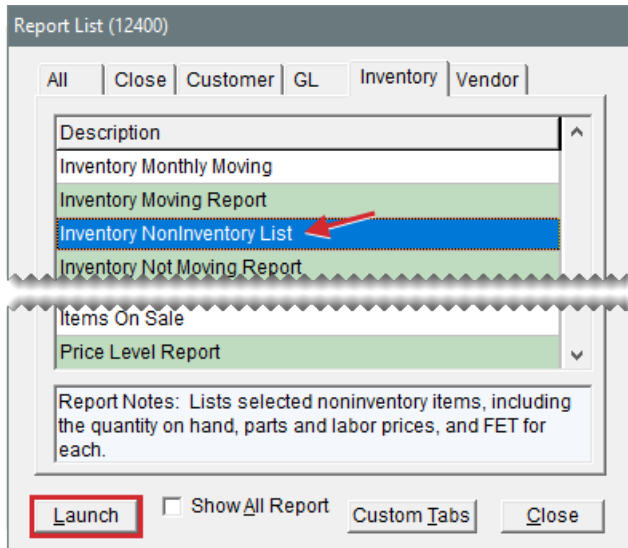
This report lists selected noninventory items, including the quantity on hand, parts and labor prices, and FET for each.

To generate an Inventory NonInventory List

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory NonInventory List and click **Launch**. The Custom Inventory Lookup screen opens.



3. Look up the items you want to include you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
4. Print the report and close the Report Window.

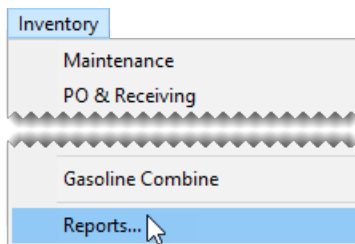
INVENTORY NOT MOVING REPORT

For items you currently have on hand, this report shows those that have not had any activity at all (for example, sales, receipts, or adjustments) during the selected date range.

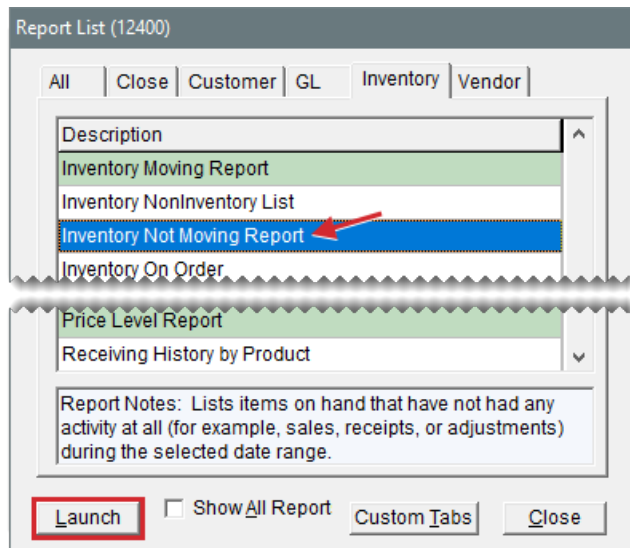
Note: If the report is blank, verify that you've entered a valid date range for the time your TireMaster system has been online.

To generate an Inventory Not Moving Report

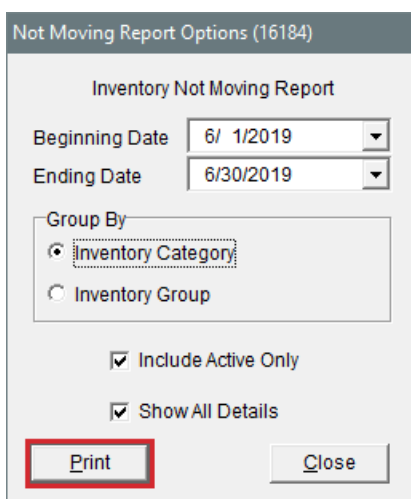
1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Not Moving Report and click **Launch**. The Not Moving Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Inventory Group**
 - **Inventory Category**
5. To exclude inactive items, make sure the **Include Active Only** check box is selected. For both active and inactive items, clear the check box.
6. To include information for individual items, make sure the **Show All Details** check box is selected. For group or category totals only, clear the check box.
7. Click **Print**.



8. Print the report and close the Report Window.

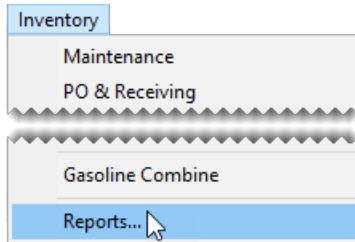
INVENTORY ON ORDER

This report provides information about items that have been ordered. For each item, the report

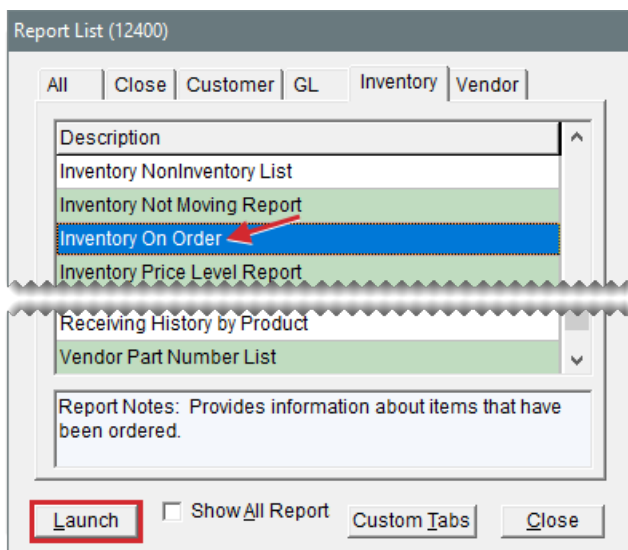
displays the vendor, date ordered, prices, and quantity ordered and received.

To generate an Inventory On Order Report

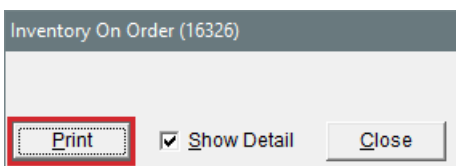
1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory On Order and click **Launch**. The Inventory On Order screen opens.



3. To include purchase order information on the report, make sure the **Show Detail** check box is selected. To display ordered items only, clear the check box.
4. Click **Print**. The Custom Inventory Lookup screen opens.



5. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
6. Print the report and close the Report Window.
7. Close the Inventory On Order screen.

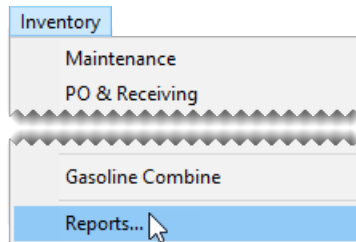
INVENTORY PRICE LEVEL REPORT

This report lists each price level in a selected range, the four-digit code and description for each price

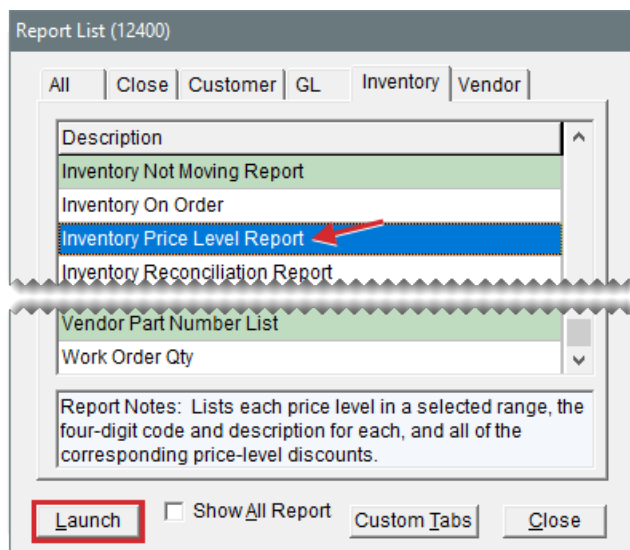
level, and all of the corresponding price level discounts.

To generate an Inventory Price Level Report

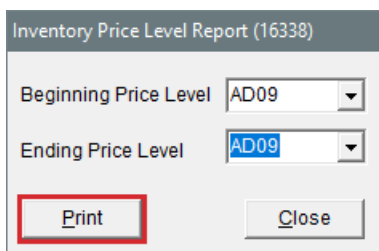
1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Price Level Report and click **Launch**. The Report Options screen opens.



3. Select one price level or a range of price levels:
 - For one price level, click ▼ next to the **Beginning Price Level** field and select a price level from the list. Then repeat this process for the **Ending Price Level** field.
 - For a range of price levels, click ▼ next to the **Beginning Price Level** field and select the price level for the beginning of the range. Then click ▼ next to the **Ending Price Level** field and select the price level for the end of the range.
4. Click **Print**. The Report Window opens.



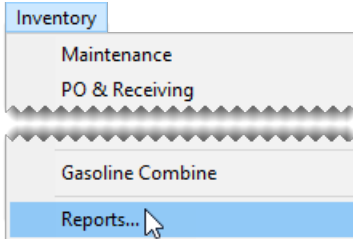
5. Print the report and close the Report Window.

INVENTORY RECONCILIATION REPORT

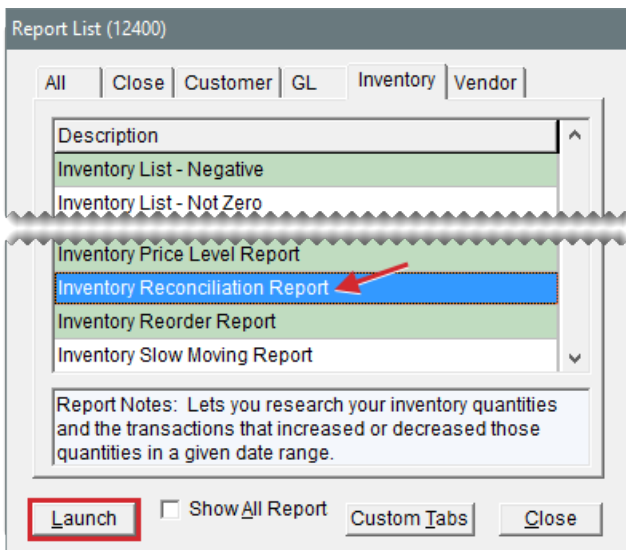
With the Inventory Reconciliation Report, you can research your inventory quantities and the transactions that increased or decreased those quantities in a given date range. Because this report displays the ending quantities and costs of items for the specified date range, you might want to include printing it in your month end closing procedures.

To generate an Inventory Reconciliation Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Reconciliation Report and click **Launch**. The Custom Inventory Lookup screen opens.



3. Look up the items you want to include on the report. The Selected Inventory screen opens. For more information, see ["Inventory Searches" on page 202](#).

Note: If you want to look up different items, click **Change**.

4. Click **OK**. The Inventory Reconciliation Report screen opens.

Selected Inventory (16202)

EFFSITENO	PRODUCT_CODE	SIZE
1	403105174	P235/65R17/SL
1	403113174	P215/70R16/SL
1	403207174	P215/70R16/SL
1	403422171	P265/70R17/SL
1	403422658	P265/70R17/SL
1	403682171	P245/50R20/SL
1	403767658	P265/70R17/SL
1	403934169	P275/60R20/SL
1	403934174	P275/60R20/SL
1	740036515	LT195/75R14/6

OK

5. Select the starting and ending dates for the report's date range.
6. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
7. Select or clear the following check boxes as needed:
 - **Show Detail** includes document numbers, unit costs, and part numbers on the report.
 - **Show Current Qty** includes current on hand and current work order quantities.
8. Click **Print**. The Report Window opens.

Inventory Reconciliation Report (16202)

Beginning Date: 6/16/2019 Ending Date: 6/30/2019

Show Selected Inventory

GroupBy
 Category Group

Show Current Qty
 Show Detail

Print Close

9. Print the report and close the Report Window.
10. Close the Inventory Reconciliation Report screen.

INVENTORY REORDER REPORT

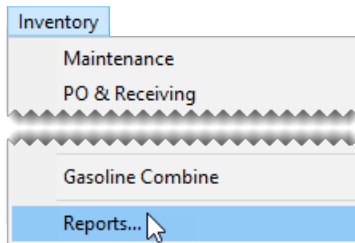
This report lists on hand quantities for all items in the selected range. It also includes the total weight and month-to-date, year-to-date, and last year's quantities sold for each of the items. Unlike the reorder report generated by the suggested purchase order feature, this one is not based on

minimum stocking levels.

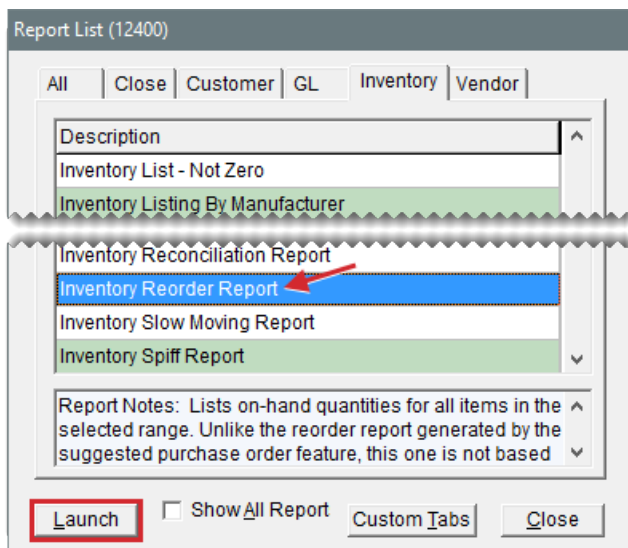
Note: The control **Reorder Reports - Include Transfers** affects whether transfers are included in the report's month-to-date, year-to-date, and last year totals. This setting is on the **Inventory** tab of the System Controls screen.

