



User Guide

TireMaster Corporate 9.2.0

© Copyright 2017 by ASA Automotive Systems

All Rights Reserved

No part of this document may be reproduced by any means—written, graphic, electronic or otherwise—without the written permission of ASA.

ASA assumes no responsibility for any error or omissions occurring in this documentation. Program and documentation updates are subject to change without notice.

If you have any comments about this or other ASA documentation, call **800-891-7437** or send an e-mail to info@asatire.com.



Contents

Contents i

Chapter 1: Introduction

Using This Guide	1
Visual Conventions of This Guide	1
Keys	2
Notes, Tips, and Warnings	2
Maintaining Your TireMaster System	2
Installing Updates and Patches	2
Registering TireMaster	3
Viewing TireMaster Messages	3
Validating Your Data	4
Validation Messages	5
Backing Up Your Data	6
Basic Tasks	9
Starting and Logging in to TireMaster	9
Using Hot Keys	9
Entering Dates	9
Looking Up Customer and Vendor Names	10
Using the Down-Arrow Lookup Method	11
Rearranging Table Columns	12
Resizing Screens	12
Technical Support	13
Troubleshooting	13
Contacting Support	13
Enhancement Requests	15

Chapter 2: Menu Configuration

Menu Options	17
Adding a Menu	18
Updating a Menu	20
Deleting a Menu	21
Assigning Menus	21
Deleting Menu Assignments	23

Chapter 3: Printer & Document Settings

Setting Up Printers	25
Printer Guidelines	26
Setting Up the Cash Drawer	27
Setting Up Documents	28
Setting the Form Text Length	28

Designing Work Orders, Invoices, and Statements	29
Designing Financial Statements	31
Creating Global Messages	34

Chapter 4: Users & Security

Security Settings	37
User Accounts	37
User Account Properties	38
Adding User Accounts	39
Maintaining User Accounts	41
Security Groups	43
Adding and Renaming Security Groups	44
Assigning Permissions to a Security Group	44
Assigning Reports to a Security Group	45
Assigning Users to a Security Group	46
Viewing Security Assignments	47
Removing Security Group Assignments	49
Overriding TireMaster Security	50

Chapter 5: Managing Customers

Customer Maintenance Screen	51
General Tab	51
Vehicle Tab	56
ShipTo Tab	57
Customer Ledger/History Tab	58
Customer Aging Tab	60
Information Tab	62
Adding and Maintaining Customers	62
Adding a Customer	62
Adding National-Account and Government-Support Customers	64
Looking Up a Customer	65
Updating Customer Records	66
Updating a Customer's Tax Level	68
Adding a Shipping Address	68
Managing Additional Customer Information	69
Combining Customers	69
Customer Payment Terms	70
Setting Default Payment Terms	70
Setting Customer Payment Terms	71
Customer Types	73
Customer/Vendor Type List	73
Customer Type Edit Screen	74
Adding Customer Types	75
Updating Customer Types	77
Deleting Customer Types	77
Setting the Default Customer Type	77
Assigning Customer Types	78

Making Customer Types FET-Exempt	79
Customer Color Codes	80
Creating Color Codes	80
Updating Color Codes	81
Deleting Customer Color Codes	81
Assigning Color Codes to Customers	81
Removing Color Codes from Customer Records	82
Using the External History Viewer	82
Viewing DOS and Lite Customer History	82
Viewing DOS and Lite Vehicle History	83

Chapter 6: Managing Vehicles

Adding a Customer's Vehicle	85
Working with the CARFAX Applications	87
Looking Up Vehicle Information with CARFAX	87
Submitting Service Information to CARFAX	88
Looking Up CARFAX Service History	88
Registering Customers for myCARFAX	89
Setting Up the CARFAX Interface	90
Maintaining Vehicle Records	92
Updating Vehicle Information	92
Combining a Customer's Vehicles	92
Transferring a Vehicle to Another Customer	93
Deleting Vehicles	94
Inactivating a Vehicle	94
Looking Up a Vehicle's History	94
About Commercial Vehicles	95
Adding a Commercial Vehicle	95

Chapter 7: Text and E-Mail

Text Messaging	97
Preparing for Text Messaging	97
Text Message Options	102
Sending Text Messages to Customers and Vendors	103
Sending Text Messages for Work Order Status Changes	104
Sending Text Messages for Completed Invoices	105
Sending Automated Appointment Reminders	105
Document E-Mail	106
Preparing to E-Mail Documents	106
E-mailing Documents	109
Generating a List of Sent Text and E-mail Messages	111

Chapter 8: Managing Contact Information

Contact Types	113
Adding and Updating Contact Types	113
Deleting Contact Types	114
Adding Phone Numbers and E-mail Addresses	115

Updating the Primary Contact Method	117
Organizing Contact Information	118
Organizing Contact Information Globally	118
Organizing an Individual's Contact Information	119
Updating Phone Numbers and E-Mail Addresses	121
Deleting Phone Numbers and E-mail Addresses	123

Chapter 9: Managing Vendors

Vendor Maintenance Screen	125
General Tab	125
Vendor Ledger/History Tab	128
Vendor Aging Tab	129
Adding and Managing Vendors	131
Adding a Vendor	131
Updating a Vendor Record	132
Inactivating a Vendor Record	133
Creating a Special Sales Vendor	133
Deleting a Vendor Record	134
Vendor Types	134
Adding Vendor Types	134
Updating Vendor Types	135
Deleting Vendor Types	135
Setting the Default Vendor Type	136
Vendor Payment Terms	136
Setting Default Vendor Payment Terms	137
Setting Vendor Payment Terms	138

Chapter 10: Setting Up Inventory

Inventory Maintenance Screen	141
General Tab	141
Qty/Pricing Tab	146
History Tab	147
Notes Tab	149
Tracking Inventory Costs and Quantities	150
Inventoriable Items	150
Noninventoriable Items	151
Stock and Nonstock Items	151
Adding and Maintaining Items	152
Adding Items to the Inventory	152
Handling Consignment Items	156
Adding Gasoline to the Inventory	157
Setting Up Discounts	157
Setting Up Fees	158
Updating Inventory Information	158
Assigning Stocking Levels to a Group of Items	164
Discontinuing an Item	166
Deleting an Item	167

Inactivating an Item	167
Working with Bar Codes	167
Preparing to Use Bar Codes	168
Entering Bar Codes	169
Managing GL Codes	170
Inventory GL Code Maintenance Screen	170
Designing GL Codes	171
Creating GL Codes	172
Updating a GL Code	173
Deleting a GL Code	174
Setting the Default GL Code	174
Inventory Categories and Groups	174
Adding and Editing Inventory Categories	175
Deleting an Inventory Category	176
Inactivating an Inventory Category	177
Setting the Default Inventory Category	177
Adding and Editing Inventory Groups	178
Deleting Inventory Groups	178
Inactivating an Inventory Group	179
Manufacturer Codes	179
Adding and Updating Manufacturer Codes	179
Deleting Manufacturer Codes	180

Chapter 11: Managing Inventory

Custom Inventory Lookup Screen	181
Setting Up the Custom Inventory Lookup Screen	183
Enabling the Custom Inventory Lookup Screen	185
Looking Up Inventory Items	185
Searching for Items with Quick-Look Codes	186
Searching for Items by Manufacturer	187
Searching for a Range of Items	188
Searching for Items with Bar Codes	190
Searching for Staggered Fitment Tires	190
Searching for Items with Multiple Codes	191
Working with the Inventory List	192
Moving and Resizing Inventory List Columns	193
Sorting the Inventory List	193
Viewing an Item's History	194
Viewing an Item's History in Its Record	194
Viewing an Item's History from the Inventory List	195
Taking Inventory	196
Printing an Inventory Counting Deck	197
Taking a Physical Count	198
Adjusting Inventory Quantities	198
Add-Ons	200
Creating Add-On Codes	202
Updating an Add-On Code	202

Deleting an Add-On Code	203
Associating Items with Add-On Codes	203
Updating an Add-On Item	204
Removing an Add-On Item from an Add-On Code	205
Assigning Add-Ons to a Parent Item	205
Shop Supplies	206
Setting Up Shop Supplies	207
Managing Gas Links	209
Gas Link Maintenance Screen	209
Linking Gas Items	210
Viewing Gas Links	212
Inactivating Gas Links	212
Color/Spiff Codes	212
Adding and Updating Color/Spiff Codes	213
Deleting Color/Spiff Codes	215
Assigning Color/Spiff Codes	215

Chapter 12: Costing Methods

Inventoriable Costing Methods	219
First In, First Out	219
Last In, First Out	219
Average	220
Setting the Inventoriable Costing Method	220
Standard Cost	221
Setting Up Standard Cost Items	221
Noninventoriable Costing Methods	222
Expense Method	222
Relief-Percent Method	223
Option-Cost Method	223
Cost-Replacement Codes	226

Chapter 13: Pricing

Site Prices and Quantity Screen	229
Setting a Fixed Price for an Item	233
Pricing Items with Factor-Based Calculations	234
Markups	234
Margins	235
Assigning a Factor to a Group of Items	236
Recalculating Factor-Based Prices	238
Pricing Wizard	241
Pricing Wizard Screen	241
Making Price Changes to a Group of Items	245
Making Multiple Changes to a Group of Items	247
Putting Items on Sale	249
Pricing Wizard Configurations	252
Price Levels	254
Creating Price Level Codes	255

Adding Price Level Discounts	255
Price Level Discount Edit Screen	259
Assigning Price Levels to Customers	261
Selecting Price Levels at Point of Sale	262
A–E Price Levels	263
Assigning A–E Prices to Items	264
Updating A–E Price Levels	266
Creating Price Level Discounts for A–E Price Levels	266
Assigning A–E Price Levels to Customers	267
Viewing an Item’s A–E Prices	267
Showing and Hiding A–E Prices	268
Price Matrixes	269
Setting Up a Price Matrix	269
Updating a Price Matrix	270
Copying a Price Matrix	271
Deleting a Price Matrix	272
Assigning a Price Matrix	273
Updating Selling Prices with a Price Matrix	275

Chapter 14: Replenishing Inventory

PO System Screen	277
Purchase Orders Tab	277
Receiving Documents Tab	279
Historical Vendor Invoices Tab	281
Ordering Items	283
Creating a Purchase Order	283
Adding and Ordering Items at the Same Time	285
Removing an Item from a Purchase Order	285
Completing an Open Purchase Order	286
Calculating an Item’s Per-Unit Cost	287
Changing the Vendor on a Purchase Order	288
Canceling an Item from a Purchase Order	289
Re-opening and Updating Orders	290
Reordering Inventory	291
Canceling a Purchase Order	292
Receiving Inventory	293
Receiving Items on a Purchase Order	294
Pricing Items on a Receiving Document	295
Putting Items on Back Order	297
Creating a Receiving Document	301
Putting Option-Cost Items on a Receiving Document	303
Adding and Receiving Items at the Same Time	305
Reversing a Receiving Document	306
Performing Inventory Returns	307
Defining an Inventory Clearing Account	307
Returning Inventoriable Items	308
Returning Noninventoriable Items	311

Combining Inventory Returns and Receivings	315
Looking Up Historical Vendor Invoices	318
Handling FET on POs and Receivings	319

Chapter 15: Work Orders & Invoices

Open Work Order List	321
Moving and Resizing Open Work Order List Columns	324
Invoice Entry Screen	325
Customer Transactions	328
Starting Work Orders	329
Deleting Work Orders	335
Completing an Invoice	336
Selling Gasoline	337
Processing Returns and Trade-Ins	338
Reversing Invoices	339
Viewing At-a-Glance Sales History	341
Accessing Gross Profit Information	341
Viewing a Work Order's Gross Profit Margin	341
TireMaster Dashboard	342
Deposits	343
Preparing to Take Deposits	343
Processing Deposits	343
Refunding Deposits	345
Transferring Inventory	346
Transfer Customer Type	346
Setting Transfer Sale Controls	347
Adding Transfer Customers	348
Performing a Transfer Sale	349
Receiving Transferred Inventory	349
Creating Payouts	349

Chapter 16: Quotes, Estimates, and Inspections

Quote and Estimate Writer Screen	351
Quote and Estimate List	359
Working with Quotes	361
Creating Single Item Quotes	361
Creating Brand Comparison Quotes	364
Creating Price Comparison Quotes	367
Starting Quotes from Various Program Areas	370
Adjusting a Quoted Item's Margin	371
Including Trade-Ins on Quotes	372
Scheduling Work for Quoted Items	372
Turning Quotes into Work Orders	373
Selling Maintenance and Repairs	374
Printing a Service Checklist	374
Recording Vehicle Inspection Results	375
Writing Estimates	378

Writing Estimates with the Integrated Service Estimator	379
Scheduling Recommended Services	380
Turning an Estimate into a Work Order	381
Managing Your Quotes and Estimates	382
Retrieving Quotes & Estimates	382
Updating Quotes and Estimates	383
Printing Quotes and Estimates	384
Deleting Quotes and Estimates	385
Unlocking Quotes and Estimates	386
Retrieving and Converting Legacy Quotes	387
Following Up On Quotes and Estimates	387
Managing Your Service Checklists	388
Setting Up Service Checklists	388
Updating Service Checklists	393
Deleting Service Checklists	394
Setting the Service Checklist Controls	394
Mileage-Based Services	395
Setting the Mileage Threshold	395
Defining the Recommended-Service Mileage	396
Giving Quick Quotes	397