To generate an Inventory Reorder Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Reorder Report and click **Launch**. The Custom Inventory Lookup screen opens.



3. Look up the items that you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
4. Print the report and close the Report Window.

INVENTORY SLOW MOVING REPORT

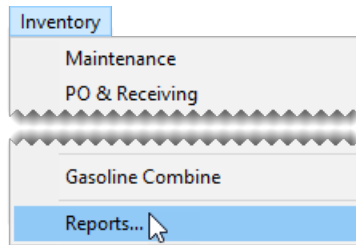
This report shows items for which the following is true:

- They have an on hand quantity of any number except zero.
- They have not been sold during the specified date range.

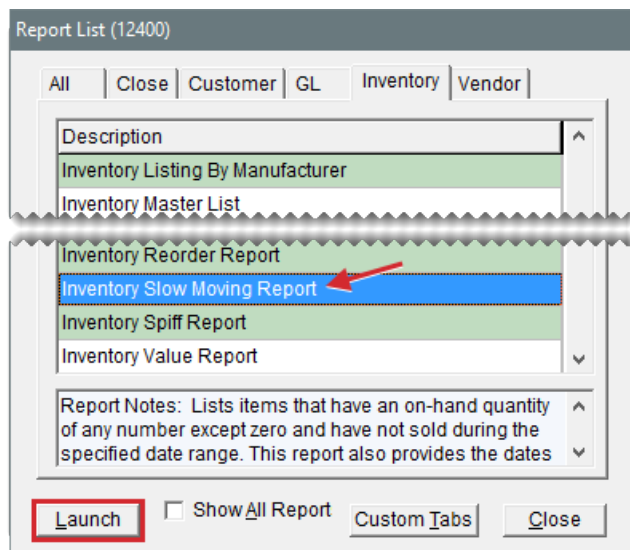
This report also provides the dates on which the items were last sold.

To generate an Inventory Slow Moving Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Slow Moving Report and click **Launch**. The Report Options screen opens.



3. Select the starting and ending dates for the report's date range.
4. Select one of the following methods for organizing items on the report:
 - **Inventory Group**
 - **Inventory Category**
5. To exclude inactive items, make sure the **Include Active Only** check box is selected. For both active and inactive items, clear the check box.
6. If you want to include individual items on the report, make sure the **Show All Details** check box is checked. For category or group totals only, clear the check box.
7. Click **Print**. The Report Window opens.

Slow Moving Report Options (16184)

Inventory Slow Moving Report

Beginning Date 7/ 1/2019

Ending Date 7/ 6/2019

Group By

Inventory Category

Inventory Group

Include Active Only

Show All Details

Print Close

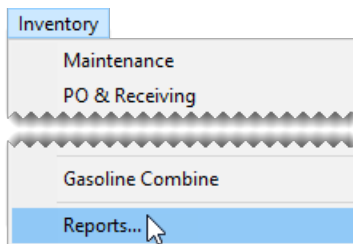
8. Print the report and close the Report Window.

INVENTORY SPIFF REPORT

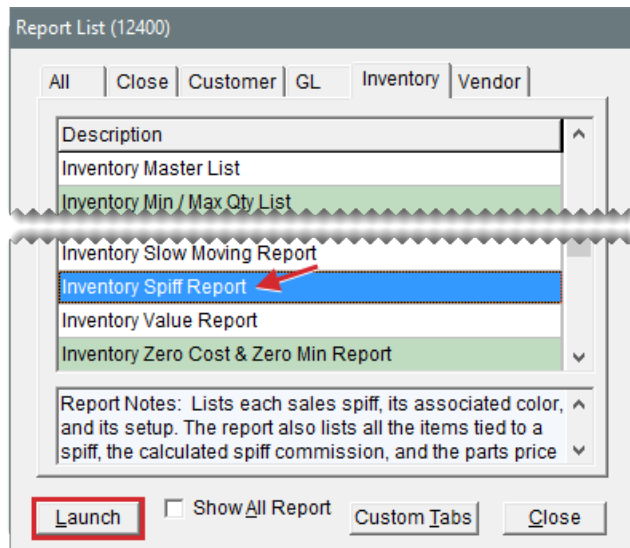
This report lists each sales spiff, its associated color, and its settings. The report also lists all the items associated with a spiff, the calculated spiff commission, and the parts price that's used in the calculation.

To generate an Inventory Spiff Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Spiff Report and click **Launch**. The Custom Inventory Lookup screen opens.



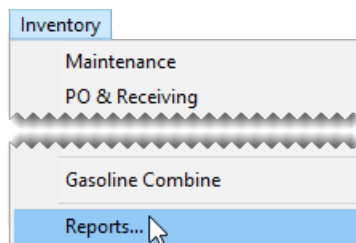
3. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
4. Print the report and close the Report Window.

INVENTORY VALUE REPORT

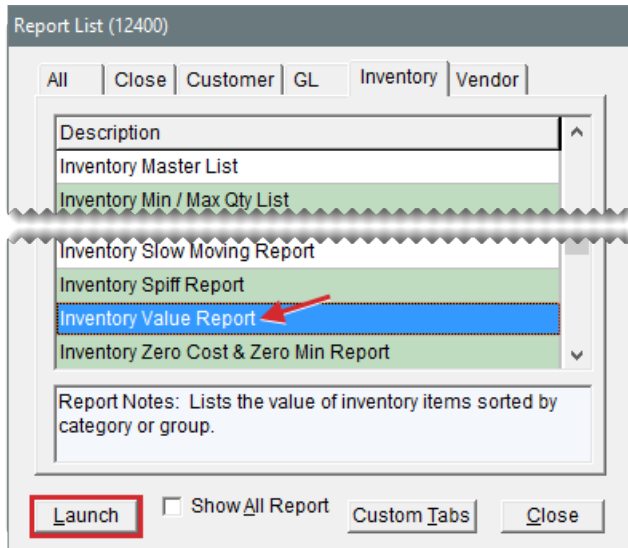
This report lists the value of inventory items sorted by category or group. The value is the quantity on hand multiplied by the item's cost (usually the next cost) including any FET.

To generate an Inventory Value Report

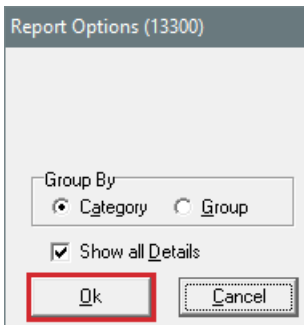
1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Inventory Value Report and click **Launch**. The Report Options screen opens.



3. Select one of the following methods for organizing items on the report:
 - **Category**
 - **Group**
4. To include information for individual items, make sure the **Show All Details** check box is selected. For group or category totals only, clear the check box.
5. Click **OK**. The Report Window opens.



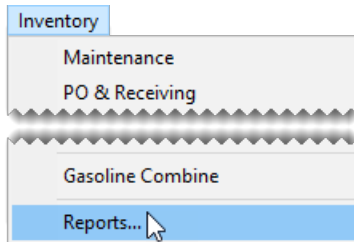
6. Print the report and close the Report Window.

INVENTORY ZERO COST & ZERO MIN REPORT

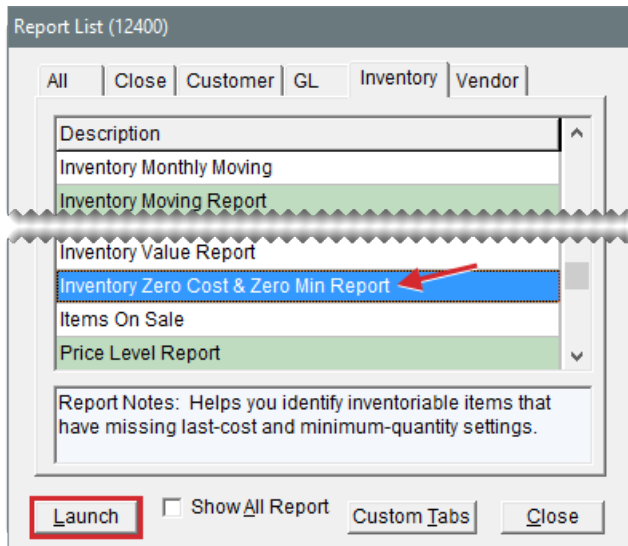
This report helps you identify items that have incomplete settings. The report displays only inventoriable items whose settings are missing the last cost and minimum quantity.

To generate an Inventory Zero Cost & Zero Min Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select **Inventory Zero Cost & Zero Min Report** and click **Launch**. The Custom Inventory Lookup screen opens.



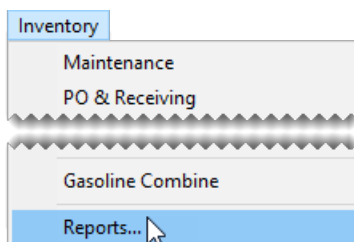
3. Look up the items you want to check. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
4. Print the report and close the Report Window.

ITEMS ON SALE

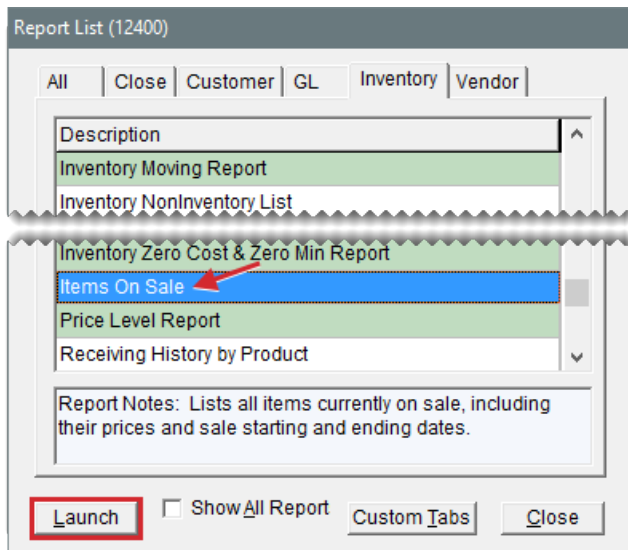
This report lists all items currently on sale, including their prices and sale starting and ending dates.

To generate an Items on Sale Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select **Items on Sale** and click **Launch**. The Report Window opens.



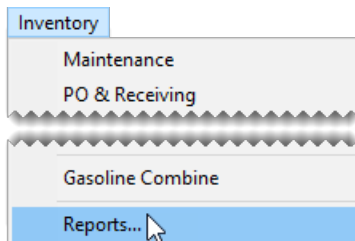
3. Print the report and close the Report Window.

PRICE LEVEL REPORT

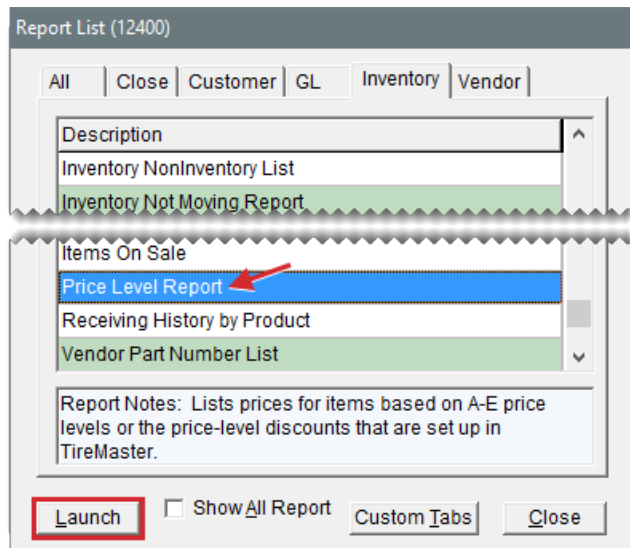
Lists prices for items based on A–E price levels or the price level discounts that are set up in TireMaster.

To generate a Price Level Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.

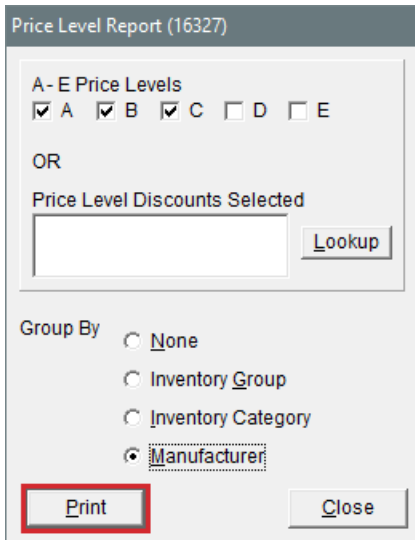


2. Select Price Level Report and click **Launch**. The Price Level Report screen opens.



3. Do one of the following:
 - For a list of items that are assigned A–E price levels, select one or more of the check boxes labeled **A**, **B**, **C**, **D**, and **E**.
 - For a list of items that are assigned price level discounts, click **Lookup** and select one or more price level discounts.

Note: For multiple price level discounts, press **Ctrl** while you select each discount.
4. Select one of the following methods for organizing items on the report:
 - **None**
 - **Inventory Group**
 - **Inventory Category**
 - **Manufacturer**
5. Click **Print**. The Custom Inventory Lookup screen opens.



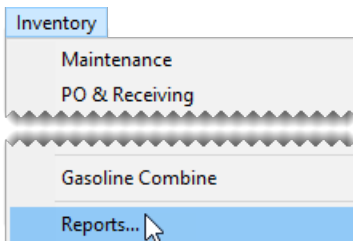
6. Look up the items that you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
7. Print the report and close the Report Window.