Chapter 17: Fitment Guide

Tire Guide and Vehicle Information Screen	399
Looking Up Tire and Wheel Information	402
Looking Up Tire Sizes at Point of Sale	404
Working with Staggered Fitments	406
Fitment Inventory Lookup Settings	407
Torque and Air Pressure Recommendations	408
Setting the Torque and Air Pressure Controls	408
Adding Torque and Inflation Values to Quotes and Work Orders	409

Chapter 18: DOT Interface

Preparing to Use the DOT Interface	411
Updating Your Tire Inventory Categories	411
Setting the DOT Interface Controls	412
Entering Your CIMS Tire Registration Credentials	413
Recording Tire Identification Numbers	413
Printing Protection Plan Certificates	414

Chapter 19: Managing Your Workload

Managing Customer Turnaround	417
Appointment Calendar	417
Scheduling an Appointment	419
Rescheduling an Appointment	423
Scheduling a Different Mechanic	425
Scheduling a Different Bay	426
Updating an Appointment	427

Canceling an Appointment	429
Printing a List of Appointments	429
Turning an Appointment into a Work Order	430
Preparing to Use the Scheduler	431
Defining Mechanics	431
Designating Appointment Resources	431
Setting the Expired Appointment Control	433
Work Order Status Indicator	433
Adding Work Order Statuses	433
Updating Work Order Statuses	434
Deleting Work Order Statuses	435
Changing a Vehicle's Job Status	436
Promised Time Indicator	436
Setting the Promised Time	437
Promised Time Color Coding	438

Chapter 20: Marketing

Opening the Marketing Module	439
Managing Postcards	439
Postcard Dimensions	440
Laying Out Postcards	440
Updating Postcards	443
Inactivating Postcards	444
Re-activating Postcards	444
Managing Postcard Filters	445
Creating Postcard Filters	445
Updating Postcard Filters	448
Deleting Postcard Filters	449
Point-of-Sale Mailings	449
Associating Invoices with Postcards	450
Associating Inspection Areas with Postcards	450
Printing Point-of-Sale Postcards	451
Mass Mailings	452
Generating Generic Postcards	454
Making Labels	456
Label Dimensions	456
Printing Labels	456
Saving Names and Addresses in a Text File	457

Chapter 21: Sales Tax

Calculating Sales Tax	459
Tax Rate and Level Examples	459
Managing Tax Rates	460
Managing Tax Levels	466
Expired Tax Rates and Levels	469
Tax Exemption Certificates	469
Making Sales Tax Adjustments	470

Sales Tax Control Settings	471
Setting Default Tax Levels	472
Defining How Sales Tax is Collected	472
Defining a Sales Tax Rounding Account	473
Excluding FET from Sales Tax	474
Customer and Inventory Tax Settings	475
Collecting Tax on an Item's Parts Price	475
Collecting Tax for Both Parts and Labor	475
Collecting Tax in Multiple States	476
Changing a Customer's Tax Level at Point of Sale	477
Special Tax Requirements	477
Managing Inventory Tax-Adjustment Groups	478
Managing Tax Rate Adjustments	481

Chapter 22: Accounting

Chart of Accounts	485
General Ledger Account Numbers	485
General Ledger Account Types	486
Debits and Credits	486
Updating the Chart of Accounts	487
Inactivating a General Ledger Account	491
Deleting a General Ledger Account	492
Setting Default General Ledger Accounts	492
Subledgers	493
GL Ranges	494
Updating GL Ranges	495
Disabling a GL Range	496
Journal Entries	496
About the Journal Entries Screen	496
Making a Manual Journal Entry	498
Recurring Journal Entries	499
Reversing a Journal Entry	501
Conducting Research	503
GL Transaction View Screen	503
Viewing Transaction Entries	505
Invoice/Document Search Screen	507
Searching for Invoices, Purchase Orders, and Other Documents	509
GL Classes	510
Adding GL Classes	511
Renaming GL Classes	512
Deleting GL Classes	512
Setting the Default GL Class	512
Fiscal Calendar	512
Setting the Fiscal Calendar	513
Changing the Fiscal Calendar	514
Unlocking Fiscal Periods	516
Setting Up Sites	516

Departments	518
Maintaining Departments	518
Adding Departments	518
Renaming Departments	519
Setting the Default Department	519
Department Methods	520
Changing the Department at Point of Sale	522

Chapter 23: Accounts Receivable

ROAs	523
Open Item Ledger Screen	523
Processing ROAs	526
Applying ROAs	528
Unapplying ROAs	529
Reversing Finance Charges	530
Adjusting a Customer's AR Balance	531
Issuing Credit Memos	533
Handling Returned Checks	534
Recording a Returned Check	534
Charging Customers Returned Check Fees	536
Recording Bank Fees for Returned Checks	538
Reimbursing Customers	539
Reimbursing Customers with Cash	539
Issuing Store Credits	540
Reimbursing Customers with Checks	540
Reversing Credit Card Invoices	540
Entering Beginning Balances	540
Cbal Utility	541
Entering Customers' Beginning Balances	542

Chapter 24: Accounts Payable

Vendor Charges	545
Creating Individual Vendor Charges	545
Batch Processing Vendor Charges	547
Calculating Vendor Account Balances	554
AP Payments Screen	554
Generating AP Payments	555
Payment Editing Screen	557
Applying Payments and Vendor Credits	559
Unapplying Items in a Vendor's Ledger	560

Chapter 25: Making Payments

Establishing and Maintaining Payment Accounts	563
Adding Payment Accounts	563
Updating Payment Accounts	565
Deleting Payment Accounts	566
Setting the Default Checking Account	566

Working with Bank Accounts	566
Making Payments from a Bank Account	566
Making Deposits	568
Recording Bank Fees	570
Withdrawing Money from a Bank Account	571
Transferring Money to Another Bank Account	573
Marking Pending Voids	575
Reconciling a Bank Account	576
Easy Checks	578
Generating AP Easy Checks	578
Generating AR Easy Checks	579
Generating Miscellaneous Easy Checks	581
ACH Payments	582
Preparing to Track ACH Payments	582
Recording ACH Payments	583
Voiding Payments	585
Voiding AP Payments	585
Voiding Payments Generated from the Check Register	586
Voiding AP Easy Checks	586
Voiding AR Easy Checks	588
Voiding Miscellaneous Easy Checks	589

Chapter 26: Credit & Debit Cards

Processing Payment Cards	591
Completing Credit Card and Debit Card Sales	591
Reversing Credit Card Invoices	593
Recording Payments from Credit Card Companies	594
Setting Up Credit Cards	596
Adding a Customer Type for Credit Cards	597
Adding a Credit Card Customer	597
Creating Credit Card Codes	598
Setting Up Debit Cards	600

Chapter 27: Special Sales

Reconciliation Codes	603
National Recon Code Edit Screen	603
General Ledger Settings for Reconciliation Codes	606
Adding a Reconciliation Code	606
Updating a Reconciliation Code	608
Deleting a Reconciliation Code	608
Inactivating a Reconciliation Code	608
Changing a Work Order's Reconciliation Code	609
National-Account Sales	609
National-Account Sale Requirements	610
National-Account Sale Example	610
Adding a National-Account Customer	612
Performing National-Account Sales	615

Government-Support Sales	616
Government-Support Requirements	617
Government-Support Sale Example	617
Adding a Government-Support Customer	619
Performing Government-Support Sales	622
Adjustment Sales	623
Adjustment Sale Requirements	624
Adjustment Sale Example	624
Creating Adjustment Work Orders	626
Credit Reconciliation	628
National Credits Screen	628
Reconciling a Vendor Credit	630
Sales Commission Adjustments	631
Enabling Sales Commission Adjustments	632
National Sales Commission List	632
Sales Commission Adjustments Screen	634
Adjusting Sales Commission for Special Sales	635
National-Account Reconciliation Report	637
Chapter 28: Commissions	
Commission Overview	639
Commission Building Blocks	640
Customer Commission Types	640
Inventory Commission Types	642
Commission Codes	643
Setting the Commission Controls	645
The Commission Matrix	646
Setting Up an Employee Commission Matrix	647
Creating Commission-Matrix Templates	648
Calculating Commissions for Payroll	649
Chapter 29: Flat Rate Reporting	
Setting an Item's Flat Rate	651
Calculating Mechanic Productivity	652
Chapter 30: Tracking Casings	
Casing Manager Scenarios	655
Facilitating Retread Services	656
Buying Casings from a Customer	657
Selling Casings to a Retreader	658
Preparing to Track Casings	658
Adding Casings to the Casing Manager	661
Sending Casings to a Retreader	664
Marking Casings as Defective	665
Recording Retreading Service Fees	667
Issuing Casing Credits to a Customer	669
Issuing Dual Casing Credits	671

Generating Casing Manager Reports	673
---	-----

Chapter 31: Tracking Cores

Core Tracking Scenarios	675
Preparing to Track Core Items	675
Working with Core Items	676
Preparing to Track Cores	677
Managing Core Charges	678
Maintaining Core Cost Information	678
Assigning an Item's Core Cost	679
Updating an Item's Core Cost on an Order	680
Recording Core Charges	680
Processing Core Credits	682
Updating Core Charges	685
Adding Missing Core Charges	685
Deleting Uncompleted Core Charges	688
Refunding Customer Core Charges	689
Generating Core Manager Reports	690

Chapter 32: Closing

Managing Tills	693
Defining the Number of Tills	693
Defining Starting Till Floats	694
Defining a Workstation's Till Number	694
Closing a Shift	695
Closing a Day	696
Day End Close Screen	697
Performing the Day-End Close	698
Handling Overages and Shortages	699
Closing a Fiscal Period	700
Recalculating Inventory Value	701
Deleting Expired Quotes	702
Resetting Quantities of Noninventoriable Items	702
Locking a Fiscal Period	702
Closing a Fiscal Year	703
Reports for Closing	704
General Ledger Reports	704
Accounts Receivable Reports	704
Accounts Payable Reports	705
Inventory Reports	705
Generating Customer Statements	706
Applying Finance Charges	708
Cutting Off Customer Statements	709
Printing Customer Statements	709

Chapter 33: Multi-Store Operations

User Accounts and Security Groups for Multi-Store Systems	711
---	-----

Setting Up User Accounts in Multi-Store Systems	712
Giving Users Site Access	712
Restricting Site Access.	713
System Controls in a Multi-Store Environment	713
Setting the Same Control for Multiple Sites	714
Replication	715
Shared Databases	716
Background Colors	716
Invoicing in a Multi-Store System	716
Invoicing System Controls	716
Quotes, Work Orders, and Invoices	717
ROAs	717
Customer Management.	717
Customer Settings	718
Customer History	718
Customer Statement Addresses.	718
Purchasing	719
Purchasing Controls and Permissions	719
Creating Purchase Orders at the Corporate Site	719
Receiving Inventory for a Store at the Corporate Site	720
Pricing Inventory for a Store at the Corporate Site	720
Managing Inventory.	721
Inventory Settings.	721
Pricing.	721
Viewing Quantity Information for Other Sites	722
Transferring Inventory Between Stores.	723
Preparing for Interstore Transfers	723
Creating an Interstore Transfer Invoice	728
Automatic Receiving for Interstore Transfers	729
Clearing Interstore Transfers	729
Viewing a Site's AR and AP Subledgers.	731
Vendor Settings.	733
Accounting	734
Creating and Defining the Interstore Offset Account	735
Charges and Payments	735

Chapter 34: Managing Fleets

Fleet Pricing Contracts Screen	737
Setting Up Fleet Contracts	738
Pricing Items on Fleet Contracts	739
Deleting a Customer's Fleet Contract	740

Chapter 35: Generating Reports

Report List.	741
Reports by Tab	743
Close Tab	743
Customer Tab	779

GL Tab	798
Inventory Tab	811
Vendor Tab	828
All Tab	836
Custom Tabs	836
Creating Custom Tabs	836
Updating Custom Tab Properties	837
Deleting Custom Tabs	838
Unlisted Reports	838
Appointment Report	839
Casing Manager Reports	839
Charge Edit Report	839
Check Edit Report	839
Core Manager Reports	839
Daily Invoice Report	839
Daily Sales Report	839
Daily Till Detail Report	840
Day End Transaction Report	840
Easy Check Detail Report	840
Finance Charge Edit Report	840
GL Codes Report	840
GL Transaction View List	841
Interstore Transfer Report	841
Inventory List Editing Report	841
JE Edit Report	841
List Editing Report	841
Payout Report	841
Payment Detail Report	841
Physical Inventory Count	842
Pricing Wizard Report	842
Security Assignments Report	842
Service Checklist	842
Suggested Reorder Report	842
Report Window	843
Report Overrides	844
Financial Statement Settings	844
Creating Financial Statement Settings	844
Inactivating Financial Statement Settings	845
Sales Report Options	846

Appendix A: Permissions

Permissions List	847
----------------------------	-----

Appendix B: System Controls

Commission Controls	855
Customer Controls	856
Enterprise Controls	859

General Ledger Controls	860
Inventory Controls	862
Other Controls	865
Vendor Controls	872

Appendix C: Troubleshooting Validation Messages

Resolving Validation Errors	875
Resolving Validation Warnings	877

Appendix D: Document Type Codes

Document Types	879
--------------------------	-----

Appendix E: Function Keys

Function Key Guide	881
------------------------------	-----

Appendix F: Casing Manager Setup Recommendations

GL Accounts for the Casing Manager	883
Casing Manager Inventory Accounts	883
Casing Manager Sales Accounts	884
Casing Manager Expense Accounts	884
GL Codes for the Casing Manager	885
GL Code RTRD	885
GL Code RTCS	885
GL Code RTCP	886
GL Code RTRP	886
GL Code RTMS	887
Categories for the Casing Manager	887
Category RTCS	888
Category RTCP	888
Category RTZZ	888
Inventory Items for the Casing Manager	889
Clearing Item	889
Casing Item	889
Cap Item	890
Repair Item	890
Miscellaneous Item	891

Index 893

Introduction

Thank you for purchasing TireMaster. This guide explains how to use the program. This chapter addresses the following topics:

- ◆ [“Using This Guide” on page 1](#)
- ◆ [“Maintaining Your TireMaster System” on page 2](#)
- ◆ [“Basic Tasks” on page 9](#)
- ◆ [“Technical Support” on page 13](#)

Using This Guide

The TireMaster User Guide contains information on day-to-day operations of TireMaster, in addition to procedures for less frequently performed tasks. The appendix contains additional reference information.

Visual Conventions of This Guide

This user guide uses specific visual conventions to highlight different information types.

Boldface—Boldface text is used for labels of items on the application screen, including buttons, menu items, lists, check boxes, and option buttons.

Examples

- ◆ From the **File** menu, select **Open**.
- ◆ Press the **Tab** key.


Hypertext—Blue text is used to indicate a link (also called hypertext) that you can click to go to another part of the user guide. Many of the links in this guide are cross-references with corresponding page numbers. However, some may not include page numbers if the referenced section is on the same page. All table of contents and index entries also have links so you can find information more quickly.

Console—Console text is used for text that you need to type into a field. Most of the time, console text will include only letters or numbers with no punctuation. One exception is when a comma is used to separate two pieces of information (for example, a last name, followed by a first name).

Italic—Italic text is used to emphasize a word or phrase.

Keys

Most keys on the keyboard are represented in bold. However, some keys have either combinations of punctuation or some other symbol that is easier to show than to put into words. For these keys, the user guide and online help use a picture of the key instead. For example:

- ◆ Select the text in the field, and press **Ctrl+C** to copy it.
- ◆ Click the **Type** field, and press .

Notes, Tips, and Warnings

Some paragraphs are formatted to indicate a specific information type. Most of this information falls into three categories:

Note: Notes provide additional information about the task you are trying to accomplish, advanced aspects of the feature you're using, or where you can go for additional information.

Tip: Tips provide useful hints on how to work more quickly or effectively. They are useful but not required or critical pieces of information.

Warning: Warnings are **critical** information. They indicate that certain actions or the *failure* to perform certain actions might cause data loss or damage to the system. When you see a warning, it's in your best interest to read it.

Maintaining Your TireMaster System

To ensure that your TireMaster system runs properly, you need to maintain it. Proper maintenance includes the following tasks:

Installing Updates and Patches

We recommend 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 TireMaster 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 to an add-on product becomes available to you, a new installer will be placed in a shared directory, called **apps**, as part of the nightly backup. When you're ready to update your server or workstations, you can access the installer from the **apps** folder.

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. To disable automatic downloads, set **TM Install - Download installations automatically** to **No**.

Note: By default, automatic downloads are enabled. For more information, see “[TM Install - Auto download location](#)” on page 871.

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

Registering 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. From the **Help** menu, select **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**.

Viewing TireMaster Messages

The message center is a means of communicating with you. The 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:

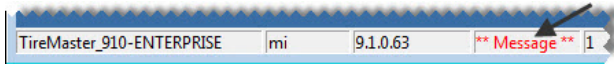
- ◆ **Message Critical Notice**
- ◆ **Message Support Notice**
- ◆ **Message Update Notice**
- ◆ **Message Marketing Notice**

When a new notice is sent to you, the message indicator (**** Message ****) 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 appears.

2. Do one of the following:

- ◆ To view 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.

Validating Your Data

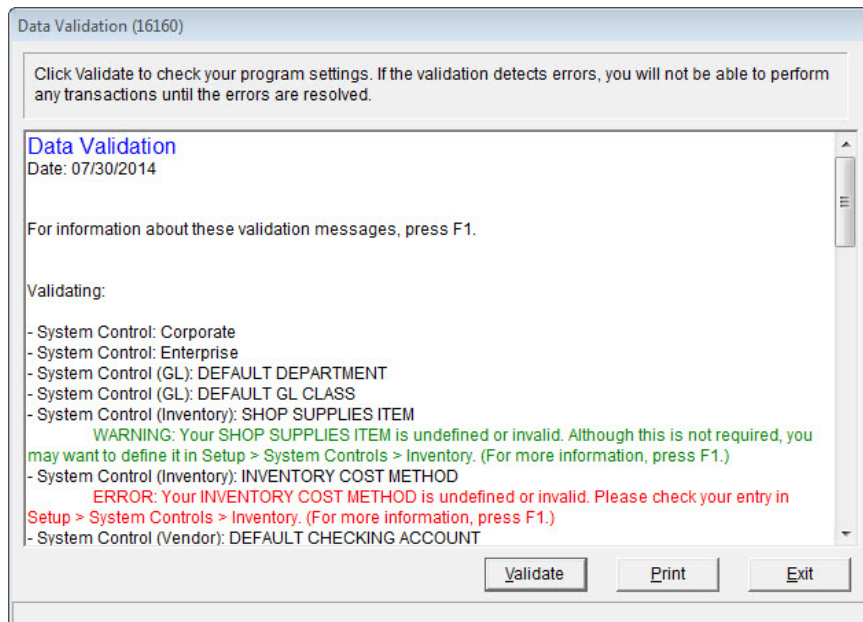
After you run updates, validate TireMaster. The data validation checks to see that all required settings in System Controls have been completed and that other necessary configuration has been performed. Until you validate your database, you cannot create invoices or purchase orders, make payments, or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

Note: If you are using a colocated database, validate all sites that use the shared database.

To validate TireMaster

1. From the **Help** menu, select **Validate**. The Data Validation screen appears.

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



Note: Validation warnings are displayed in green text and errors are displayed in red text. If the validation utility reports any errors, you cannot create invoices, purchase orders, or perform various transactions until you eliminate the errors. For more information, see [“Validation Messages” on page 5](#).

3. For a copy of the validation log, click **Print**.
4. To close the validation program, click **Exit**.

Validation Messages

When the validation identifies program areas that are not set up, it generates errors or warnings.

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

Validation errors are displayed in red, indented text (Figure 1). These error messages describe which settings need to be corrected and direct you to the program area where you can make corrections.

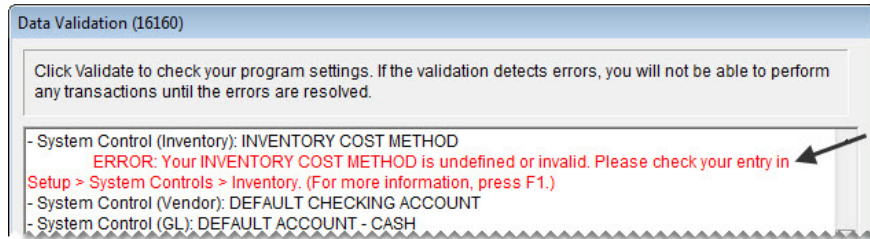


Figure 1: Validation Errors

If the validation process generates errors, you need to resolve the errors before you can create invoices, make journal entries, or perform other transactions. For detailed information about these messages, see [“Resolving Validation Errors” on page 875](#).

Validation Warnings

Validation warnings are displayed in green, indented text (Figure 2). They identify which settings to correct and where you can find those settings in the program.

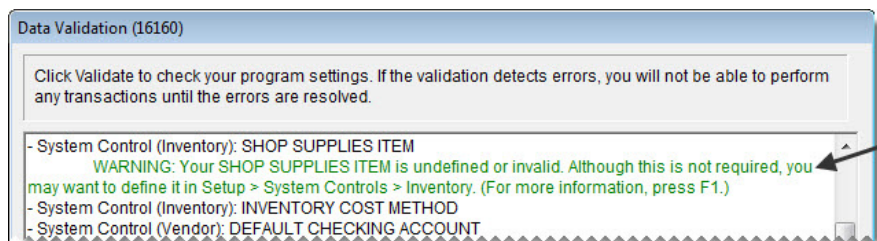


Figure 2: Validation Warnings

Because validation warnings do not prevent you from accessing any program areas, correcting them is optional. For detailed information about these messages, see [“Resolving Validation Warnings” on page 877](#).

Backing Up Your Data

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, you should back up your database regularly. We recommend that you back up your data to removable media or a recordable memory device at least once a week if not more frequently. Ideally, you should back up your data to removable media or device daily.

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

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

Redundant Backups

TireMaster automatically backs up your data daily at 2:00 AM. 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 TireMaster technicians 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 [“Validating Your Data” 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** or **d:\qdstm\dbak** or **c:\TireMaster\dbak** or **d:\TireMaster\dbak**).

Note: The contents of the **dbak** folder can be copied to 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 TireMaster sales representative.
- ◆ **Option 2:** Back up your data to removable media or a recordable memory device.

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

Once you've performed the daily backup, store that day's media or device 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 removable media or a thumb drive.

To ensure successful backups

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

Month-End Backups

In addition to daily backups, you should back up your data to removable media or a recordable memory device following the month-end lock to preserve month-end reports, as well as to secure your data. For month-end backups, you might want to have media or devices for each month. Otherwise, you should have at least two pieces of removable media or two recordable memory devices designated for month-end backups. With two pieces of media or two devices, you can alternate each month to ensure that you always have a pair of month-end backups on hand.

Month-end backups are your primary archive and need to be stored off site. You can use month-end backups to restore your data if the daily backups are destroyed, lost, or unreadable. You might want to keep your TireMaster month-end backups for at least a year. For tax purposes, you should keep your month-end backup for the last period of the fiscal year for six years.

Month-end backups are handled in the same way as daily backups. However, if you want to prevent additional transactions from posting to the month you're backing up, you should close and lock that month. For more information, see [“Closing a Fiscal Period” on page 700](#).

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. For more information, see [“Closing a Fiscal Year” on page 703](#).

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 offsite.

Basic Tasks

Some tasks you perform in TireMaster can occur while you are involved in other activities. For example, you look up a customer when starting a work order or processing a payment. This section contains information about some of these tasks along with instructions for tasks that are performed infrequently.

Starting and Logging in to TireMaster

You can start TireMaster from either the icon on the desktop or from the Windows **Start** menu. Before you can access most application functions, you need to log in to TireMaster.

To start and log in to TireMaster


1. From the **Start** menu, select **TireMaster**. The TireMaster login screen appears.
2. Type your user name in the **User ID** field.
3. Type your password.

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

4. Click **OK**.

Using Hot Keys

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



TireMaster also has one unique hot-key feature. Yellow fields indicate that a list or lookup screen is available for the field. Pressing  displays the list or lookup screen. Additional fields might also allow you to look up settings in this manner even though the fields aren't yellow.

Note: 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**.

Entering Dates

Many reports, queries, and functions require you to select dates. You can dates in the following ways:

- ♦ Type the beginning and ending dates using the common U.S. date format for month, day, and year (MM/DD/YYYY).

- ◆ Select the part of the date that you need to change and press  or  to choose a new month, day, or year.
- ◆ Select the dates from a pop-up calendar (Figure 3).

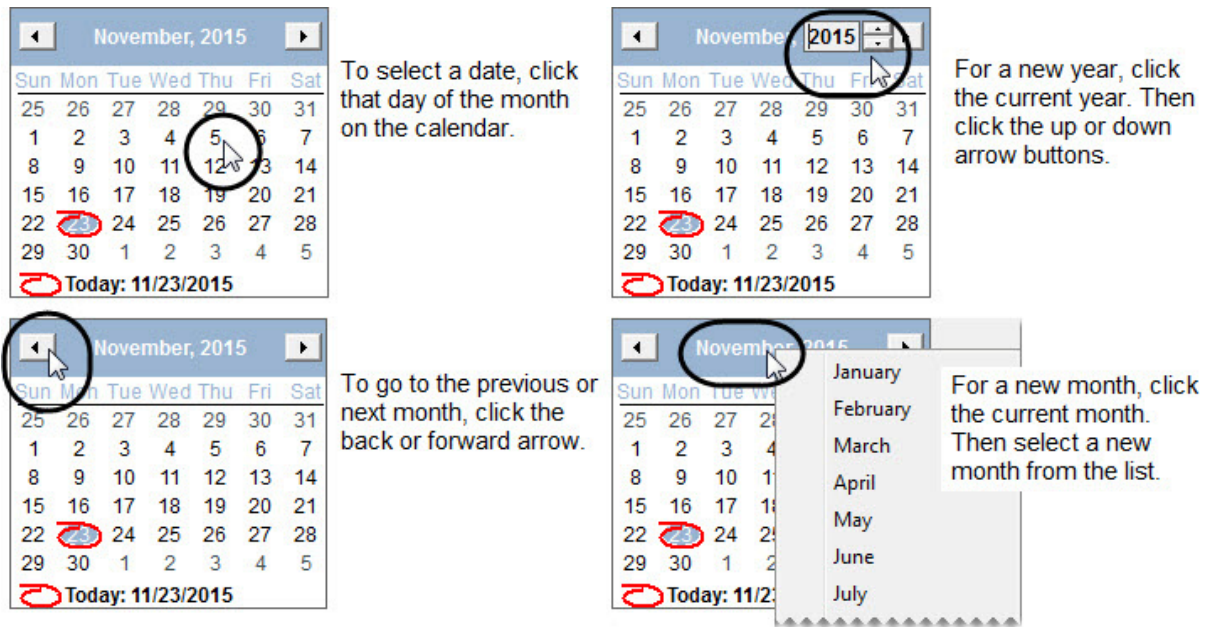


Figure 3: Selecting Dates from the Pop-Up Calendar

Looking Up Customer and Vendor Names

One of the most common tasks performed in TireMaster is looking up the names of customers and vendors. The fields available on the Name/Lookup Entry screen for customer searches differ slightly from those that are available for vendor lookups (Figure 4).