RECEIVING HISTORY BY PRODUCT REPORT

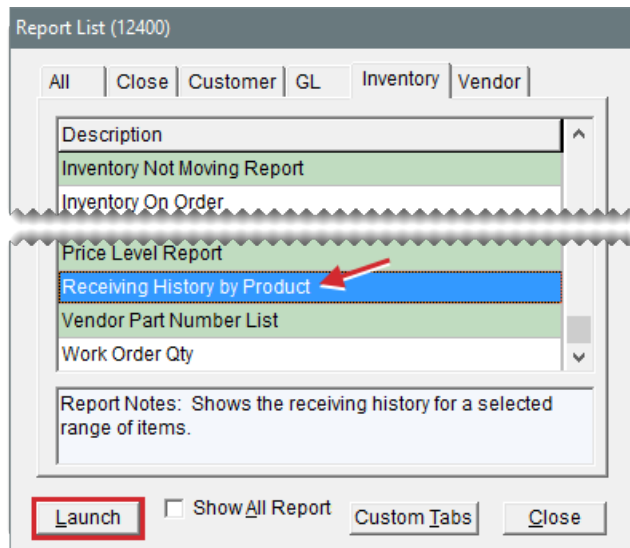
This report shows the receiving history for a selected range of items.

To generate a Receiving History by Product

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Receiving History by Product Report and click **Launch**. The Custom Inventory Lookup screen opens.



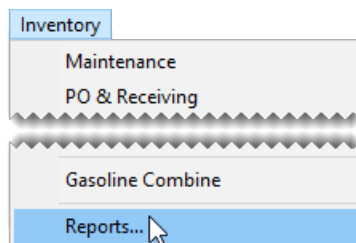
3. Look up the items you want to include on the report. The Report Window opens. For more information, see ["Inventory Searches" on page 202.](#)
4. Print the report and close the Report Window.

VENDOR PART NUMBER LIST

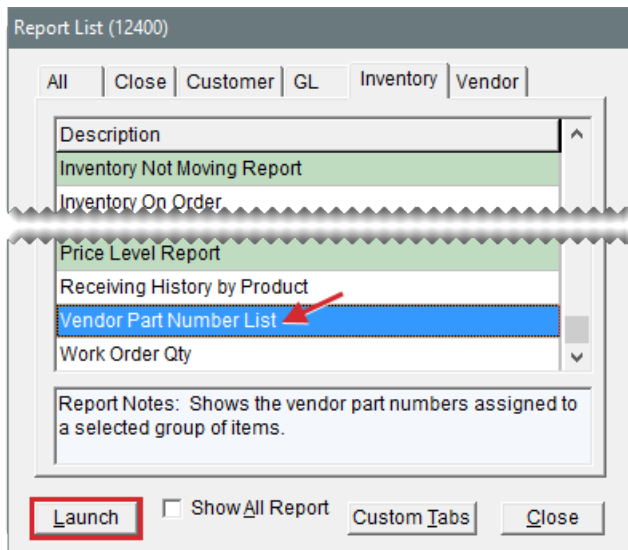
This report shows the vendor part numbers assigned to a selected group of items, along with the corresponding reconciliation codes for each of the vendor part numbers.

To generate a vendor part number list

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Vendor Part Number List and click **Launch**. The Report Window opens.



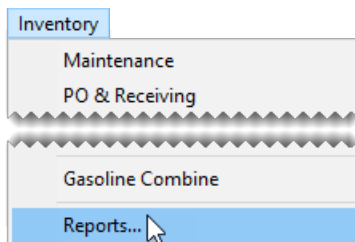
3. Print the report and close the Report Window.

WORK ORDER QTY

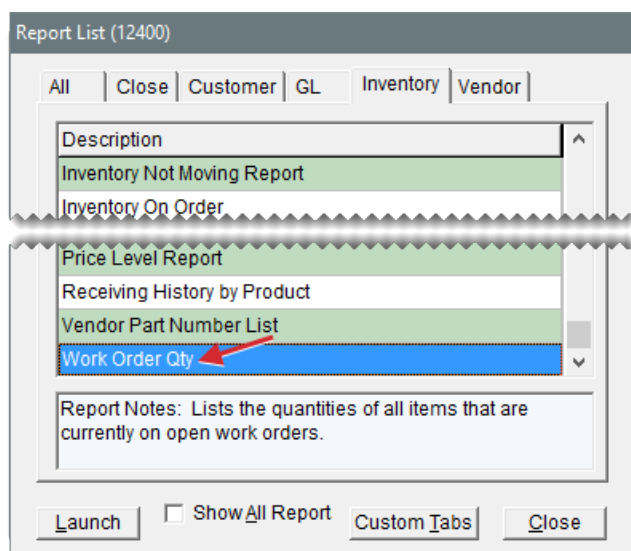
This report lists the quantities of all items that are currently on open work orders.

To generate a Work Order Qty Report

1. Select **Inventory > Reports**. The Report List opens with the **Inventory** tab selected.



2. Select Work Order Qty and click **Launch**. The Report Window opens.



3. Print the report and close the Report Window.

CUSTOM TABS

If there are certain reports that you frequently print, you might want to assign them to a custom tab. Using custom tabs makes it easier and faster for you to find the report you need. You can create up to six custom tabs.

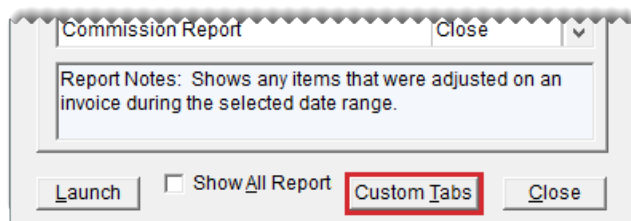
ADD A CUSTOM TAB

For convenience, you can create a custom tab that lists the reports you most frequently print.

Note: For custom tabs to appear on the Report List, one or more reports must be assigned to them.

To add a custom tab

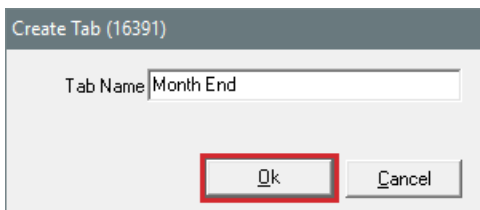
1. Click **Reports**. The Report List opens.
2. Click **Custom Tabs**. The Custom Report Tabs screen opens.



3. Click **Create Tab**. The Create Tab screen opens.



4. Type the name of the new tab and click **OK**.



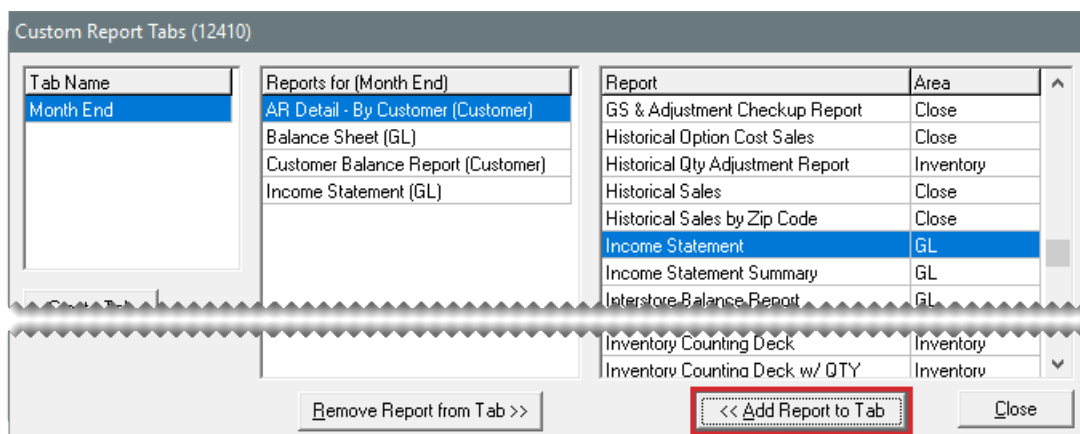
5. Under **Tab Name**, select the new tab.

6. Do one of the following under **Report**:

- To assign a report to the tab, select the report and click **Add Report to Tab**.

Tip: You can also assign one report to a tab by double-clicking the report's name.

- To assign a range of reports to the tab, select the report at the beginning of the range, press **Shift**, and select the report at the end of the range. Then click **Add Report to Tab**.



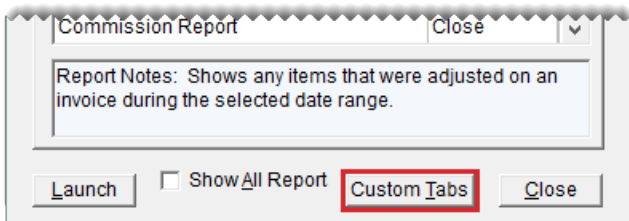
7. Close the Custom Report Tabs screen. The new tab is added to the Report List.

UPDATE CUSTOM TAB PROPERTIES

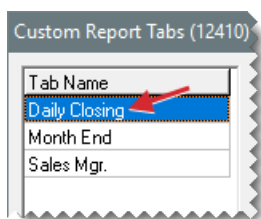
Occasionally, you might need to rename a tab or change which reports are assigned to it.

To update a custom tab's properties

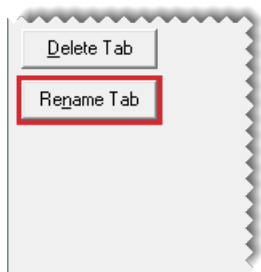
1. Click **Reports**. The Report List opens.
2. Click **Custom Tabs**. The Custom Report Tabs screen opens.



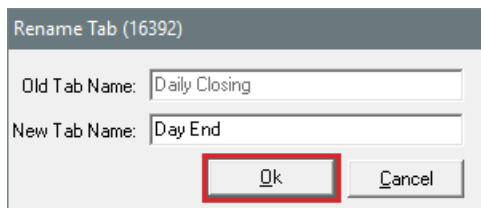
3. To rename a tab, do the following under **Tab Name**.
 - a. Select the tab you want to rename.



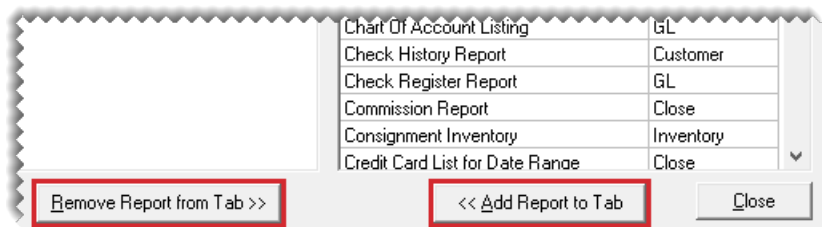
- b. Click **Rename Tab**. The Rename Tab screen opens.



- c. Type the new tab name and click **OK**.



4. To change the reports assigned to a tab, do one the following:
 - To add a report, select the report in the **Report** pane and click **Add Report to Tab**.
 - To remove a report, select the report in the **Reports for** pane and click **Remove Report from Tab**.



Tip: You can also add or remove a report by double-clicking its name in the **Report** pane or **Reports for** pane.

5. Close the Custom Report Tab screen.

DELETE A CUSTOM TAB

If you no longer use a custom tab, you can delete it.

To delete a custom tab

1. Click **Reports**. The Report List opens.
2. Click **Custom Tabs**. The Custom Report Tabs screen opens.
3. Select the tab you want to delete, and click **Delete Tab**. A confirmation message appears.
4. Click **Yes**.
5. Close the open screens.

UNLISTED REPORTS

The following reports are not shown on the Report List. Some of these reports are generated when you perform various tasks, such as closing a shift or applying finance charges.

APPOINTMENT REPORT

This report, which is generated from the Scheduler, lists the appointments for the selected day or date range. For more information, see "[Print a List of Appointments](#)" on page 535.

CASING MANAGER REPORTS

The Casing Manager includes seven reports that provide information about casings and the customers who've brought casings to your store. For more information, see "[Casing Manager Reports](#)" on page 762.

CHARGE EDIT REPORT

CHECK EDIT REPORT

CORE MANAGER REPORTS

The Core Manager includes four reports that provide information about cores and the customers who've brought cores to your store. For more information, see ["Core Manager Reports" on page 776](#).

DAILY INVOICE REPORT

This report prints automatically when you close a day. It displays sales activity, beginning balances, cash paid out of the till, and any overages or shortages. This report cannot be printed except when you close a day. For more information, see ["Close a Day" on page 783](#).

DAILY SALES REPORT

This report prints automatically when you close a day. It displays all sales activity for the day and includes separate listings for national account, government support, and adjustment activity. This report also includes daily and month-to-date sales totals. It cannot be printed except when you close a day. For more information, see ["Close a Day" on page 783](#).

DAILY TILL DETAIL REPORT

This report prints automatically when you close a shift or day. It displays all transactions that have taken place for the till that has been closed, grouping items by invoice type. This report cannot be printed except when you close a day. For more information, see ["Close a Day" on page 783](#).

DAY END TRANSACTION REPORT

This report prints automatically when you close a day. It displays slightly more detail than the ["Daily Till Detail Report" above](#), and it includes a deposit slip for the day's receipts. This report cannot be printed except when you close a day. For more information, see ["Close a Day" on page 783](#).

EASY CHECK DETAIL REPORT

FINANCE CHARGE EDIT REPORT

This report, which shows each customer who will be assessed finance charges, can be printed before applying finance charges.

Note: TireMaster calculates finance charges based on the total of all the aged amounts in the customer's ledger. To prevent an over assessment of finance charges, make sure all unapplied credits are applied to the customer's balance before generating this report.

To generate a Finance Charge Edit Report

1. Select **Closing > Statements > Apply Finance Charges**. The Report Window opens.
2. Print the report and close the Report Window. TireMaster prompts you to post the finance charges.
3. To apply the charges, click **Yes**. A confirmation message appears.

Note: If you applied finance charges to a customer in error, see ["Reverse Finance Charges" on page 628](#).

GL CODES REPORT

GL TRANSACTION VIEW LIST

INTERSTORE TRANSFER REPORT

INVENTORY LIST EDITING REPORT

This report lists the items currently displayed on the Inventory List Editing screen. For more information, see ["Update Information for Multiple Items " on page 183](#).

ITEM TRACKING REPORT

This report provides you with a hard copy of the items listed on the Item Tracking screen. For more information, see [Item Tracking Screen](#) and ["Verify Noninventoriable Item Returns" on page 272](#).

JE EDIT REPORT

LIST EDITING REPORT

This report lists the records currently displayed on the Customer List Editing and Vendor List Editing screens. For more information, see ["Update Multiple Customer Records " on page 69](#).

Note: Multiple vendor records are updated in the same manner as multiple customer records with Vendor List Editing.

PAIDOUT REPORT

This report, which displays all cash transactions paid out of the till, prints automatically during the day end closing process. If needed, you can print a similar report from the **Close** tab of the Reports List. For more information, see ["Paidout List for Date Range" on page 835](#) and ["Close a Day" on page 783](#).

PAYMENT DETAIL REPORT

PHYSICAL INVENTORY COUNT

This report prints automatically before you adjust inventory quantities. It lets you preview the results of a pending adjustment. A positive quantity adjustment indicates a reduction in an item's quantity. For more information, see ["Adjust Inventory Quantities" on page 222](#).

PRICING WIZARD REPORT

This report provides a preview of price or cost changes that you plan to implement with the Pricing

Wizard. For each item being updated or put on sale, this report shows the current price or cost and what the price or cost will be. For more information, see ["Change Prices for a Group of Items" on page 356](#) and ["Put Items on Sale" on page 362](#).

SECURITY ASSIGNMENTS REPORT

This report lists the assignments for a security group, user, permission, or report. It's generated from the View Security Assignments screen. For more information, see ["Review Security Assignments" on page 58](#).

SERVICE CHECKLIST

This report lists the inspection areas for a service checklist. Technicians can refer to this document while conducting vehicle inspections and write notes about any needed services or repairs on it. For more information, see ["Print a Service Checklist" on page 469](#).

SUGGESTED REORDER REPORT

This report is generated when you create a suggested reorder. After generating the report, you can decide whether to create a purchase order based on the report's information.

The Suggested Reorder Report lists the items in the selected range for which the available quantity (on hand, unpriced, and on order) is less than the minimum quantity specified in the item's settings. This report also displays the total weight and month-to-date, year-to-date, and last year's quantities sold for each of the items.

Note: You can choose whether to include transfers in the report's month-to-date, year-to-date, and last year totals by setting the control **Reorder Reports - Include Transfers**. This setting is on the **Inventory** tab of the System Controls screen.

To generate a Suggested Reorder Report

1. Select **Inventory > Suggested Reorder & PO**. TireMaster prompts you to look up items.
2. Select the item or range of items that you want to generate the report for and click **OK**. The Report Window opens. For more information, see ["Inventory Searches" on page 202](#).
3. Print the report and close the Report Window.

TIME CLOCK REPORT

This report, which is generated from the Time Clock, lists employee time clock entries and the amount of time worked during a date range. For more information, see ["Time Clock" on page 706](#).

DOCUMENT SCREENS

Documents are typically displayed on screen, unless they print automatically as part of a program function (such as the day end close) or you've disabled the on-screen display for them.

Note: You can send work orders, invoices, ROAs, and deposits directly to the printer by setting the number of copies to 1 or a higher number.

REPORT WINDOW

The Report Window is used for reports, credit memos, and documents generated by the PO System. The top of the Report Window includes buttons for navigation, printing, magnification, and printer setups (Figure 30-3).

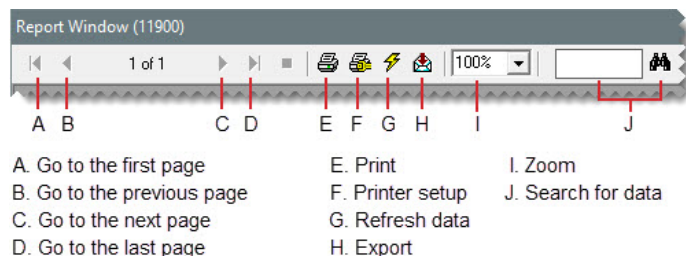






Figure 30-3: Report Window Top Buttons

You can use the Report Window buttons (Figure 30-4) to do the following:

- To move to another page or print a report, click one of the arrow buttons.
 - To adjust the size at which a report is displayed, select the magnification from the drop-down or type a value and click outside the magnification field.
- Note:** The magnification can range from 25% to 400%.
- To find a specific quantity, dollar amount, item, or name on a report, type the information in the data search field and click .
 - To export report data to other software applications, click  and select the application and destination.
 - To ensure that the report includes the most up-to-date information, click .

Example: The Inventory Master List displays an on hand quantity of 5 for your 36 month batteries. Then a salesperson places one of those batteries on a work order while the report is displayed on the screen. Clicking  updates the item's on hand quantity to 4.

The bottom of the Report Window includes a **Close** button and additional navigation, printing, and magnification buttons.



Figure 30-4: Report Window Bottom Buttons

REPORT SCREEN

The Report screen is used for forms (work orders, invoices, ROAs, and deposits). All buttons for navigation, printing, magnification, and printer setups are at the top (Figure 30-5).

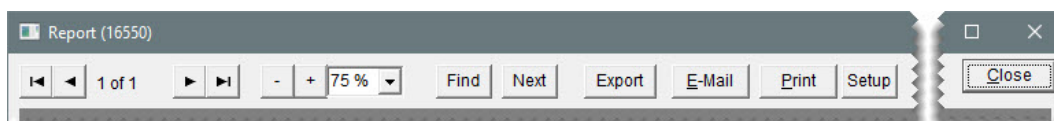


Figure 30-5: Report Screen Buttons

SALES REPORT OPTIONS

To generate an accurate picture of the sales activity that occurs in your store, you can define which types of sales to include on your sales reports by completing settings on Sales Report Options screen (Figure 30-6).

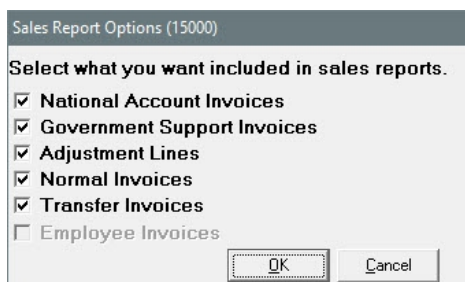


Figure 30-6: Sales Report Options Screen

Item	Description
National Account Invoices	Displays national account invoices on sales reports.
Government Support Invoices	Displays government support invoices on sales reports.
Adjustment Lines	Displays adjustment lines from invoices on sales reports.
Normal Invoices	Displays normal invoices on sales reports.
Transfer Invoices	Displays all transfer invoices on sales reports.
Employee Invoices	Not used.

APPENDIX A

PERMISSIONS

Permissions define which program areas users in a security group are allowed to access. This appendix includes a list of TireMaster's permissions descriptions for each of them.

PERMISSIONS LIST

TireMaster's permissions ([Table A-1](#)) define which program areas users in a security group are allowed to access.

Table A-1: *TireMaster Permissions*

Item	Description
Automatic Calc & Post JE	Lets the user choose whether to have TireMaster make adjusting journal entries automatically when recalculating inventory value (in TireMaster Plus and TireMaster Corporate).
Card Auto-Auth	Lets the user enable or disable auto authorization at point of sale (for systems set up to automatically process credit and debit cards).
Close a Shift	Lets the user close a shift.
Close Day	Lets the user close a day.

Item	Description
Close Month	Lets the user close a month.
Close Month Unlock	Lets the user unlock a month that has been locked.
Close Reports	Lets the user access the closing reports including the mechanic and salesperson reports.
Close Year	Lets the user close the year.
Credit Card Setup	Lets the user access the setup screen for the Merchant Partners credit card processing system.
Credit Limit Clearance	Lets the user start work orders and complete invoices for customers who have gone over their credit limits. This permission also allows users to see a customer's credit limit on the Invoice Entry screen.
Customer Access	Gives the user permission to access and update parts of customer records that aren't protected by specific permissions.
Customer Add	Lets the user add a customer.
Customer Combine Customer	Lets the user make a customer account inactive and combine it with another customer's account.
Customer Delete	Lets the user delete an unused customer record.
Customer Edit Account	<p>Lets the user update a customer's sales tax, statement, and price level settings.</p> <p>Note: To allow users to update addresses, email addresses, phone numbers, and notes only, assign the permission Customer Edit Contact instead.</p>
Customer Edit Cash Only	Lets the user change a cash only customer to a charge customer or vice versa.
Customer Edit Contact	Lets the user update a customer's address, phone numbers, email addresses, and notes.
Customer Edit Cred. Limit	Lets the user view and change a customer's credit limit on the General tab of the Customer Maintenance screen. The Credit Limit field is visible only to users who have this permission.
Customer Edit Information Tab	Lets the user add or update content on the Customer Maintenance screen's Information tab.
Customer Edit	Lets the user change the setting for the Require P.O. check box on

Item	Description
Required PO	the General tab of the Customer Maintenance screen.
Customer Ledger View	Lets the user access a customer's open item ledger.
Customer List Editing	Lets the user update a range of customer or vendor records with Customer List Editing or Vendor List Editing.
Customer Nat Recon Edit	Lets the user assign reconciliation codes to customers. If the user isn't assigned this permission, the Recon Codes button is disabled on the General tab of the Customer Maintenance screen.
Customer Terms	Lets the user access and make changes to a customer's payment terms.
Customer Update Salesperson	Lets the user change the salesperson assigned to a customer.
Dashboard View	Lets the user view the TireMaster Dashboard. For more information, see "TireMaster Dashboard" on page 790 .
Default Salesman Override	Lets the user override the salesperson for a line item on a work order. This permission is also required for changing the starting salesperson on a work order.
Easy Checks	Lets the user create easy checks (in TireMaster Plus and TireMaster Corporate).
Ext Data Access Read Only	Lets the user extract data from the TireMaster database. Note: In addition to this permission, users also needs to be granted external data access by ASA Support.
Fleet Pricing	Not used.
GL Accounts Add/Edit	Lets the user add or update general ledger accounts and departments (in TireMaster Plus and TireMaster Corporate).
GL Accounts View	Lets the user view the chart of accounts.
GL Check Add	Lets the user add or update a check or its status on the Check Reconciliation screen (in TireMaster Plus and TireMaster Corporate).
GL Check Reconciliation	Lets the user view the Check Reconciliation screen (in TireMaster Plus and TireMaster Corporate).

Item	Description
GL Journal Entries	Lets the user make journal entries and AR journal entries to adjust customer balances.
GL Transaction View	Lets the user view general ledger activity on the GL Transaction View screen (in TireMaster Plus and TireMaster Corporate).
Gross Margin Viewer	Lets the user access and view the gross profit margin for a work order with the GM Viewer. For more information, see " GM Viewer " on page 404.
Inventory Access	Lets the user open the Inventory Maintenance screen and access any inventory menus that aren't protected by a specific permission.
Inventory Add	Lets the user add inventory items.
Inventory Edit	Lets the user update basic settings for items, such as product codes, descriptions, manufacturer codes, and categories (settings that are on the General tab of the Inventory Maintenance screen).
Inventory Edit Price	<p>Lets the user update prices in each of the following program areas:</p> <ul style="list-style-type: none"> ▪ Site Prices & Quantity screen ▪ Inventory List Editing screen ▪ Pricing Wizard ▪ Price Levels
Inventory GL Code Add/Edit	Lets the user change inventory GL codes (in TireMaster Plus and TireMaster Corporate).
Inventory GL Code Delete	Lets the user delete existing inventory GL codes that have never been used (in TireMaster Plus and TireMaster Corporate).
Inventory GL Code View	Lets the user view inventory GL codes.
Inventory Pricing	Not used.
Inventory Qty Adjustment	Lets the user access the Quantity Adjustment Wizard.
Inventory View Only Price/Cost	<p>Prevents the user from updating items' price and cost information, by overriding the editing functionality granted by the Inventory View/Edit Cost permission.</p> <p>When both Inventory View/Edit Cost and Inventory View Only</p>

Item	Description
	<p>Price/Cost are assigned, the user is able to see price and cost information but cannot edit amounts, assign price matrices, or recalculate factor based prices on the Site Prices and Quantity screen.</p>
<p>Inventory View/Edit Cost</p>	<p>Lets the user do the following:</p> <ul style="list-style-type: none"> ▪ View or update an item's cost on the Site Prices and Quantity screen. ▪ View the next cost, last cost, and base cost of items on the Inventory List. ▪ View general ledger entries for completed receivings. ▪ Print historical receiving documents.
<p>Invoicing Access</p>	<p>Lets the user access quotes, work orders, invoices, ROAs, and paidouts. Also lets the user access the customer screens that are accessible with the Customer Access permission at point of sale.</p>
<p>Invoicing Change Date</p>	<p>Lets the user change the beginning or ending date of an open work order.</p>
<p>Invoicing Edit Printed WO</p>	<p>Lets the user change work orders that have been printed.</p>
<p>Invoicing New Paidout</p>	<p>Lets the user pay an expense with cash from the till.</p>
<p>Invoicing New ROA</p>	<p>Lets the user process payments received from customers.</p>
<p>Invoicing Pop Till</p>	<p>Causes the till to open when users accept cash for completed invoiced at their assigned tills.</p> <p>Note: This option is only available if you have an electronic cash drawer attached to your TireMaster system.</p>
<p>Invoicing Reverse Invoice</p>	<p>Lets users who have the Invoicing Access permission automatically reverse (and create a duplicate of) any customer's completed invoice.</p>
<p>Invoicing WO Delete</p>	<p>Lets the user delete open work orders and unknown receiving documents (from the Item Tracking screen).</p>
<p>Message Critical Notice</p>	<p>Lets the user access the TireMaster messaging center.</p> <p>Note: In future versions, critical notices could alert users to issues that adversely affect TireMaster.</p>