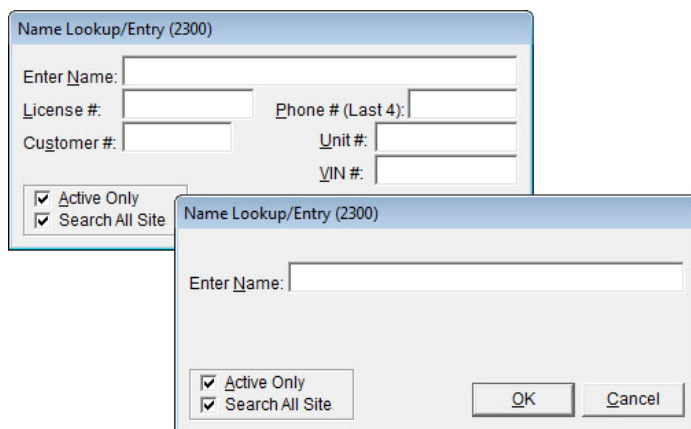


Figure 4: Name Lookup/Entry Screen in Two Views

When the Name Lookup/Entry screen appears, do one of the following:

- ◆ To look up one customer or vendor, type all or part of the name and click **OK**.

- ◆ For a list of all customers or vendors, leave the **Enter Name** field blank and click **OK**.


When generating several reports, you can look up a range of customers or vendors with the Customer Range screen (Figure 5).


Figure 5: Customer Range Screen

To find a range of customers or vendors, do the following:

- ◆ For a range, click **1 Lookup** and type the beginning customer or vendor's name on the Name Lookup/Entry screen. Then click **2 Lookup** and type the ending customer or vendor's name on the Name Lookup/Entry screen.
- ◆ For all customers or vendors, leave the **Beginning Customer** and **Ending Customer** fields blank and click **OK**.

Using the 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 the quick-look code) or scanning a bar code.

Here's how the down-arrow lookup method works. When you're working in the Purchase Order, Receiving Documents, or Invoice Entry screen, press  to add a line (Figure 6).

Quantity	Size	Description	Parts	Labor	FET
4.00	215/55R17/SL	ASSURANCE AS	127.16	0.00	
4.00	.	COMPUTER BALANCE - PAS	0.00	11.99	
4.00	.	RUBBER VALVE STEM	1.99	0.00	
4.00	.	STATE TIRE TAX (FEE)	3.00	0.00	
4.00	.	TIRE DISPOSAL - PASS.	3.00	0.00	
	BAT				

Figure 6: Down-Arrow Lookup Method Being Used on the Invoice Entry Screen

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 (Figure 7).

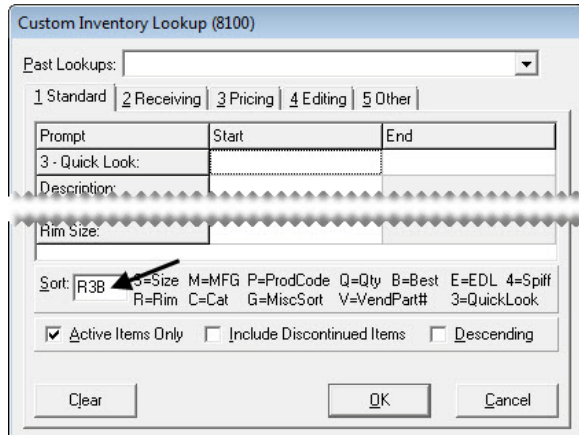


Figure 7: Sort Codes on the Custom Inventory Lookup Screen

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.

Because the order for the down-arrow lookup method is determined by the settings on the first tab of the Custom Inventory Lookup screen, you can customize the search order for each workstation. For more information, see [“Setting Up the Custom Inventory Lookup Screen” on page 183](#).

Rearranging Table Columns

Some screens have extensive tables for displaying data. Occasionally, you might want to rearrange a table’s columns. To move a column, click its heading and drag it to a different position. You might want to rearrange columns on the following screens:

- ◆ Open Work Order List
- ◆ Inventory List
- ◆ List Editing (Customer, Vendor, and Inventory)

Whether you can save the changes depends on which screen you’re using. For more information, see [“Moving and Resizing Open Work Order List Columns” on page 324](#) and [“Moving and Resizing Inventory List Columns” on page 193](#). Layout changes to the List Editing screens cannot be saved.

Resizing Screens

The following TireMaster screens can be resized:

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

To resize a screen

1. Move the pointer (🖱️) to the edge or corner of the screen. It becomes a double-ended arrow.
2. Drag the screen to the new size.

Technical Support

When technical problems arise, you might need to perform some basic troubleshooting or contact TireMaster Support.

Troubleshooting

Before you call TireMaster Support, you might be able to resolve some problems on your own. If you are getting error messages from Windows rather than 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).

During this troubleshooting phase, write down all error messages and any strange behavior by TireMaster. If you have to call Support, this information can help our support technicians determine the source of the problem. Also if you have to contact support, having the TM Support Connect tool installed on the server and each workstation allows TireMaster Support technicians to quickly access your computer to diagnose and resolve problems. Upon installing or updating to TireMaster 9.1.0 on our server, you will see a TM Support Install icon on the desktop to install the TM Support Connect tool.

Contacting Support

Whenever problems occur that you cannot resolve, call TireMaster Support at **800-891-7437** or log a support call in Service Cloud at <https://asatire.force.com/login>. When you call Support, you will be asked for some basic information about your TireMaster system:

- ◆ The version of TireMaster
- ◆ The Windows operating system and service pack
- ◆ Whether the TM Support Connect tool 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 the TireMaster Support technicians isolate the problem more quickly.

To determine the version of TireMaster

1. From the **Help** menu, select **About**. The About screen appears.
2. Write down the EXE version information from the screen.

To determine the version and service pack of Windows

1. Go to the Windows **Start** menu.
2. Type **winver** in the search field, and press **Enter**. The About Windows screen appears.
3. Write down the operating system version and service pack information listed on the screen.

To determine if the TM Support Connect tool is installed

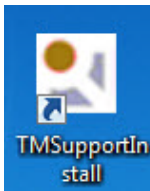
With the TM Support Connect tool, TireMaster Support can remotely access your computer to diagnose and resolve problems. Look for the **TM Support Connect** icon on the desktop. If the icon is not available, see [“To install the TM Support Connect tool on the server and workstations”](#) on page 14.





Figure 8: TM Support Connect Tool Icon

To install the TM Support Connect tool on the server and workstations

1. For the server, use the **TM Support Install** icon on the desktop to install the support connection tool.



- a. Double-click the **TMSupportInstall** icon.
 - b. Click **Next** on the Choose Installation Location screen.
 - c. Click **Next** on the Ready to Install screen. The installation begins.
 - d. Clear the **Launch TM Support Connect** check box, and click **Finish**. The TM Support Connect icon is now on the desktop.
2. On *each* TireMaster workstation, install the support connection tool, using the TMSupportConnect installer from the **Apps** folder in the TireMaster directory on your server.

Name	Date modified	Type	Size
 TMLTool	4/5/2016 4:00 PM	Application	1,235 KB
 TMSupportConnect	3/16/2016 2:54 PM	Windows Installer ...	3,572 KB

- a. Double-click the **TMSupportConnect** icon.
- b. Click **Next** on the Choose Installation Location screen.
- c. Click **Next** on the Ready to Install screen. The installation begins.

- d. Clear the **Launch TM Support Connect** check box, and click **Finish**. The TM Support Connect icon is now on the desktop.

Enhancement Requests

We are always interested in improving TireMaster. Your enhancement requests can greatly assist us in meeting your needs. You can contact either a sales representative or Support to request enhancements. When you request an enhancement, you need to 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.

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 topics:

- ◆ “Menu Options” on page 17
- ◆ “Adding a Menu” on page 18
- ◆ “Updating a Menu” on page 20
- ◆ “Deleting a Menu” on page 21
- ◆ “Assigning Menus” on page 21
- ◆ “Deleting Menu Assignments” on page 23

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. For 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.

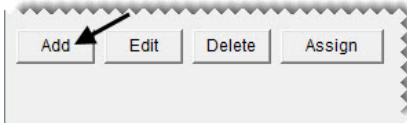
Users who belong to security groups assigned the permission Setup Users/Permission are allowed to work with the menu configuration.

Adding a Menu

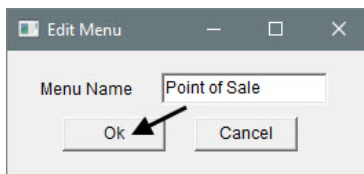
Adding a menu includes defining which buttons it will have and which locations, employees, or both are allowed to use it. You can add menus at both the corporate headquarters and store sites.

To add a menu

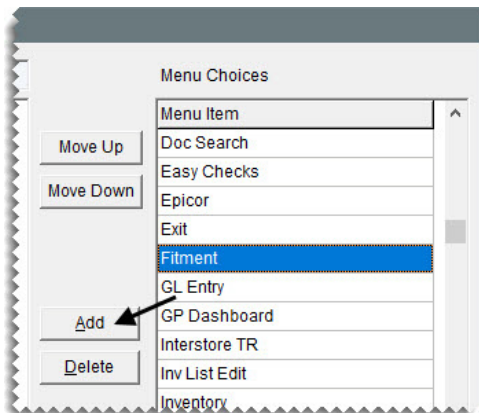
1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.
2. Click **Add**. TireMaster prompts you for the name of the new menu.



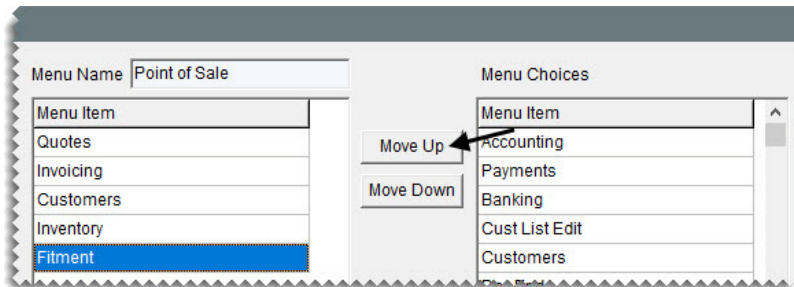
3. Type the menu's name and click **OK**.



4. Assign screen buttons to the new menu.
 - 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.

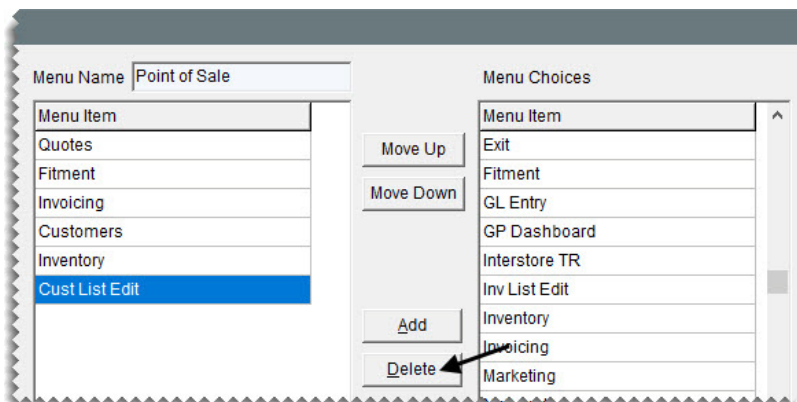


- b. Rearrange the screen names as needed. To move a screen, select the screen name and click **Move Up** or **Move Down** repeatedly until the name is where you want it.

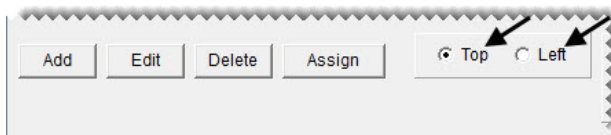


Note: To ensure all buttons are displayed when the screen is resized, a maximum of eight menu buttons is recommended for the resolution of 1024 x 768.

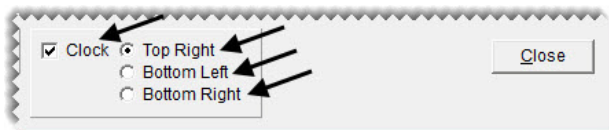
5. If you accidentally added a screen to the menu, select the screen name and click **Delete**.



6. 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.



7. 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**.



8. Assign the menu to locations, security groups, and groups as needed. For more information, see [“Assigning Menus” on page 21](#).
9. 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.

Updating a Menu

Occasionally, you might need to make adjustments to a menu. These changes can include updating the name, changing the position or button assignments, and adding or removing the clock. You can make changes to menus created at your store and those added at other sites.

To update a menu

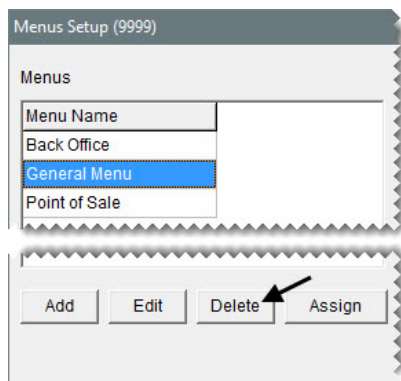
1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.
2. Change the name if needed. Otherwise, disregard this step.
 - a. Select the menu name you want to change, and click **Edit**. The Edit Menu screen appears.
 - b. Type the new menu name, and click **OK**.
3. Assign 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.

Deleting a Menu

If there is a menu you no longer use, you can remove it. You can delete a menu regardless of which site created it.

To delete a menu

1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.
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.

Assigning Menus

Menu assignments define which menu appears when users log in to TireMaster. 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. Menu assignments can be made at the site that added the menu or any of the other sites.

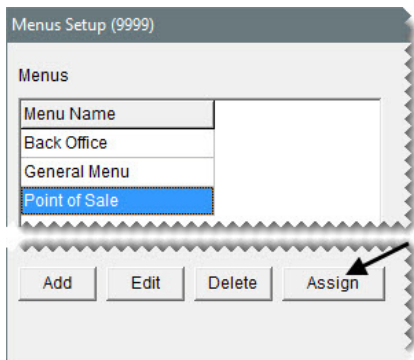
Tip: Set up a general default menu and assign it to your location to ensure that a set of buttons appears for users who are not assigned a menu.

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

To assign menus

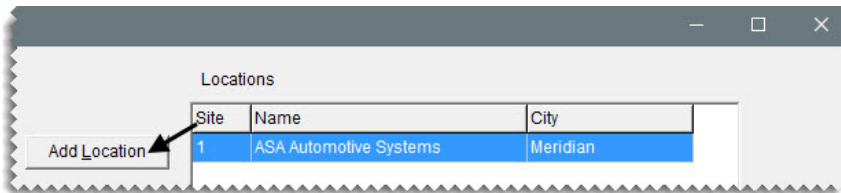
1. If the Menu Setup screen isn't already open, select **Menu Configuration** from the **Setup** menu.

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

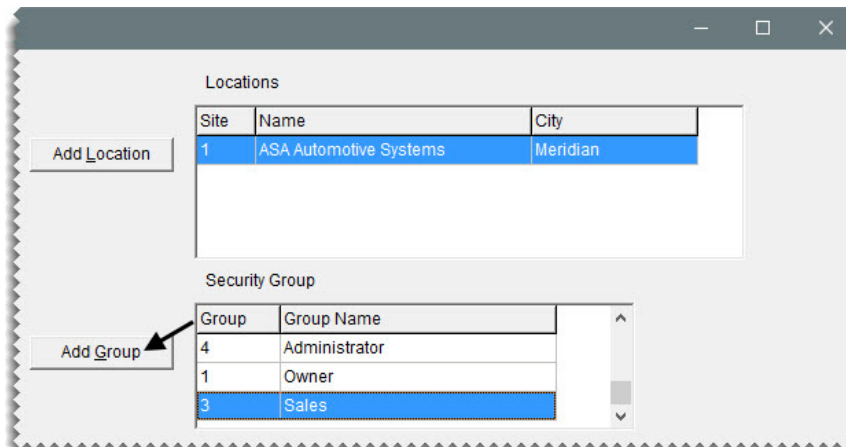


3. Do the following as needed:

- ◆ 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**.

The screenshot shows a window titled "Menu Configuration" with three data tables and their respective "Add" buttons:

- Locations:** A table with columns Site, Name, and City. Row 1 is selected: Site 1, Name ASA Automotive Systems, City Meridian.
- Security Group:** A table with columns Group and Group Name. Row 3 is selected: Group 3, Group Name Sales.
- Employee:** A table with columns Id, Name, and Site-Emp. Row 3 is selected: Id DJ, Name James, Donna, Site-Emp 1-7.

The "Add Employee" button is highlighted with a black arrow.

4. Close the Menu Assignment screen.



Deleting 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. You can delete menu assignments, even if they were originally made at other locations.

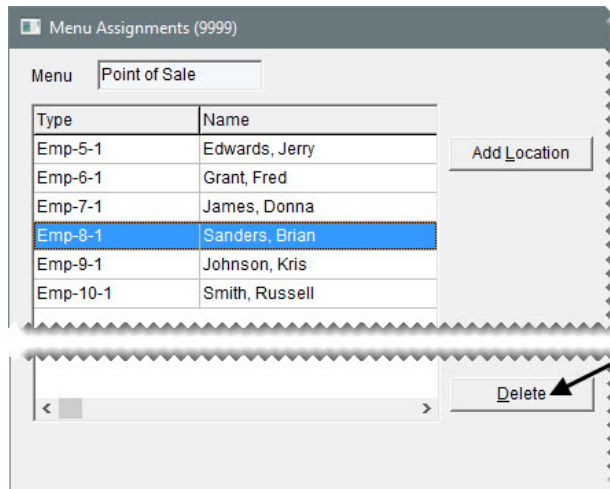
To delete a menu assignment

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

The screenshot shows a window titled "Menu Setup (9999)" with a list of menu options and a row of action buttons:

- Menu List:** Menu Name, Back Office, General Menu, Point of Sale (highlighted).
- Action Buttons:** Add, Edit, Delete, Assign (highlighted with a black arrow).

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.

Printer & 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 need to set it up too. This chapter includes the following topics:

- ◆ “Setting Up Printers” on page 25
- ◆ “Setting Up the Cash Drawer” on page 27
- ◆ “Setting Up Documents” on page 28


Setting Up Printers

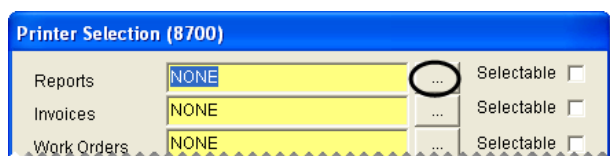
Before you print documents, identify which printer to use for each document type. For example, you might print reports on a laser printer and invoices on a dot-matrix printer. See “Printer Guidelines” on page 26 for a list of which printers to use for various document types.

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’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 TireMaster Support or your ASA account manager for information about recommended printers. TireMaster Support can also help you identify which print drivers you might need.

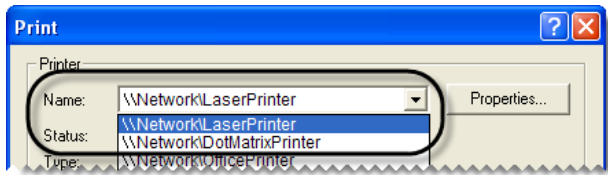
To set up printers

1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.
2. To select a printer for reports, click  next to the **Reports** field. The Print screen appears.



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

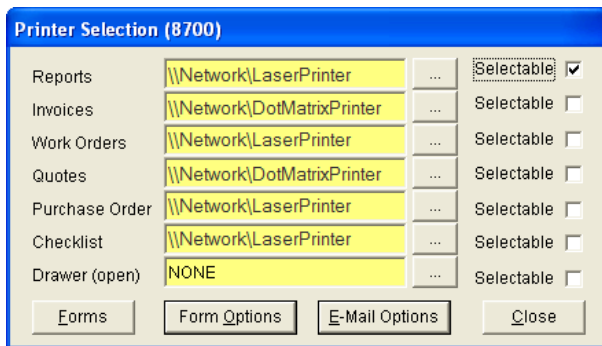
- From the **Name** drop-down list, select a printer and click **OK**.



- 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.

- 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.

- Close the Printer Selection screen.

Printer Guidelines

TireMaster lets you set up a printer for each document type and the cash drawer. The following list (Table 1) explains the printer guidelines for each document type:

Table 1: Printer Guidelines

Printers	Guidelines
Reports	<p>Prints reports, financial statements, and checks. This printer should be a laser jet printer.</p> <p>Prints reports. This printer should be a laser printer.</p> <p>Note: Some reports use the default Windows printer regardless of the printer you select.</p>

Table 1: Printer Guidelines

Printers	Guidelines
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.
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 “Setting Up the Cash Drawer” on page 27.</p> <p>Note: TireMaster is designed to work with APG Model 182 cash drawers only.</p>

Setting Up the Cash Drawer

A cash drawer can be used with to your TireMaster system. Before you complete any cash-drawer settings in TireMaster, attach the cash drawer itself to a parallel port on either a point-of-sale computer or a print server that is connected to your point-of-sale computers.

Note: TireMaster is designed to work with APG Model 182 cash drawers only. Refer to AGP’s documentation for instructions on connecting the cash drawer to your computer.

You also need to add the cash drawer to the Windows® operating system in the same manner that you would add a printer to Windows. Adding the cash drawer to Windows, enables TireMaster to communicate with the cash drawer and open it.

Note: If you use a print server to connect your TireMaster system to the cash drawer, contact Support for assistance.


To set up a cash drawer

1. Connect the cash drawer to your computer.

Note: Refer to AGP’s documentation for instructions on connecting the cash drawer to your computer.

2. Add the cash drawer to the Windows operating system:

- a. From the **Start** menu, select **Settings > Printers & Faxes**. Then click **Add a Printer**. The Add Printer Wizard appears.
- b. Click **Next**. The wizard prompts you to define the printer type.

- c. Select the local-printer option, and make sure the plug-and-play check box is *clear*. Then click **Next**. The wizard prompts you to select a port.
 - d. Select **Use the following port**, and choose **LPT1** from the drop-down list. Then click **Next**. The wizard prompts you to install the printer software.
Note: Only LPT1 can be used for the cash drawer.
 - e. Select **Generic** for the manufacturer and **Generic/Text Only** for the printer. Then click **Next**. The wizard prompts you for a printer name.
 - f. Type the printer name **Cash Drawer**, and select **No** for default-printer question. Then click **Next**. The wizard asks you to define whether the printer will be shared.
 - g. Select **ShareName**, and type **Cash**. Then click **Next**. The wizard prompts you for additional information.
 - h. Type location information and comments (both are optional). Then click **Next**. The wizard prompts you to print a test page.
 - i. Click **No**, and then click **Next**.
 - j. Click **Finish**.
3. Set up the cash drawer in TireMaster:
 - a. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.
 - b. Click  next to the **Drawer** field. The Print screen appears.
 - c. Select **Cash Drawer** from the **Name** drop-down list, and click **OK**.
 4. Close the Printer Selection screen.

Setting Up 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 the information is organized, and whether to include global messages.

Setting the Form Text Length

On the Form Selections screen, you can choose whether to print text on the entire page for forms or to leave space for preprinted disclaimers or logos in the middle of a page. Work orders, invoices, and ROAs are the types of forms affected by this setting.

You can also define whether to include reference numbers on statements by completing another setting on the Form Selections screen.

To set the form text length

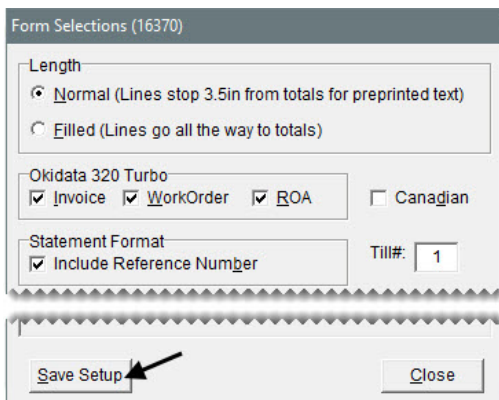
1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.

2. Click **Forms**. The Form Selections screen appears.



3. Select one of the following:
 - ♦ **Normal** to print text on only part of the page. With this setting, preprinted areas are untouched and any remaining information is printed on subsequent pages.
 - ♦ **Filled** to print text on the entire page.
4. In the **Okidata 320 Turbo** area, select the check box for the documents that you want to print on dot-matrix printers. To print a document on a laser jet printer instead, make sure the check box for that document type is clear.

Note: To include global comments on invoices that use OKI forms, set the text length to **Normal**.
5. If you operate a business in Canada, select the **Canadian** check box.
6. To include invoice reference numbers on monthly and real-time statements, select the **Include Reference Number** check box.
7. When you're finished, click **Save Setup**.



8. Close the Form Selection screen.

Designing Work Orders, Invoices, and Statements

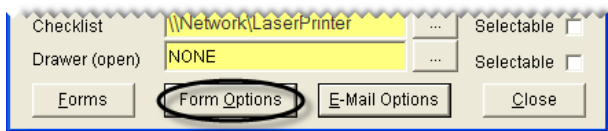
You can choose whether to include various types of information on work orders, invoices, and statements (both monthly and real-time) by completing settings on the Form Options screen.

Note: Additional settings for invoices and statements are available in System Controls. For more information, see [“Invoice - Print Header” on page 868](#), [“Invoice - Print Signature Line” on page 868](#), and [“Statement Print 0 Balances” on page 859](#).

To design work orders, invoice, and statements

1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.

- Click **Form Options**. The Form Options screen appears.



- Select the check box for each type of information you want to include on work orders, invoices, and statements.