Item	Description
Message Marketing Notice	<p>Lets the user access the TireMaster messaging center.</p> <p>Note: In future versions, marketing notices could notify users of sales events and describe new TireMaster products and services.</p>
Message Support Notice	<p>Lets the user access the TireMaster messaging center.</p> <p>Note: In future versions, support notices could provide troubleshooting information.</p>
Message Update Notice	<p>Lets the user access the TireMaster messaging center and view messages about the availability of TireMaster updates.</p>
Nat'l Recon Codes/Credits	<p>Lets the user view or edit reconciliation code settings.</p>
Nat'l Recon Credits	<p>Lets the user view or edit credits on the National Credits screen, where credits from national account, government support, or adjustment invoices can be tracked.</p>
Option Cost Change RD Option	<p>Lets the user choose whether to put an option cost item on a receiving document by selecting or clearing a check box on the Option Cost screen.</p> <p>Note: To force users to always put option cost items on receiving documents, assign this permission and set the control Option Cost - Create RD Default to Yes.</p>
Overdue Balance Clearance	<p>Lets the user start work orders and complete invoices for customers who have overdue balances.</p> <p>Note: If the system control Suppress overdue balance warning in POS is set to No, warning messages appear before the override prompts.</p>
Override Document Lock	<p>Lets the user override a security lock that protects a work order from being opened on two workstations at the same time.</p> <p>Note: This override should only be used under special circumstances, such as if a workstation is locked when it has a work order opened. A work order should never be edited on two workstations at the same time.</p>
Payroll Comm Lock/Adjust	<p>Lets the user prevent commission and spiff calculations from being changed. Commissions can be saved and locked for a specified date range when printing the Commission Report.</p>

Item	Description
PO Access/Receiving	Lets the user view, create, and process purchase orders and receiving documents.
PO Edit Locked	Not used.
PO Suggested	Lets the user generate the Inventory Reorder Report and create a suggested purchase order.
PO/Recv All Qtys/Prices	Not used.
PO/Recv Override Price	Not used.
PO/Recv Override Qty	Lets the user change quantities or prices for items on a receiving document or vendor invoice document (VID).
Price Level Change	Lets the user change the price of an item on a quote or work order by making a selection from the global price levels list.
Price Level Override	Lets the user manually change the parts price (by typing a different amount) for items associated with the customer's assigned price level.
Quotes Admin Templates	Lets the user create quote templates, which can be saved and repeatedly used to serve as a starting point for future quotes.
Quotes Change Tax Level	Lets the user change the tax level used for a quote or quotes.
Quotes Delete Quote	Lets the user delete individual quotes.
Quotes Extend Expired	Lets the user change the expiration date for quotes.
Quotes Lock Override	Lets the user unlock a quote that is open on the same workstation or another workstation.
Quotes Make Work Order	Lets the user turn a quote into a work order.
Quotes Print Quote	Lets the user print a quote or a set of quotes.
Quotes Sell Below Margin	Lets the user override the price of an item and sell it at an amount that doesn't meet the required margin set in System Controls.

Item	Description
Quotes View Margin	Lets the user view the margin for an item.
Reports Customer	Lets the user print the customer reports.
Reports GL	Lets the user print general ledger reports (in TireMaster Plus and TireMaster Corporate).
Reports Inventory	Lets the user print inventory reports.
Reports Mech/Salesperson	Not used. To limit access to the mechanic and salesperson reports, assign the Close Reports permission.
Reports Month-End	Not used. To limit access to the month end reports, assign the Close Reports permission.
Reprint Documents	Lets the user reprint historical documents.
Save Screen Layout	Lets the user rearrange columns on the Inventory List and the Inventory List Editing screens and save the changes.
Setup	Lets the user access any command on the Setup menu that doesn't have a specific permission. Also lets the user create custom report tabs.
Setup Interfaces	Lets the user access the setup menu for various applications that are integrated with TireMaster (such as the CARFAX Interface and the Bridgestone National Accounts Interface).
Setup Users/Permissions	<p>Lets the user view, edit, add, or delete user settings, permissions, commissions, and menus.</p> <p>Note: This permission should be granted to the system administrator only.</p>
Skip Electronic Submission	Lets the user submit national account claims manually on systems running electronic claims applications, such as the Firestone National Account Interface and the Goodyear Tire-HQ Interface.
Time Clock Entry of Others	<p>Lets the user do the following:</p> <ul style="list-style-type: none"> ▪ Enter in and out times for other employees ▪ Generate Time Clock Reports for other employees
Time Clock Manual Entry	<p>Lets the user do the following:</p> <ul style="list-style-type: none"> ▪ Enter forgotten in and out times ▪ Correct previously-entered in and out times

Item	Description
Vehicle Service Checklist Access	Lets the user access the service checklist from an open work order and from the customer's record.
Vehicle Service Checklist Add/Edit/Delete	Lets the user add, modify, and delete service checklists.
Vendor Access	<p>Lets the user access any vendor menus that don't have a specific permission.</p> <p>Note: Some vendor menus are available only in TireMaster Plus and TireMaster Corporate.</p>
Vendor AP Payments	Lets the user access the AP Payment screen and the vendor's open item ledger (in TireMaster Plus and TireMaster Corporate).
Vendor Charges	Lets the user access the Vendor Charge screen (in TireMaster Plus and TireMaster Corporate). Once the screen is open, the permission does not affect whether the user can add or update vendor charges.
Vendor Reports	Lets the user print vendor reports (in TireMaster Plus and TireMaster Corporate).
Vendor View/Change Bank Information	Lets the user see the vendor's bank name, routing number, and bank account number.
Work Order Change Tax Level	Lets the user select a different tax level for a work order.
Work Order Sell Below Cost	Lets the user sell items at prices that are below your cost.
ZZ 3rd-Party Add to PO	Lets the user add an item to a purchase order directly from the invoicing screen for selected third party vendors.

APPENDIX B

SYSTEM CONTROLS

By setting system controls, you can define many default settings for your TireMaster system. The controls are available on a series of tabs, organized by program areas. This appendix includes the following sections:

Commission Controls	954
Customer Controls	955
Inventory Controls	960
Other Controls	962

COMMISSION CONTROLS

Table B-1: TireMaster's Commission Controls

Item	Description
Adjust National Commissions	Defines whether you can adjust sales commissions for national account, government support, and adjustment sales.
Adjust National Commissions Threshold	<p>Defines a minimum amount for sales commission adjustments. If the suggested sales commission for an invoice is less than the amount defined here, the focus of the Sales Commission Adjustments screen will be on the Cancel button instead of the OK button.</p> <p>Note: The purpose of this setting is to help you work more quickly when adjusting sales commissions.</p>
Commission Cutoff Date - Most Recent	Defines the cutoff date for commissions.
Default Commission Matrix Code	Defines which commission matrix code to use if no other code has been assigned.
Default Commission Type - Customer	Defines the default commission type for customers who have no assigned commission type.
Default Commission Type - Inventory	Defines the default commission type for inventory items that have no assigned commission type.
Default Employee - Commission	Defines the default commission matrix code for new employees who have no assigned code.
Sales Spiff - Customer Type to Exclude	Lets you define a customer type to exclude from your sales spiffs.

CUSTOMER CONTROLS

Table B-2: TireMaster's Customer Controls

Item	Description
Auto Inactivate Vehicles	<p>Improves loading times for the Vehicle List when customers have dozens of vehicles that you'll work on only once. When this control is enabled and a customer has more than 100 vehicles set to Active, the following occurs:</p> <ul style="list-style-type: none"> ▪ If there was activity for fewer than 100 of the vehicles during the last 180 days, all of the vehicles that did not have sale invoices during that time will be marked inactive. ▪ If there was activity for more than 100 vehicles during the last 180 days and activity for fewer than 100 vehicles during the last 90 days, the vehicles that did not have sale invoices in the last 90 days will be marked inactive. ▪ If there was activity for more than 100 vehicles during the last 90 days and activity for fewer than 100 vehicles in the last 60 days, the vehicles that did not have sale invoices in the last 60 days will be marked inactive. ▪ If there was activity for more than 100 vehicles in the last 60 days, the vehicles that did not have sale invoices in the last 30 days will be marked inactive.
Customer - Transfer Type	<p>Defines the default customer type code for transfer customers.</p>
Customer Default Type	<p>Defines the which customer type is most commonly used for new customers</p>
Customer/Site Default Tax Level - Labor	<p>Defines which tax level is most commonly used for calculating the amount of sales tax a customer will pay for labor. When you add new customers, they're automatically assigned this tax level.</p>
Customer/Site Default Tax Level - Parts	<p>Defines which tax level is most commonly used for calculating the amount of sales tax a customer will pay for parts. When you add new customers, they're automatically assigned this tax level.</p>
Debit Cards - Allow Cash Back	<p>Defines whether you allow customers paying with debit cards to add an additional amount to their purchases that is given back to them in cash.</p>

Item	Description
	<p>Note: This control needs to be set only if a payment card processing application is integrated with your TireMaster system.</p>
Default AR Discount #Days/Date	Defines the number of days or a day of the month for calculating early pay discounts.
Default AR Discount (D=#Days or T=Date)	Defines the discount scheduling option: <ul style="list-style-type: none"> ▪ Set to D to apply the discount if payment is received before the number of days has passed. ▪ Set to T to apply the discount if payment is received on or before the selected date.
Default AR Discount Percentage (%)	Defines the most commonly used percentage for calculating discounts.
Default AR Due #Days/Date	Defines the number of days or a day of the month for payment due dates. This setting is used for all new customers, unless it's changed in a customer's payment terms. It is also used for aging balances, but not for calculating finance charges.
Default AR Due (D=#Days or T=Date)	Defines payment due dates: <ul style="list-style-type: none"> ▪ Set to D if payments are due a specific number of days after the purchase ▪ Set to T for a specific day of the month.
Default AR Invoice Terms (#Payments)	Sets the default number of payments for an invoice.
Deposit - MIN Dollar Amount	Defines the minimum dollar amount customers are required to pay toward purchases.
Deposit - MIN Percentage (%)	Defines the minimum percentage of the invoice total that customers are required to pay toward future purchases. <p>Note: When the minimum deposit <i>percentage</i> for an invoice is less than the minimum dollar amount for deposits (Deposit - MIN Dollar Amount), the customer is required to pay the minimum deposit dollar amount.</p>
Enable Customer/Vendor	Defines whether the Next and Prev (previous) buttons should be available on the Customer Maintenance and Vendor Maintenance

Item	Description
Next & Prev buttons	<p>screens.</p> <p>Note: The shortcut key for the Prev button is PageUp, and the shortcut for the Next button is PageDown. To move to the next or previous customer, you must be out of edit mode.</p>
Finance Charges on Finance Charges	<p>Defines whether to include previous finance charges in the calculation of new finance charges.</p> <p>Note: Assessing finance charges on finance charges might not be allowed in your state. Contact your state's Attorney General's office before setting this control.</p>
Finance Chrg Later than Day	<p>Lets you define the age (in days) at which to begin calculating finance charges for invoices.</p> <hr/> <p>Example: If you set the control to 90, finance charges will be calculated only for invoices that are older than 90 days. When the control is set to 0, it is disabled.</p>
Ledger History show all sites	<p>Defines whether the site you are signed into will list other site invoices in the ledger/history on the Customer Maintenance screen.</p> <p>Note: This control is used for sites that are part of a corporate database configuration.</p>
ROA Complete - Flag Old Invoices Selected	<p>Defines whether the Flag Old Invoices check box on the ROA/Deposit Complete screen is selected by default.</p>
Sales Tax - Charge Govt. Customers	<p>Defines whether sales tax is calculated by default on work orders for government support customers.</p> <ul style="list-style-type: none"> ▪ Set to No to exclude sales tax from government support invoices. Selecting No overrides the tax settings assigned to individual customers. ▪ Set to Cust to use customer tax settings to determine whether sales tax is calculated for government support invoices.
Sales Tax - Charge Natl. Customers	<p>Defines whether sales tax is calculated by default on work orders for national account customers.</p> <ul style="list-style-type: none"> ▪ Set to No to exclude sales tax from national account invoices. Selecting No overrides the tax settings assigned to individual customers. ▪ Set to Cust to use customer tax settings to determine whether

Item	Description
<p>Sale Tax - Ignore Single Exemptions</p>	<ul style="list-style-type: none"> ▪ sales tax is calculated for national account invoices. <p>Helps to ensure that enough sales tax is collected when the following conditions exist:</p> <ul style="list-style-type: none"> ▪ Your stores are in multiple locations (counties or states) with tax rates that vary. ▪ Your default tax levels are based on site instead of the tax levels assigned to customers. (Another control, Sales Tax - Use Levels Assigned to Customers, is set to No.) ▪ <i>One</i> of the tax levels assigned to a customer is an exempt level. (For example, parts are taxed and labor is not.) ▪ That customer buys items at stores besides the one where he or she was added to TireMaster. <p>By setting Sales Tax - Ignore Single Exemptions (Customer tab) to Yes, a customer who is assigned one exempt level will be charged the site's sales tax for both parts and labor when shopping at a store in an area where there is a different tax rate.</p> <hr/> <p>Example: A customer is added at a Store A, which is located in a county that does not tax labor. Sometimes this customer buys items at Store B, which is in another county that levies sales tax on both parts and labor. Enabling the new control ensures that when tax collections are based on site defaults instead of the customer's assigned tax levels, the site defaults are used to calculate sales tax. Therefore, the customer will be charged for both parts and labor at Store B, but will be taxed only for parts when shopping at Store A.</p> <p>Note: There are two scenarios in which the new control has no effect: 1) Customers who are exempt from paying tax on <i>both</i> parts and labor will never pay sales tax, regardless of which store they visit, and 2) When customers are assigned a customer type with Tax Select enabled, TireMaster will prompt you to choose tax levels at point of sale.</p>
<p>Sales Tax - Use Levels Assigned to Customers</p>	<p>Defines whether sales tax collections should be based on the default tax levels assigned to a store or the tax levels assigned to individual customers.</p> <ul style="list-style-type: none"> ▪ To base your sales tax collections on the default parts and labor tax levels for your store, select No.