 A screenshot of the 'Form Options (16368)' dialog box. It has a blue title bar. The dialog is divided into three sections: 'Work Orders', 'Invoices', and 'Statements'. Each section contains a list of checkboxes. In the 'Work Orders' section, 'Print Customer Fax #' is unchecked, while all other checkboxes are checked. In the 'Invoices' section, 'Print Customer Fax #' is unchecked, while 'Print Employee #', 'Print Mechanic #', 'Print Salesperson #', 'Print Ship-To Address', 'Print Comments', and 'Print Credit Card Information' are checked. 'Print Customer Terms' and 'Print Name and Address in Bold (Laser Printers Only)' are unchecked. In the 'Statements' section, 'Print Customer Terms', 'Print PO # instead of Ref #', 'Print Customer Fax #', and 'Print Customer Email address' are unchecked, while 'Include Not Due Aged Balance' is checked. 'Age Fin. Charge by Due Date' and 'Print Site Header' are unchecked. At the bottom right, there are 'Save' and 'Close' buttons.

- ◆ The **Include Not Due Aged Balances** check box is for including future due balances on statements. If the **Age Fin. Charge by Due Date** check box is clear, the statement cutoff date is used as the due date for finance charges. If the check box is selected, the due date for finance charges is the same as the customer's payment due date.
 - ◆ If **Print PO# instead of Ref#** is selected and a purchase order number wasn't entered for an invoice, TireMaster prints the reference number (if there is one) on statements instead.

Note: The column for purchase order and reference numbers is displayed on monthly statements *only* if reference numbers are required. For real-time statements, the column is *always* displayed. Because of this, a purchase order or reference number prints on real-time statements regardless of whether reference numbers are required. For information about requiring reference numbers, see [“Setting the Form Text Length” on page 28](#).
- Click **Save**. The following message appears: “Settings have been saved.”
 - Click **OK**.
 - Close the Form Options screen.
 - Close the Printer Selection screen.

Designing Financial Statements

You can organize information on income statements and balance sheets by setting up groups for each account type on the Financial Statement Design screen. The groups can be general or detailed.

With general groups, all of your asset, liability, equity, income, and expense accounts displayed under a single heading for each account type (Figure 9).

Balance Sheet		ASA Tire Systems	
Period Printed For: 8	Ending: 08/31/2009	Printed: 8/2/2009	4:13:23 PM
1-ASA Tire Systems			
ASSETS			
Current Assets			
CASH ON HAND		2,368.05	
CASH IN BANK - CHECKING		32,767.42	
ACCOUNTS RECEIVABLE - CUSTOMERS		28,767.71	
ACCOUNTS RECEIVABLE - EMPLOYEES		3,629.86	
A/R CARDS		1,027.85	
A/R TRANSFERS		2,126.53	
INV TIRES - PASSENGER		13,650.37	
INV TIRES - LIGHT TRUCK		8,882.49	
INV TIRES - MED / COMM		8,739.22	
INV SERVICE PARTS		316.00	
INV CONSIGNMENTS		(48.00)	
NON-INV TIRES - NEW		(2,300.00)	
NON-INV SERVICE PARTS		800.00	
NON-INV MISC		(96.65)	
VEHICLES		23,546.01	
FURNITURE & FIXTURES		20,250.00	
TOTAL Current Assets			144,426.86
TOTAL ASSETS			144,426.86

Figure 9: Balance Sheet with General Account Type Groups

For detailed financials, set up a general group for each account type and one or more secondary groups (Figure 10). These secondary groups enable you to see totals for specific general ledger accounts.

Balance Sheet		ASA Tire Systems	
Period Printed For: 8	Ending: 08/31/2009	Printed: 8/2/2009 4:31:32 PM	
1-ASA Tire Systems			
ASSETS			
Current Assets			
Cash			
CASH ON HAND		2,368.05	
CASH IN BANK - CHECKING		32,767.42	
TOTAL Cash			35,135.47
Accounts Receivable			
ACCOUNTS RECEIVABLE - CUSTOMERS		28,767.71	
ACCOUNTS RECEIVABLE - EMPLOYEES		3,629.86	
A/R CARDS		1,027.85	
A/R TRANSFERS		2,126.53	
TOTAL Accounts Receivable			35,551.95
Inventoriable Items			
INV TIRES - PASSENGER		13,650.37	
INV TIRES - LIGHT TRUCK		8,882.49	
INV TIRES - MED / COMM		8,739.22	
INV SERVICE PARTS		316.00	
INV CONSIGNMENTS		(48.00)	
TOTAL Inventoriable Items			31,540.08

Figure 10: Balance Sheet with Detailed Account Type Groups

Tip: By creating secondary account groups, you can calculate account totals for different areas of your business without setting up departments.

Creating Financial Statement Account Groups

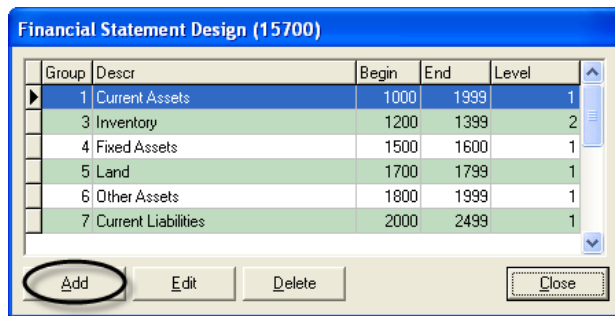
Before you add any account groups, decide whether you want general or detailed information on your financial statements.

Tip: Print a copy of your chart of accounts and review how it is organized. Make sure similar accounts, such as Inventory - Passenger Tires and Inventory - Light Truck Tires, are listed consecutively. When a chart of accounts is logically organized, it's easier to determine which accounts to include in each group.

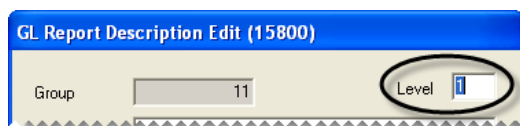
To create financial statement account groups

1. On the **Setup** menu, select **GL Financial Statement Design**. The GL Financial Statement Design screen appears.

2. Click **Add**. The GL Report Description Edit screen appears.

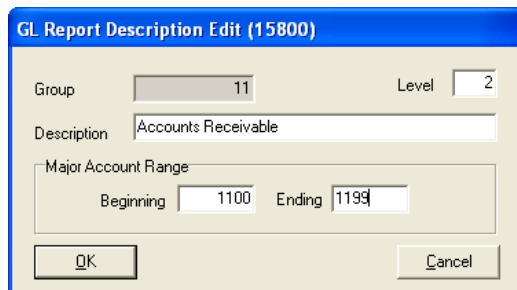


3. If the new account group is a secondary group, type a **2** in the **Level** field. Otherwise, leave the level set to 1.



Note: Typing a **2** lets you display similar accounts together on the financial statements. On the balance sheet, the level affects the appearance of some headings.

4. Type a description for the account group.
5. In the **Major Account Range** area, define which accounts you want to include in the group by typing the major account numbers in the Beginning and Ending fields.



Note: You can use the same beginning major account number in more than one account group. For example, a group of all assets and a group of only cash accounts would both start with account number 1000.

6. Click **OK**.

To see how the new account group affects your financial statements, print the income statement and balance sheet. If these documents don't look the way you want, change the existing groups or add more groups.

Updating Financial Statement Account Groups

When you need to update how information is organized on your financial statements, you can change the account groups. There is no limit to how often you can update the settings for financial statements.

To update a financial statement account groups

1. On the **Setup** menu, select **GL Financial Statement Design**. The GL Financial Statement Design screen appears.
2. Select the account group that you want to change, and click **Edit**. The GL Report Description Edit screen appears.
3. Change the description, level, and account ranges as needed.
4. To save the changes, click **OK**.

Print the income statement, balance sheet, or both to see whether the changes had the intended effect.

Deleting Financial Statement Account Group

If you no longer want to include an account group on the financial statements, you can delete it. To delete an account group, open the Financial Statement Design screen, select the group you want to remove, and click **Delete**.

Creating 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.

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.

Each store can have unique work order, invoice, and quote comments. Because statements can be generated at Corporate only, set up statement messages at Corporate. To create global messages, you need to belong to a user group that's assigned the **Setup** permission.

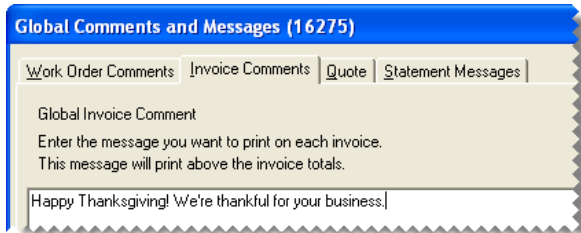
To create global messages

1. From the **Setup** menu, select **Edit Global Comments**. The Global Comments and Messages screen appears.
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 type the same or a different message 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.

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

Users & Security

TireMaster protects your business information by securing your data from tampering and limiting who can view documents. This chapter includes the following topics:

- ◆ [“Security Settings” on page 37](#)
- ◆ [“User Accounts” on page 37](#)
- ◆ [“Security Groups” on page 43](#)
- ◆ [“Overriding TireMaster Security” on page 50](#)

Security Settings

In TireMaster, the following components keep your data safe:

- ◆ **User Accounts** include user identification codes and passwords
- ◆ **Security Groups** define which program areas employees are allowed to access and which reports they're allowed to print

Individual user accounts are assigned to security groups.

User Accounts

Each person who uses TireMaster or does any sales or mechanic work needs to have a user account. Each user is required to log in to the system with a user ID and corresponding password. Each user can also be assigned to one or more security groups.

User accounts let you to capture the following information:

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

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.

User Account Properties

For tracking and access purposes, you need to assign certain properties to each user. You can set these properties on the Employee/User Edit screen (Figure 11).

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.
- Name:** A text box containing "Smith, Russell".
- ID:** A text box containing "RS".
- SQL User:** A text box containing "RS".
- EMail:** An empty text box.
- Payroll:** An empty text box.
- Active:** A checked checkbox.
- Local User:** A checked checkbox.
- Mechanic:** A checked checkbox.
- Password:** A text box.
- Confirm:** A text box.
- Note:** "Both must match to change this user's password."
- Buttons:** "Commissions", "OK", and "Cancel".

Figure 11: 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 assign a name for logging in to TireMaster. The first and last initials of the employee's name often work well as an ID. The ID can be up to five characters long.
SQL User	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. Note: We recommend 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.
E-mail	Lets you store the user's e-mail address.
Payroll	Displays a value that can be set through some third-party applications.
Active	Lets you define whether the employee currently works for the company. Note: Clearing this check box removes employees from security groups and deletes all their permissions.

Item	Description
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. Note: In single-store and TireMaster Point of Sale systems, this check box is always selected.
Password	Lets you set a password for the user. For more information, see “Creating New Passwords” on page 41 . Note: Passwords are case sensitive.
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 “Setting Up an Employee Commission Matrix” on page 647 .

Adding 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 page 40](#).

Note: For some employees, you should set up two user accounts. For more information, see [“Multiple Accounts for Employees” on page 40](#).

To add a user account

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Add**. The Employee/User Edit screen appears.



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 TireMaster 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 the best 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 mechanic, 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 TireMaster Scheduler's appointment calendar. For more information, see [“Defining Mechanics” on page 431](#).
8. Type a password for the user. For information about creating secure passwords, see [“Creating New Passwords” on page 41](#).
9. Type the password again in the **Confirm** field.

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

- Emp #:** A text box containing "1" and "13", with a red "LOCAL" label to its right.
- Name:** A text box containing "Smith, Lori".
- ID:** A text box containing "LS".
- SQL User:** A text box containing "LS".
- EMail:** An empty text box.
- Payroll:** An empty text box.
- Active:** A checked checkbox.
- Local User:** An unchecked checkbox.
- Mechanic:** A checked checkbox.
- Password:** A text box containing "**".
- Confirm:** A text box containing "**".
- A note between the password and confirm fields: "Both must match to change this user's password."
- Buttons at the bottom: "Commissions", "OK", and "Cancel".

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

Note: New users are automatically saved as active employees and as local users. In single-store and TireMaster Point of Sale systems, all users are 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, while 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. Once you begin the going-online process, change the default password for the Admin account. Doing so ensures that your administrator privileges are available only to you.

Group Users

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). For example, you could create a user account called "Sales" for all of your salespeople.

Maintaining User Accounts

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

Creating 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 ID associated with their account and their password. If a user needs to log in at multiple sites, set up a password for that user at 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. From the **Setup** menu, select **Users & Permissions**. The User List appears.
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**.

Inactivating User Accounts

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. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Select the name of the user who you want to inactivate.

3. Click **Inactivate**.



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

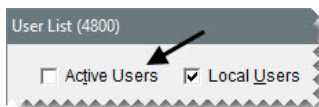
Reactivating User Accounts

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

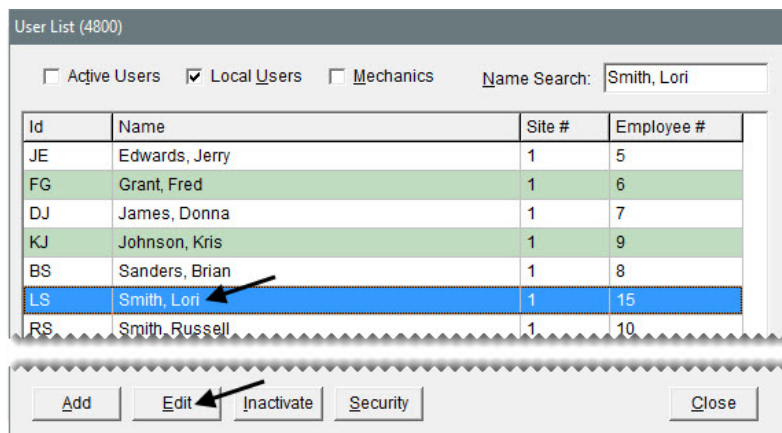
Note: Once you reactivate a user account, you need to reassign the user to one or more security groups.

To reactivate a user account

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Clear the **Active Users Only** check box to display the names of both inactive and active users on the User List.



3. Select the name of the user account that you want to re-activate and click **Edit**. The Employee/User Edit screen appears.



4. Select the **Active Only** check box.

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

- Emp #: 1 | 15 (with a green highlight on the right)
- Name: Smith, Lori
- ID: LS
- SQL User: LS
- EMail: (empty)
- Payroll: (empty)
- Active: (with an arrow pointing to it)
- Local User:
- Mechanic:

5. To verify that the user has been re-activated, click **OK**.
6. To save your changes, click **OK**.
7. Close the User List.

Security Groups

Security groups are based on the different roles of employees. Each security group is assigned the following:

- ◆ **Permissions**, which define which program areas users in that group are allowed to access. For a list of permissions, see [“Permissions List” on page 847](#).
- ◆ **Reports**, which define which documents users in that group are allowed to print. For more information see [“Reports by Tab” on page 743](#).

TireMaster comes 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.

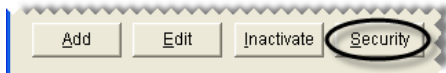
Once the permissions and reports for a security group are set, you can assign users to that group.

Adding and Renaming Security Groups

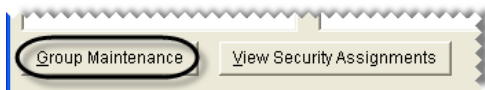
If the settings for an existing security group don't meet your needs, you can rename it or create a new one.

To add or rename a security group

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.



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



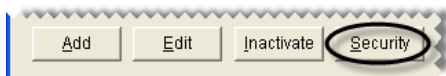
4. Do one of the following:
 - ◆ For a new group, click **Add**.
 - ◆ To rename a group, select the group's name and click **Edit**.The Security Group Add/Edit screen appears.
5. Type a name for the group and click **OK**. The name of the new group is added to the list of security groups.
6. Close the Security Group Maintenance screen.
7. Close the User List.

Assigning Permissions to a Security Group

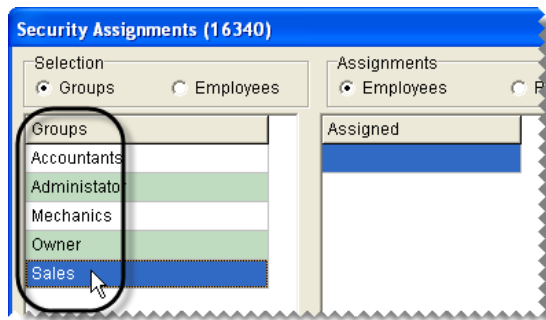
You can control which program areas users can access by assigning permissions to the security groups.

To assign permissions to a security group

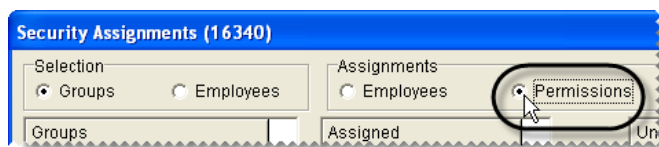
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.





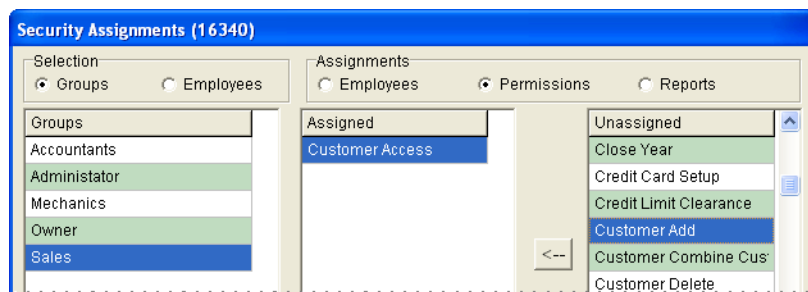
- In the **Groups** pane, select the security group that you want to assign permissions to.



- In the **Assignments** area, select **Permissions**. The assigned permissions for the group, if any, are displayed in the **Assigned** pane.



- To assign permissions to the group, do one of the following in the **Unassigned** pane:
 - 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 .



- Close the Security Assignments screen.
- Close the User List.

Assigning 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.

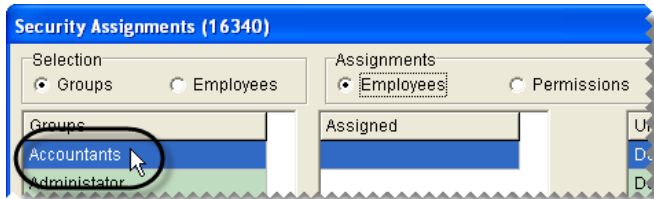
To assign reports to a security group

- From the **Setup** menu, select **Users & Permissions**. The User List appears.

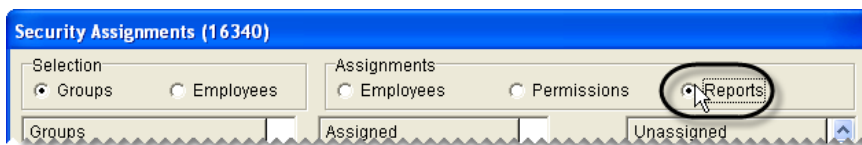
2. Click **Security**. The Security Assignments screen appears.





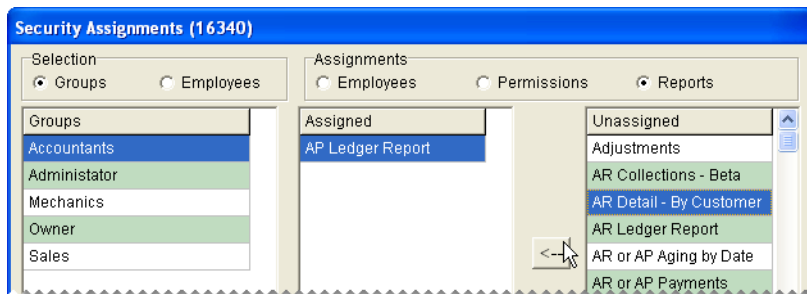
3. In the **Groups** pane, select the security group that you want to assign reports to.



4. In the **Assignments** area, select **Reports**.



5. To assign reports to the group, do one of the following in the **Unassigned** pane:
 - ◆ 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.
7. Close the User List.

Assigning 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.

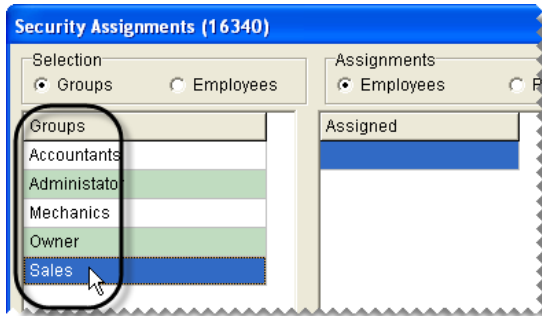
To assign users to a security group

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.

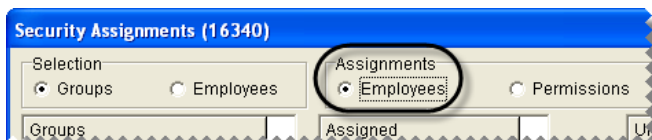
2. Click **Security**. The Security Assignments screen appears.



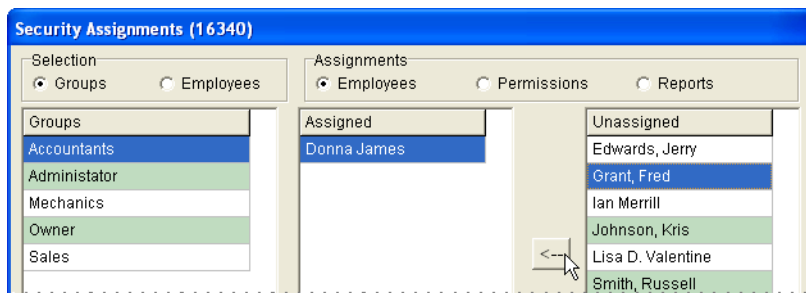
3. In the **Groups** pane, select the security group that you want to assign users to.



4. In the **Assignments** area, make sure **Employees** is selected.



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.
7. Close the User List.

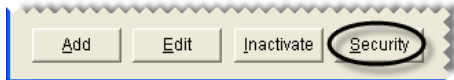
Viewing Security Assignments

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

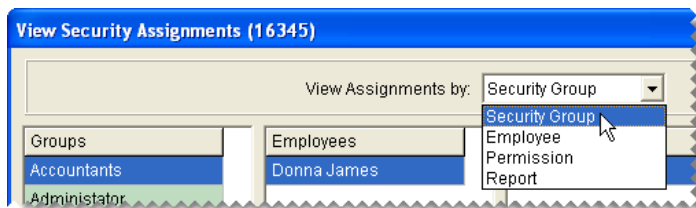
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.



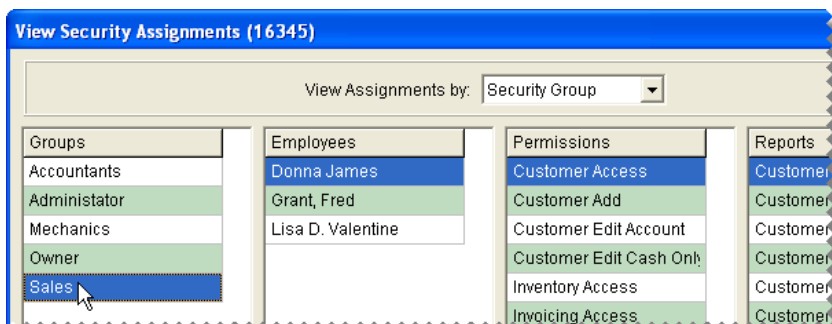
3. Click **View Security Assignments**. The View Security Assignments screen appears.



4. Select one of the following from the **View Assignments by** drop-down list:
 - ◆ 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 that a permission is assigned to, select **Permission**.
 - ◆ To see the users and groups that 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. Click **Print**. Then click **Close**.

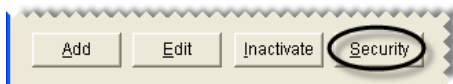
- Close the View Security Assignments screen.

Removing Security Group Assignments

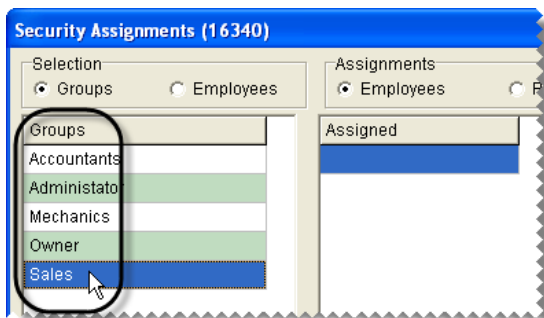
If you decide that a permission, report, or user should no longer be assigned to a particular security group, you can remove it from the group.

To remove security group assignments

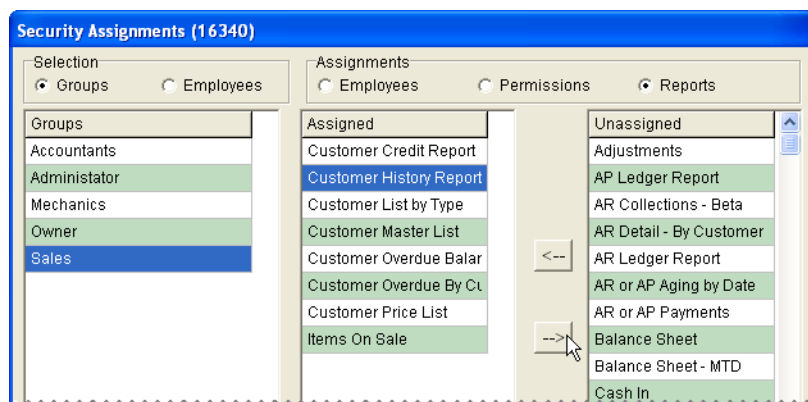
- From the **Setup** menu, select **Users & Permissions** menu. The User List appears.
- Click **Security**. The Security Assignments screen appears.



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



- 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.

Overriding TireMaster Security

If you are logged in as a regular user and come across a restricted area, TireMaster displays the following warning (Figure 12):



Figure 12: *The Restricted Area Warning*

“Permission Denied: <permission name here>

“Sorry, you do not have security permission to access this particular feature. Please see your system administrator to gain access.”

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 to override the restriction.

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

1. On the TireMaster Security Message screen, click **Override**. The Security Override Verification screen appears.
2. Type the user name and password for the user who has the appropriate permission.
3. Click **OK**.

Managing Customers

With TireMaster, you can set up a customer record for each of your clients. Customer records include contact information, account and payment settings, balance information, and purchase and payment history. This chapter includes the following sections:

- ◆ [“Customer Maintenance Screen” on page 51](#)
- ◆ [“Adding and Maintaining Customers” on page 62](#)
- ◆ [“Customer Payment Terms” on page 70](#)
- ◆ [“Customer Types” on page 73](#)
- ◆ [“Customer Color Codes” on page 80](#)
- ◆ [“Using the External History Viewer” on page 82](#)

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 Customer Maintenance screen’s **General** tab contains contact and account information for your customers (Figure 13).