Item	Description
	<p>Note: The system controls for settings for your store's default tax levels are Customer/Site Default Tax Level - Labor and Customer/Site Default Tax Level - Parts.</p> <ul style="list-style-type: none"> To base your sales tax collections on the tax levels assigned to individual customers, select Yes.
Statement Cutoff Date	Defines the day of the month for cutting off statements.
Statement Cutoff Date - Most Recent	Defines the latest cutoff date. TireMaster increments this date by one month with each cutoff.
Statement Cutoff Grace Period	<p>Defines the number of days for the statement grace period. Charges made within the number of days you specify won't be due until the following cutoff date.</p> <p>Note: The grace period does not stop TireMaster from calculating finance charges for past due balances.</p>
Statement Fin. Charge - Annual Percentage Rate (%)	Defines the annual percentage rate (APR) for finance charges.
Statement Fin. Charge - Minimum Amount (\$)	Defines the minimum finance charge amount.
Statement Fin. Charge - Periods per Year	Defines the number of fiscal periods per year. This value should be 12 unless you've implemented a short tax year. Fiscal periods can be set only in TireMaster Plus and TireMaster Corporate.
Statement Print 0 Balances	Defines whether to print statements for customers who have paid off their balances since the last statement cutoff.
Suppress overdue balance warning in POS	Defines whether warnings should appear when starting work orders and completing invoices for customers who have overdue balances.
Vehicle Year Format	Defines whether vehicle years are added to customer records as two digit (such as 16) or four digit numbers (such as 2016). This setting affects vehicles chosen from the Standard Vehicle Selection screen, not those entered manually.

INVENTORY CONTROLS

Table B-3: TireMaster's Inventory Controls

Item	Description
Base Price - Use Instead of Last Cost for POs/RDs	Defines whether to use the base price or last cost as the cost (price) of items added to purchase orders and receiving documents.
Base Price Copied to Last Cost if Zero	Defines whether to use a new item's base price as its last cost if the cost for that item is zero: <ul style="list-style-type: none"> ▪ If you select Yes, the base price is copied only if the last cost is zero. You are then notified that the base price was copied. ▪ If you select No, nothing is copied. You are then warned that the last cost is zero.
Cost Replacement Code (10 unique alphas)	Defines the cost replacement code for noninventoriable items that are set up with the option cost or relief percent costing methods. This code must include ten unique letters.
Cost Replacement Code - Show on Invoices	Defines whether to display the cost replacement code on invoices and on the Option Cost screen at point of sale.
Custom Inventory Lookup	Enables the Custom Inventory Lookup screen: <ul style="list-style-type: none"> ▪ If you select Yes, TireMaster uses the Custom Inventory Lookup screen for all searches. ▪ If you select No, TireMaster uses the Custom Inventory Lookup screen for some searches and the standard lookup screen for other searches.
Enable Core Item Field	Enables the Core Item field on the Inventory Maintenance screen, so core items can be assigned to parent items.
Fitment Guide - Skip Inventory Lookup	Defines how the fitment guide uses the Custom Inventory Lookup screen: <ul style="list-style-type: none"> ▪ Set to Yes, if you want the tire selected in the fitment guide to be added directly to a quote or work order. ▪ Set to No, if you want the Custom Inventory Lookup screen to open regardless of whether you've already selected a tire in the fitment guide.
Fitment Guide - Use	Defines whether the fitment guide automatically uses size for

Item	Description
Size for Search	inventory searches: <ul style="list-style-type: none"> ▪ Set to Yes, if you want to display the tire size identified by the fitment guide on the Custom Inventory Lookup screen. ▪ Set to No, if you want to display the quick look code for the tire size identified by the fitment guide on the Custom Inventory Lookup screen.
Inventory Cost Method (FIFO, AVG, LIFO)	Defines which costing method to use (FIFO, AVG, or LIFO) as your inventoriable costing method. Note: Once you complete your first invoice, you will not be able to change this setting. Consult with your accountant about which costing method to use. For more information, see "Inventoriable Costing Methods" on page 332.
Inventory Default Category	Defines the default category for new inventory items.
PO System - Re-Open Ordered POs	Defines whether purchase orders for which ordering has already occurred can be opened and edited.
Reorder Reports - Include Transfers	Defines whether to include transfer sales in the month-to-date, year-to-date, and last-year totals on the Suggested Reorder Report and the Inventory Reorder Report.
Shop Supplies (YES or NO)	Defines whether to include shop charges on work orders. If you select Yes , a shop charge is calculated for every work order. If you select No , the remaining shop supply settings are ignored.
Shop Supplies Amount - Maximum	Defines the maximum dollar amount that can be charged for shop supplies on each invoice.
Shop Supplies Amount - Minimum	Defines the minimum dollar amount that can be charged for shop supplies on each invoice.
Shop Supplies Item - Part#	Defines which item to use as the shop supply item.
Shop Supplies Labor Amount - Percentage (%)	Defines the percentage used to calculate shop charges based on labor prices. Shop charge amounts change each time you add items to work orders.
Shop Supplies Parts	Defines the percentage used to calculate shop charges based on

Item	Description
Amount - Percentage (%)	the parts prices. (For shop supplies, the parts price also includes FET.) Shop charge amounts change each time you add items to work orders.
Show Price Level Question	Defines whether to display the Show Price Levels check box on the Inventory List.
Show Price Levels	Defines whether to display A–E price levels and the best prices for items on the Inventory List. Note: Depending on how this control and Show Price Level Question are set, A–E prices and best prices are displayed all of the time, some of the time, or never. For more information, see "Show and Hide A–E Prices" on page 385 .
Show Recalculate/Update EDL Message	Defines whether a confirmation message appears when the price of a single item is being recalculated. For more information, see "Recalculate Prices for Individual Items " on page 349 .
Track Cores	Enables the Core Manager.
Use Next FET for POS/Receivings	Defines whether the next FET is used for items put on purchase orders, receiving documents, quotes, or work orders. <ul style="list-style-type: none"> ▪ Set to Yes to use an item's next FET. An item's next FET is the system-calculated average of the various FET amounts entered when receiving that item. ▪ Set to No to use the FET from an item's last receiving. Note: This setting also determines whether an item's next FET or last FET is added to the cost displayed in the GM Viewer. For more information, see "GM Viewer Cost Options" on page 965 .

OTHER CONTROLS

Table B-4: TireMaster's Other Controls

Item	Description
Activate Employee Payroll Field	Defines whether the Payroll field on the Employee/User Edit screen can be used to store data that can be accessed by third party applications.
Apply Sales Tax to FET	Defines whether federal excise tax is included when calculating the sales tax for an invoice:

Item	Description
	<ul style="list-style-type: none"> ▪ Set to Yes to calculate the sales tax based on parts prices, labor prices, and FET. This control is set to Yes by default. ▪ Set to No to exclude FET from sales tax calculations.
AR/AP Lookup Date	<p>Lets you limit the number of documents retrieved when looking up customer and vendor history by date. Only documents completed <i>after</i> the selected date will be displayed on the Ledger/History tabs for both the Customer Maintenance and Vendor Maintenance screens.</p> <hr/> <p>Example: If you set the control date to 1/1/2014, only documents completed between 1/1/2014 and the present are displayed.</p>
ASN Manager	<p>Defines whether the ASN Manager for the Bridgestone Electronic Inventory Replenishment Interface is active on your TireMaster system.</p>
Cash Disbursement Vendor/Customer	<p>Defines the default vendor to use for tracking the history of cash paid out of the till.</p> <p>Note: Leave this control set to Vendor - Cash Payout.</p> <p>Tip: To exclude this vendor from vendor reports and regular vendor searches, set it to inactive.</p>
Cash Drawer - Open for Credit Card	<p>Defines whether your cash drawers will open when a credit card transaction is completed.</p>
Checklist - Append to Comments	<p>Defines whether to include notes about recommended services on invoices.</p>
Checklist - Mileage Threshold	<p>Defines a range at which mileage-based services are automatically recommended to customers.</p> <hr/> <p>Example: If you set the threshold to 1000 and defined that spark plugs should be checked at 30,000 miles, the check spark plug service will be recommended when the mileage falls between 29,000 and 31,000 miles.</p>
Checklist - View All	<p>Defines whether all service checklists are available to a site or if users at that site can access only the checklists created there. This setting is for TireMaster Corporate systems only.</p>
Checklist - View	<p>Defines which inspection areas to display when different service</p>

Item	Description
Status	<p>checklists were used for previous vehicle inspections:</p> <ul style="list-style-type: none"> ▪ Set to 1 to display inspection areas from another checklist with the status of 1, 2, or 3. ▪ Set to 2 to display only inspection areas from another checklist with the status of 2 or 3. ▪ Set to 3 to display only inspection areas from another checklist with the status of 3. <p>How this control works depends on the following:</p> <ul style="list-style-type: none"> ▪ It affects stores that use multiple checklists (such as one for retail and another for fleets). ▪ It affects TireMaster Corporate systems in which the checklists used by each of the sites vary. <p>Note: Disregard this setting if only one service checklist is used by everyone.</p>
DOT Interface - Enabled DOT Interface - Entry Bypass	<p>Defines whether the DOT interface for recording tire identification numbers appears at point of sale.</p> <p>Defines whether recording tire identification numbers is required to complete invoices:</p> <ul style="list-style-type: none"> ▪ Set to Yes to let users complete invoices without tire identification numbers. ▪ Set to No to require users to enter tire identification numbers. <p>Note: When DOT Interface - Enabled is set to No, set this control to No as well.</p>
DOT Interface - Print	<p>Defines whether registration certificates for the Tire Pros Tire Protection Plan can be printed at point of sale. When the control is enabled, the Print button on the DOT Interface screen is active and you can add tire serial numbers and buyer, seller, tire, and vehicle information to preprinted registration certificate forms.</p>
Enforce BAR for Quotes	<p>Defines whether changes to quotes require a BAR change entry.</p>
Enforce BAR for Work Orders	<p>Defines whether changes to work orders require a BAR change entry.</p>
Force in Mileage	<p>Defines whether to require a mileage entry when starting a work order and completing an invoice.</p>

Item	Description
	<p>Note: Forcing mileage applies only when a vehicle has been selected for a work order.</p>
<p>Force Mechanics</p>	<p>Defines whether salesperson and mechanic information is required on invoices:</p> <ul style="list-style-type: none"> ▪ Set to Yes to require the information for each item before the invoice can be completed. ▪ Set to No to remind users to enter this information.
<p>Force Option Cost Required</p>	<p>Defines whether entering the actual cost for noninventoriable items is required:</p> <ul style="list-style-type: none"> ▪ Set to Yes to require users to enter the cost before invoices can be completed. <p>Note: When this control is set to Yes, TireMaster prevents users from entering a cost of \$0.00.</p> <ul style="list-style-type: none"> ▪ Set to No to display a warning and let users complete invoices anyway.
<p>Force PO System to Create New PO</p>	<p>Defines whether purchase orders must be created before users can create receiving documents:</p> <ul style="list-style-type: none"> ▪ Set to Yes to require users to create new purchase orders before items can be received. ▪ Set to No to let users create new receiving documents instead of starting with purchase orders. <p>Note: Regardless of how this control is set, users can still create receiving documents for returning items to vendors.</p>
<p>GM Viewer Cost Options</p>	<p>Defines whether an item's next cost or last cost should be displayed in the GM Viewer and whether FET should be added to that cost. The options for this control include the following:</p> <ul style="list-style-type: none"> ▪ 1 LstCost displays the item's last cost only. ▪ 2 LstCost + FET displays the total of the item's last cost and its FET. ▪ 3 NxtCost displays the item's next cost only. ▪ 4 NxtCost + FET displays the total of the item's next cost and its FET. <p>Note: If the control Use Next FET for POS/Receivings tab is set to Yes (on the Inventory tab), the item's next FET will be</p>

Item	Description
<p>Grid Control - Limit 1</p>	<p>added to the cost. Otherwise, the last FET will be used instead.</p> <p>Defines how many historical documents (also referred to as records) are displayed when selecting a corresponding radio button that's on the Inventory Maintenance screen's History tab.</p> <hr/> <p>Example: If you wanted to display 30 documents when the button is selected, you'd set this control to 30.</p>
<p>Grid Control - Limit 2</p>	<p>Defines how many historical documents are displayed in the following scenarios:</p> <ul style="list-style-type: none"> ▪ When a corresponding radio button is selected on the Inventory Maintenance screen's History tab. <hr/> <p>Example: If you wanted to display 90 documents when the button is selected, you'd set this control to 90.</p> <ul style="list-style-type: none"> ▪ When viewing a list of documents on the PO System screen. <hr/> <p>Example: If the control is set to 90, a maximum of 90 purchase orders, receiving documents, or historical vendor invoices will be displayed until you click Filter Off.</p>
<p>Invoice - Print Header</p>	<p>Defines whether to print company information on invoices.</p> <p>Note: If you use preprinted invoice paper, Select No.</p>
<p>Invoice - Print Signature Line</p>	<p>Defines whether to print signature lines at the bottom of invoices and work orders.</p> <p>Note: If you use preprinted invoice paper, Select No.</p>
<p>Log Files - Delete Previous Months</p>	<p>Defines whether to delete the previous month's log files. These log files are used along with your backups to restore data.</p>
<p>Log Files - Path to Back Up</p>	<p>Not used.</p>
<p>Option Cost - Create RD Default</p>	<p>Defines whether the Put item on a receiving document check box is selected by default on the Option Cost screen.</p> <p>Note: To force users to always put option cost items (outside purchases) on receiving documents, set this control to Yes</p>

Item	Description
	and assign the permission Option Cost Change RD Option .
POS Message - Show Below Cost Message	Defines whether a message appears at point of sale to let you know that an item's price is being changed to an amount that's less than its cost.
POS Messages - Disable Mechanics Not Assigned	Disables the message that prompts you to assign mechanics to the items on a work order (only when the control Force Mechanics is set to No).
POS Messages - Disable Selling into Negative Quantities	Disables the warning that an item's available quantity will fall below zero if it's added to a work order.
Quotes - Default Description	Defines the default description for quotes.
Quotes - Default Name	Defines the default name for quotes.
Quotes - Default Qty	Defines the default quantity for items that are added to quotes.
Quotes - Include Add-Ons	Defines whether the total price for quotes includes add-on items by default.
Quotes - Include Sales Tax	Defines whether the total price for quotes includes sales tax by default.
Quotes - Include Shop Supplies	<p>Defines whether the total price for quotes includes shop charges.</p> <p>Note: The shop supplies amount is not shown as a line item on the screen and on printed quotes. On the screen, it's displayed in the Shop field next to the authorized total. On printouts, the shop supplies charge is included in the totals at the bottom of the page.</p>
Quotes - Keep for (#) of Days	Defines the default number of days before a quote expires. You can override this default when saving a quote. You can delete expired quotes as part of the month end closing process.
Quotes - Lowest Margin Allowed	<p>Defines the lowest margin you're willing to earn for quoted items.</p> <p>Note: Although margins are displayed as percentages on the Quote and Estimate Writer, you need to enter the default margin as a whole number for the system control. For example, to earn</p>

Item	Description
	at least a 25% margin, type 25 .
Quotes - Print Add-Ons	Defines whether add-on items are printed on hard copies of quotes.
Quotes - Print Header	Defines whether to print your store's name on quotes. The store name is defined on the Site Identification Maintenance screen. (Go to Setup > Sites .)
Quotes - Require Phone#	Defines whether a phone number is required to save quotes.
Quotes - Use Good/Better/Best	Defines whether defines whether to automatically assign the labels <i>Good</i> , <i>Better</i> , and <i>Best</i> to the first three items added to a comparison quote.
Quotes - Use Tire Brands	Defines whether product information for up to three items is displayed across the top of the page. If your TireMaster system is integrated with Tire Brands, this information includes product images (when available).
Report Detail Shading	Enables shading for reports and formatting for documents printed on plain paper.
Reports - Header (Company Name)	Defines your company name and an identifier (a street name, store number, or some other unique piece of information).
Schedule - Automatic Delete Days	<p>Defines the number of days that expired appointments remain on the Appointment List and the Appointment Calendar before they're automatically deleted.</p> <hr/> <p>Example: If you set the number of days to 3, an appointment for August 10 will remain on the list until August 13. On August 14, it will be gone.</p> <p>Note: Items on an expired appointment are included in the on work order quantities until the appointment is deleted.</p>
Show AR AP checkbox in Name Lookup/Entry dialog	Defines whether to include the Both AP and AR checkbox on the Name Lookup/Entry screen. Setting the control to Yes allows you to include vendors in customer searches and vice versa.
Signature Capture	Defines whether the Signature Capture Interface is enabled. If you

Item	Description
	haven't installed the Signature Capture Interface, you can disregard setting this control.
Site Number - Current	Defines the site number for a store. This option should be set to 1 unless you have multiple stores.
Startup/IC Vendor	Defines which vendor is used to document your startup accounts payable balances and any inventory count adjustments. Note: Leave this control set to Vendor - Inv. Adjustments.
Statement - Print Address	Defines whether to include your business address on statements. Note: This control can also be set on Statement Setup screen.
Statement Cutoff or Real-time	Defines whether statements are generated based on the most-recent statement cutoff date or today's date. Note: This control can also be set on the Statement Setup screen by selecting or clearing the Statement - Print from Cutoff check box.
Texting - Send Automated Appointment Reminders	Defines whether appointment reminder text messages should be sent to customers.
Texting - Send Thank You Text at Completion	Defines whether the TireMaster- Texting screen appears when completing an invoice, so you can send a thank you text message to customers at that time.
Tills - Number of Tills	Defines the number of tills. You can have up to four tills.
Tills - Till #1 Starting Float	Defines the starting till float amount for Till #1. If you use the same float amount for each shift, you don't need to change this setting as part of your shift-end closing process.
Tills - Till # 2 Starting Float	Defines the starting till float amount for Till #2. If you use the same float amount for each shift, you don't need to change this setting as part of your shift-end closing process. If you do not have a second till, disregard this entry.
Tills - Till #3 Starting Float	Defines the starting till float amount for Till #3. If you use the same float amount for each shift, you don't need to change this setting as part of your shift-end closing process. If you do not have a third till,

Item	Description
Tills - Till #4 Starting Float	<p>disregard this entry.</p> <p>Defines the starting till float amount for Till #4. If you use the same float amount for each shift, you don't need to change this setting as part of your shift-end closing process. If you do not have a fourth till, disregard this entry.</p>
TM Install - Auto download location	<p>Defines the location where installers are placed when they're automatically deployed as part of the nightly backup. These installers can be for TireMaster or integrated tools, such as utilities for processing payroll or national account sales.</p> <p>Note: If no location is set, installers are automatically placed in the apps folder in the TireMaster, QDSTM, or TMPOS directory.</p>
Validate Database	<p>Defines whether the nightly backup should check for data corruption.</p> <p>Note: If this control is not set, the database validation is enabled by default.</p>
Work Orders - Default Quantity	<p>Defines a default quantity for items that are added to work orders.</p>
Work Orders - Fitment Print Air Pressure	<p>Defines whether to include air pressure values recommended by a vehicle's manufacturer in work order and invoice comments.</p>
Work Orders - Fitment Print TRQ	<p>Defines whether to include torque values recommended by a vehicle's manufacturer in work order and invoice comments.</p>
Work Orders - Mechanic Autofill	<p>Defines how salesperson and mechanic assignments are handled at point of sale (on the Invoice Entry screen):</p> <ul style="list-style-type: none"> ▪ When Yes is selected, the user ID entered in the top row of the Sales, Mech 1, and Mech 2 columns is automatically entered in the remaining rows, regardless of whether user IDs have already been entered in them. ▪ When No is selected, the user ID entered in the top row of the Sales, Mech 1, and Mech 2 columns is not be entered in any of the remaining rows. In this scenario, you need to enter a user ID in each row manually. ▪ When EMPTY is selected, the user ID entered in any row of the Sales, Mech 1, and Mech 2 columns is also automatically entered in the remaining rows that have no user IDs in them.

Item	Description
	<ul style="list-style-type: none"> ▪ When BELOW is selected, the user ID entered in a row is automatically entered in all of the rows below it.
Work Orders - NA/GS Sell Below Cost	Defines whether users are allowed to sell items to national account and government support customers at prices that are below cost.
Work Orders - Print Header	Defines whether to include your address and signature line on work orders.
Work Orders - Print When Deleting	Defines whether deleted work orders are printed: <ul style="list-style-type: none"> ▪ Set to Yes to send deleted work orders directly to the printer ▪ Set to No to display deleted work orders in the Report Window. You can then decide whether to print them
Work Orders - Require Comments When Deleting	Defines whether to print notes on deleted work orders that state the reason for deleting them.
Work Orders - Threshold Promised Time Minutes	Defines when the promised time for work orders should turn yellow on the Open Work Order List (to indicate that the promised time is approaching). <hr/> <p>Example: If you want the promised time to turn yellow an hour before it occurs, you'd select 60 minutes.</p>

APPENDIX C

VALIDATION MESSAGES

When the data validation detects uncompleted settings, TireMaster displays errors, warnings, or both. This appendix lists the troubleshooting messages that provide information to help you resolve setup and configuration issues.

Resolve Validation Errors	974
Resolve Validation Warnings	976

RESOLVE VALIDATION ERRORS

The following information describes errors generated during the validation process. You need to complete the settings identified in validation errors.

Note: You can disregard validation messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise. These items pertain only to TireMaster Plus and TireMaster Corporate.

- **System Control Corporate** checks the corporate-site control for TireMaster Corporate systems. To change this setting, call ASA Support.
- **System Control: Enterprise** checks the Enterprise setting. To change this setting, call ASA Support.
- **System Control (GL): Default Department** checks the default department setting in System Controls. If the validation generates an error, make sure the department set in the **General Ledger** tab exists in the Department Listing screen.
- **System Control (GL): Default GL Class** checks the default GL class setting in System Controls. This option is set in the System Controls and cannot be changed.
- **System Control (Inventory): Inventory Cost Method** checks whether an inventory costing method has been set in the System Controls. If the validation generates an error, select a costing method in the **Inventory** tab.
- **System Control (Vendor): Default Checking Account** checks whether a default checking account has been set. If the validation generates an error, make sure the checking account set in the **Vendor** tab exists in the Checking Account List.
- **System Control (GL): Default Account - Cash** checks the default general ledger account setting for cash. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Freight** checks the default general ledger account setting for freight. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Sales Tax** checks the default general ledger account setting for sales tax. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Fin Charge Income** checks the default general ledger account setting for finance charge income. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Year-end Profit/Loss** checks the default general ledger account setting for year end profit or loss. If the validation generates an error,

make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.

- **System Control (GL): Default Account - Over & Short** checks the default general ledger account setting for posting overages and shortages. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Inventory Correction** checks the default general ledger account setting for rounding errors in inventory calculations. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Default Account - Inventory Clearing Account** checks the general ledger account setting for the inventory clearing account. If the validation generates an error, make sure the account number for your inventory clearing account has been set in the **General ledger** tab in System Controls. If this setting has been completed, then verify that the general ledger account is valid.
- **System Control (GL): Default Account - FET Correction** checks the default general ledger account for FET rounding error corrections. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Startup Account - Accounts Receivable** checks the default general ledger account for the accounts receivable startup account. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Startup Account - Accounts Payable** checks the default general ledger account for the accounts payable startup account. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (GL): Startup Account - Inventory** checks the default general ledger account for the inventory startup account. If the validation generates an error, make sure the account set in the **General ledger** tab in System Controls exists in the chart of accounts.
- **System Control (Other): Startup/IC Vendor** checks the vendor designated for documenting startup accounts payable balances and any inventory count adjustments. If the validation generates an error, make sure there is a vendor record for the vendor named in the **Other** tab in System Controls.
- **General Ledger: Fiscal Calendar (Year and Period)** checks the fiscal calendar for the current date. If the validation generates an error, add the period with today's date to the fiscal calendar.
- **System Control (Customer): Statement Cutoff Date - Most Recent** checks whether the date set for your last statement cutoff is valid. If the validation generates an error, define the

date when you last cut off statements. If you don't generate customer statements, enter any date in the past except the default date.

- **Customer/Vendor Types: Type (GL Accounts and Dept)** checks whether any customer and vendor types are set up and if the settings used in those types are valid. If the validation generates an error, make sure that you have at least one customer or vendor type set up and that the GL accounts and departments used in it exist.
- **Customer/Vendor Maintenance: Customers/Vendors (Type)** checks whether any customers and vendors are set up and that the type assigned to them exists in the Customer/Vendor Type List. If the validation generates an error, check customer and vendor records to see whether an invalid customer or vendor type has been assigned.
- **System: System User Messages** checks whether all user messages are present in the system. If the validation generates an error, call ASA Support.
- **Inventory Maintenance: Inventory (GL Code)** checks whether any inventory items are set up and that the GL codes assigned to items are valid. If the validation generates an error, make sure the GL codes assigned to items exist.
- **System Control (Enterprise): Interstore Offset - Major Account** checks whether an interstore offset account has been set for Enterprise systems. If the validation generates an error, create an interstore offset account in the chart of accounts. Then define the number for the new account in the **Interstore Offset - Major Account** field in the **Enterprise** tab in System Controls.
- **System: GL Accounts in Use (Active Only)** checks whether valid general ledger accounts are used in program settings. If the validation indicates that a general ledger account is invalid or does not exist, make sure the account is included in the chart of accounts and is marked as active.

RESOLVE VALIDATION WARNINGS

The following information describes warnings generated during the validation process. You are not required to complete the settings identified in validation warnings.

Note: You can disregard validation messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise. These items pertain only to TireMaster Plus and TireMaster Corporate.

- **System Control (Inventory): Shop Supplies Item** checks whether a shop supplies item has been set in System Controls. If the validation generates a warning and you charge a shop supplies fee, consider setting this control in the **Inventory** tab.
- **Setup: Inventory GL Codes (GL Accounts and Dept)** checks whether any GL codes are set up. To eliminate a warning, you might want to create at least one GL code.
- **Vendors: Nat'l Recon Codes (GL Accounts and Dept)** checks whether any reconciliation codes are set up. To eliminate a warning, create at least one reconciliation code.

- **Setup: Checking Accounts (GL Account)** checks whether any checking accounts are set up. To eliminate a warning, create at least one checking account.
- **Setup: Credit Cards (GL Account)** checks whether any credit cards are set up. To eliminate a warning, create at least one credit card.
- **Customer/Vendor Maintenance: Customers/Vendors (Type)** checks whether any customers and vendors are set up and that the type assigned to them exists in the Customer/Vendor Type List. To eliminate a warning, create at least one customer and one vendor.
- **Inventory Maintenance: Inventory (GL Code)** checks whether any inventory items are set up and that the GL codes assigned to items are valid. To eliminate a warning, add items to the system.
- **System Control (Commission): Default Commission Matrix Code** checks whether a default commission matrix code has been set. If the validation generates a warning and you pay sales commissions, make sure that a default matrix code is set in the **Commission** tab in System Controls and that the code exists in the Commission Codes List.
- **System Control (Commission): Default Commission Type - Customer** checks whether a default customer commission type has been set. If the validation generates a warning and you pay sales commissions, make sure that a default customer commission type code is set in the **Commission** tab in System Controls and that the code exists in the Customer Commission Types screen.
- **System Control (Commission): Default Employee Commission Matrix** checks whether a default commission matrix has been set. If the validation generates a warning and you pay sales commissions, make sure that a default employee commission matrix is set in System Controls.
- **System Control (Commission): Default Commission Type - Inventory** checks whether a default inventory commission type has been set. If the validation generates a warning and you pay sales commissions, make sure that a default inventory commission type code is set in the **Commission** tab in System Controls and that the code exists in the Inventory Commission Types screen.

APPENDIX D

DOCUMENT TYPES

When transactions are completed, a variety of documents are produced in TireMaster. This appendix provides information about each available document type.

DOCUMENT TYPE CODES

A document type code identifies the type of document that resulted from a transaction. In some areas of TireMaster, the document type code is called a keymod or MOD. The document type code is typically displayed to the left of the document number.

Table D-1: Document Type Codes

Item	Description
Blank	Normal sale invoice.
CC	Credit card invoice. Note: When a customer pays with a credit card, the charge posts to the AR account for the credit card company (such as ZZ-Visa/Mastercard). This type of sale is treated like a cash sale in the customer's history.
DC	Disbursement of cash, in which money was taken from the till to pay for an expense. In TireMaster, this kind of transaction is called a payout.

Item	Description
DE	Deposits entered at point of sale when customers made partial payments or prepayments for items on layaway or special purchases.
EC	Easy check or a check written in the check register (Check Reconciliation Add screen).
FC	Finance charge that was applied to a customer's outstanding customer balance before the statement cutoff.
GS	Government support sale invoice.
IC	Inventory correction in which an item's quantity was adjusted.
IR	Inventory return.
JE	Journal entry that was created by the day end closing process. This entry posts to the account for the Inventory Adjustment Vendor.
NA	National account sale invoice.
PO	A vendor charge that was created automatically by completing (pricing) a purchase order or receiving document.
PY	An amount paid to a vendor for either a purchase order or a manual vendor charge.
RO	A payment received on account (ROA) from a charge customer. Can also be an early pay discount that was given to a charge customer.
SA	Scheduled appointments.
ST	Indicates that the amount of sales tax for an invoice has been adjusted.
TR	Transfer sale invoice.
VC	Vendor charge that was created manually. Vendor charge that was created when an item was returned to a vendor.
VR	Vendor return, in which an item on a purchase order was received and priced at a negative quantity. Note: This code was discontinued in TireMaster 6.0.2. Therefore, it will appear in your vendor and inventory histories only if you started using TireMaster before that release.
XX	Either a customer's beginning balance or a customer balance adjustment (AR journal entry).

APPENDIX E

CASING MANAGER SETUP RECOMMENDATIONS

ASA recommends that you add general ledger accounts, GL codes, inventory categories, and inventory items (in that order) that will be used only by the Casing Manager. The benefit of these settings is that they help to simplify research and reconciliation of general ledger activity for the retreading process. This appendix includes the following sections:

Note: When you set up the GL accounts for the Casing Manager, contact ASA Support for assistance.

GL Accounts for the Casing Manager	982
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GL ACCOUNTS FOR THE CASING MANAGER

The general ledger accounts for the Casing Manager include a set of inventory accounts, sales accounts, and expense accounts.

Note: Depending on the structure of your chart of accounts, you might need to use account numbers, names, or both that are different from the examples shown in this appendix.

CASING MANAGER INVENTORY ACCOUNTS

If you plan to use the Casing Manager, ASA recommends adding the following inventory accounts to your chart of accounts.

Note: Depending on the structure of your chart of accounts, you might need to use account numbers that are different from the examples shown below ([Table E-1](#)). For the Casing Manager inventory accounts, ASA recommends using a major account number that falls within the GL range for inventory accounts. To view your GL ranges, select **Setup > GL Ranges** from the menu.

Table E-1: Casing Manager Inventory Accounts

Major	Minor	Description	Type
1220	100	Retread Inventory - Clearing Item	Asset
1220	200	Retread Inventory - Casings Note: If you'll be classifying your casing item as inventoriable, select the Inventory Item check box on the GL Account Edit screen when adding this account.	Asset
1220	300	Retread Inventory - Caps Note: If you'll be classifying your cap item as inventoriable, select the Inventory Item check box on the GL Account Edit screen when adding this account.	Asset
1220	400	Retread Inventory - Repairs	Asset
1220	500	Retread Inventory - Misc.	Asset

CASING MANAGER SALES ACCOUNTS

If you plan to use the Casing Manager, ASA recommends adding the following sales accounts to your chart of accounts.

Note: Depending on the structure of your chart of accounts, you might need to use account numbers that are different than the examples shown below ([Table E-2](#)).

Table E-2: Casing Manager Sales Accounts

Major	Minor	Description	Type
4220	100	Retread Sales	Income
4220	200	Retread Sales - Casings	Income
4220	300	Retread Sales - Caps	Income
4220	400	Retread Sales - Repairs	Income
4220	500	Retread Sales - Misc.	Income

CASING MANAGER EXPENSE ACCOUNTS

If you plan to use the Casing Manager, ASA recommends adding the following expense accounts to your chart of accounts.

Note: Depending on the structure of your chart of accounts, you might need to use account numbers that are different than the examples shown below ([Table E-3](#)).

Table E-3: Casing Manager Expense Accounts

Major	Minor	Description	Type
5220	100	Retread Expense	Expense
5220	200	Retread Expense - Casings	Expense
5220	300	Retread Expense - Caps	Expense
5220	400	Retread Expense - Repairs	Expense
5220	500	Retread Expense - Misc.	Expense

GL CODES FOR THE CASING MANAGER

Once you've established the general ledger accounts for the Casing Manager, set up five GL codes. These GL codes will be assigned to the inventory items for tracking retread activity.

GL CODE RTRD

The purpose of the GL code RTRD is to define how the retread clearing item will post to the general ledger. Use the following image (Figure E-1) as a guide to set up this GL code.

Account Type	Debit	Credit
Inv. Acct - Parts	1220	100
Inv. Acct - FET	1220	100
Sales Acct - Parts	4220	100
Sales Acct - FET	4220	100
Sales Acct - Labor	4220	100
Expense Acct - Parts	5220	100
Expense Acct - FET	5220	100

Figure E-1: Settings for the GL Code RTRD

GL CODE RTCS

The purpose of the GL code RTCS is to define how the retread casing item will post to the general ledger. Use the following image (Figure E-2) as a guide to set up this GL code.

Account Type	Debit	Credit
Inv. Acct - Parts	1220	200
Inv. Acct - FET	1220	200
Sales Acct - Parts	4220	200
Sales Acct - FET	4220	200
Sales Acct - Labor	4220	200
Expense Acct - Parts	5220	200
Expense Acct - FET	5220	200

Figure E-2: Settings for the GL Code RTCS

Note: If your retread casing item will be classified as inventoriable, select the **Inventory** check box when setting up this GL code.

GL CODE RTCP

The purpose of the GL code RTCP is to define how the retread cap item will post to the general ledger. Use the following image (Figure E-3) as a guide to set up this GL code.

Account Type	Debit	Credit
Inv. Acct - Parts	1220	300
Inv. Acct - FET	1220	300
Sales Acct - Parts	4220	300
Sales Acct - FET	4220	300
Sales Acct - Labor	4220	300
Expense Acct - Parts	5220	300
Expense Acct - FET	5220	300

Figure E-3: Settings for the GL Code RTCP

Note: If your retread cap item will be classified as inventoriable, select the **Inventory** check box when setting up this GL code.

GL CODE RTRP

The purpose of the GL code RTRP is to define how the retread repair item will post to the general ledger. Use the following image (Figure E-4) as a guide to set up this GL code.

Account Type	Debit	Credit
Inv. Acct - Parts	1220	400
Inv. Acct - FET	1220	400
Sales Acct - Parts	4220	400
Sales Acct - FET	4220	400
Sales Acct - Labor	4220	400
Expense Acct - Parts	5220	400
Expense Acct - FET	5220	400

Figure E-4: Settings for the GL Code RTRP

GL CODE RTMS

The purpose of the GL code RTMS is to define how the miscellaneous retread item will post to the general ledger. Use the following image (Figure E-5) as a guide to set up this GL code.

Account	Value 1	Value 2
Inv. Acct - Parts	1220	500
Inv. Acct - FET	1220	500
Sales Acct - Parts	4220	500
Sales Acct - FET	4220	500
Sales Acct - Labor	4220	500
Expense Acct - Parts	5220	500
Expense Acct - FET	5220	500

Figure E-5: Settings for the GL Code RTMS

CATEGORIES FOR THE CASING MANAGER

Before you set up the inventory items that will be used for tracking Casing Manager activity, create a set of inventory categories that can be assigned to those items. The categories will affect how information about the Casing Manager items is organized on reports.

CATEGORY RTCS

Use the following image (Figure E-6) as a guide to add the category RTCS to your TireMaster system. This category will be assigned to the retread casing item.

Figure E-6: Settings for the Category RTCS

CATEGORY RTCP

Use the following image (Figure E-7) as a guide to add the category RTCP to your TireMaster system. This category will be assigned to the retread cap item.

Inventory Category Edit (5000)

Category: RTCP

Description: RETREADS - CAPS

Labor Cost %: 0

Active
 Tire

OK Cancel

Figure E-7: Settings for the Category RTCP

CATEGORY RTZZ

Use the following image (Figure E-8) as a guide to add the category RTZZ to your TireMaster system. This category will be assigned to the retread clearing, repair, and miscellaneous items.

Inventory Category Edit (5000)

Category: RTZZ

Description: RETREADS - MISC.

Labor Cost %: 0

Active
 Tire

OK Cancel

Figure E-8: Settings for the Category RTZZ

INVENTORY ITEMS FOR THE CASING MANAGER

When you set up the Casing Manager, you need to define which inventory items will be used to track caps, casings, repairs, and other items consumed during the retreading process. The Casing Manager setups also require a clearing item, which is used to make adjusting entries when finished retreads are received.

CLEARING ITEM

Use the following image (Figure E-9) as a guide to add the retread clearing item to your TireMaster system.

Figure E-9: Casing Manager Clearing Item

CASING ITEM

Use the following image (Figure E-10) as a guide to add the retread casing item to your TireMaster system.

Figure E-10: Casing Manager Casing Item

CAP ITEM

Use the following image (Figure E-11) as a guide to add the retread cap item to your

TireMaster system.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes | Prev | Next

Product Code: RTDCAP
Size: . Rim Size:
Description: RETREAD - CAPS
Quick Look: RETREADS Active Discontinued
Group: RETREADS Charge Shop: Parts Labor

Part#: 1 5229
Inventory (Y/N): Y
Type (G,C,F,D):
Color/Spiff:
Commission:
 Force Option Cost

Bolt1: Bolt2: Lugs: Width: Offset: Weight: 0.00
Add-On/Kit Code: Mfg Code: Taxable: Parts Labor
Category: RTCP GL: RTCP

Find Add Edit Delete Close

Figure E-11: Casing Manager Cap Item

REPAIR ITEM

Use the following image (Figure E-12) as a guide to add the retread repair item to your TireMaster system.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes | Prev | Next

Product Code: RTDRPR
Size: . Rim Size:
Description: RETREAD - REPAIRS
Quick Look: RETREADS Active Discontinued
Group: RETREADS Charge Shop: Parts Labor

Part#: 1 5230
Inventory (Y/N): N
Type (G,C,F,D):
Color/Spiff:
Commission:
 Force Option Cost

Bolt1: Bolt2: Lugs: Width: Offset: Weight: 0.00
Add-On/Kit Code: Mfg Code: Taxable: Parts Labor
Category: RTZZ GL: RTRP

Find Add Edit Delete Close

Figure E-12: Casing Manager Repair Item

MISCELLANEOUS ITEM

Use the following image (Figure E-13) as a guide to add the miscellaneous retread item to your TireMaster system.

Inventory Maintenance (12300)

General | Qty/Pricing | History | Notes | Prev | Next

Product Code: RTDMSC
Size: . Rim Size:
Description: RETREAD - MISC
Quick Look: RETREADS Active Discontinued
Group: RETREADS Charge Shop: Parts Labor

Part#: 1 5231
Inventory (Y/N): N
Type (G,C,F,D):
Color/Spiff:
Commission:
 Force Option Cost

Bolt1: Lugs: Offset: Add-On/Kit Code: Taxable: Parts Labor
Bolt2: Width: Weight: 0.00 Mfg Code: Category: RTZZ GL: RTMS

Find Add Edit Delete Close

Figure E-13: Casing Manager Miscellaneous Item

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