Figure 13: The Customer Maintenance Screen's General Tab

Item	Description
Prev Next	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. 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 "Looking Up a Customer" on page 65.
Cust #	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.

Item	Description
Name	<p>Lets you enter the name of the customer as you want it to appear in your lookups. 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	<p>Lets you enter the customer's physical address.</p>
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	<p>Lets you define the customer's state.</p>
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	<p>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.</p>
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, e-mail addresses, or both. ◆ Lets you define the contact method for phone numbers, e-mail 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, e-mail addresses, or both assigned to customers. ◆ Lets you define the phone numbers, e-mail addresses, or both assigned to customers (in add and edit mode).

Item	Description
Name Fields	<p>Does the following:</p> <ul style="list-style-type: none"> ◆ Identifies the person to whom an e-mail 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, e-mail 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 e-mail 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, e-mail 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 any 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 - Labor	Lets you assign a tax level for calculating the amount of sales tax 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.

Item	Description
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>Tip: 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 look-up 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.
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.

Item	Description
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 14) is for maintaining a list of a customer's vehicles. From this tab, you can also transfer vehicles from one customer to another and view a vehicle's service history.

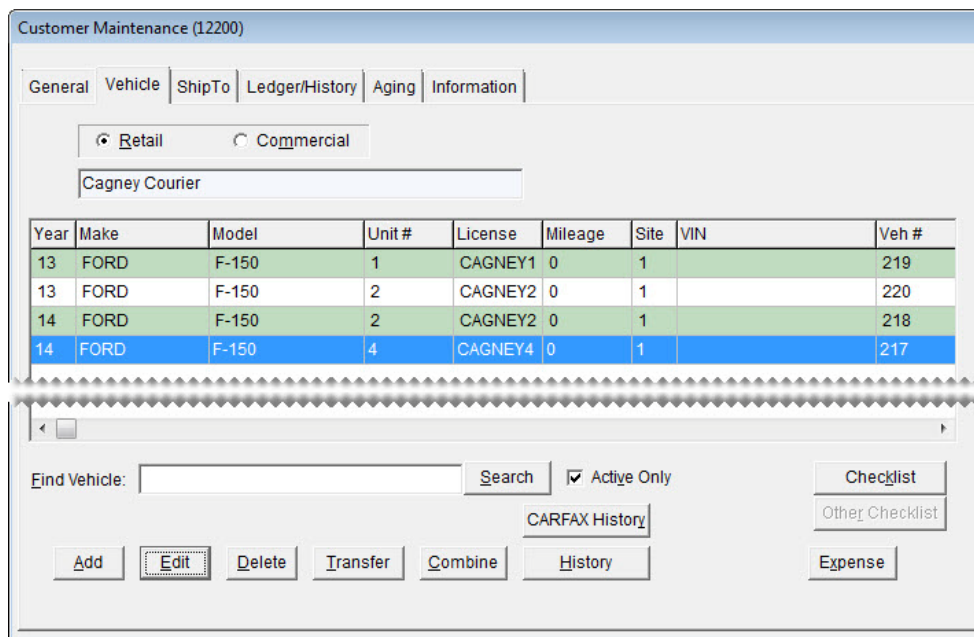


Figure 14: The Customer Maintenance Screen's Vehicle Tab

Item	Description
Retail	Displays a list of the customer's retail vehicles (such as cars, pick-up 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.

Item	Description
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.
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

With the **ShipTo** tab (Figure 15), you can maintain a list of separate shipping or billing addresses for a 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**.

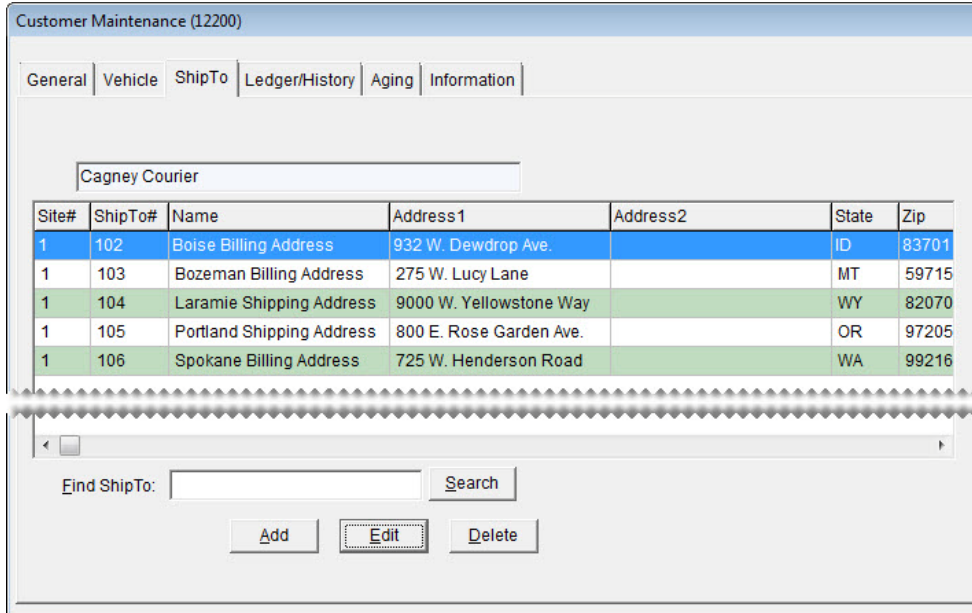


Figure 15: The Customer Maintenance Screen's ShipTo Tab

Customer Ledger/History Tab

The **Ledger/History** tab displays a customer's subledger account activity and access the open-item ledger (Figure 16). For more information, see ["Open Item Ledger Screen"](#) on page 523.

For information about vendor ledgers and account history, see ["Vendor Ledger/History Tab"](#) on page 128.

Note: 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 865.

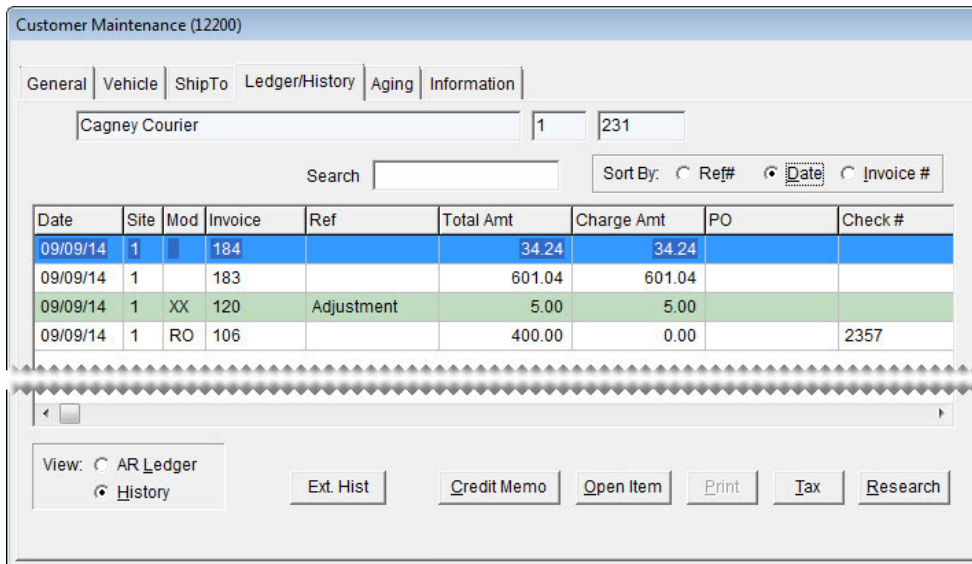


Figure 16: The Customer Maintenance Screen's Ledger/History Tab

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. Note: When Invoice # is selected in multi-store systems, additional sorting by site number also occurs.
(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).
Charge Amt	Functions in one of the following ways: <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	Displays the document number for a PO charge.
Check#	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).
AR Ledger	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. Note: ROAs are displayed as negative amounts, because they decrease the customer's balance.

Item	Description
History	Displays all invoices, ROAs, finance charges, and discounts generated since the customer's account was started. Note: Because the historical ledger is not used to calculate the customer's balance, ROAs are displayed as positive amounts.
Ext. Hist	Lets you access the External History Viewer (if it's installed). For more information, see "Using the External History Viewer" on page 82 .
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.
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. Note: Available only in the full version of TireMaster.

Customer Aging Tab

The **Aging** tab displays a customer's balances and information about unapplied credits or unpaid finance charges. For information about the **Aging** tab on the Vendor Maintenance screen, see ["Vendor Aging Tab" on page 129](#).

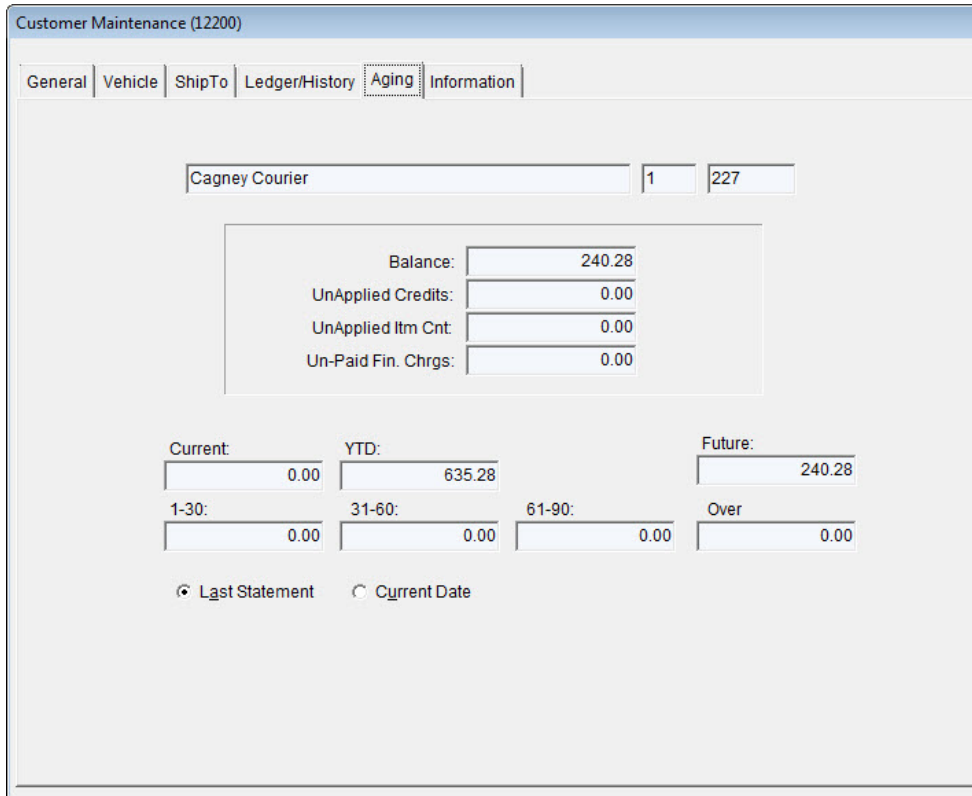


Figure 17: The Customer Maintenance Screen's Aging Tab

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.
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 credit-card customers (such as ZZ-Visa/MasterCard), because those customer accounts are used to track payments received from credit card companies.

Item	Description
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

You can use the information tab for storing further details about a customer's account. For example, you could keep additional contact information or billing instructions here.

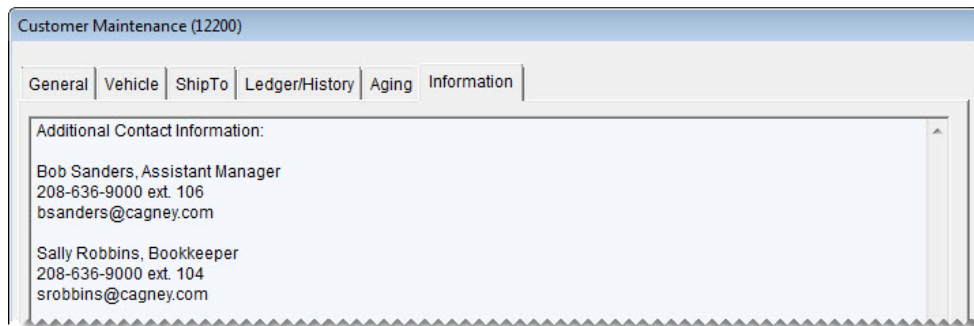


Figure 18: The Customer Maintenance Screen's Information Tab

Note: Users who are responsible for managing the content on the **Information** tab need to be assigned the permission **Customer Edit Information Tab**

Adding and Maintaining Customers

Adding new customers and maintaining existing customer records are two of the most common tasks you perform in TireMaster.

For information about adding and maintaining vendor accounts, see [Adding and Managing Vendors](#).

Adding a Customer

Customers can be added as a single task or at point of sale.

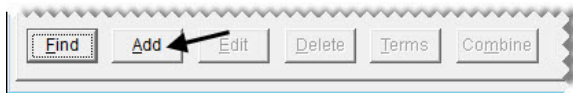
Note: If you need to create a record for a national-account or government-support customer, see [“Adding a National-Account Customer” on page 612](#) or [“Adding a Government-Support Customer” on page 619](#).

Customers can be added at either Corporate or the stores. The site where a customer is added is included in the system-generated customer number. For more information, see [“Customer Management” on page 717](#) and [“Customer Settings” on page 718](#).

To add a customer record

1. Select **Maintenance** from the **Customers** menu, or start a work order or a quote. The Name Lookup/Entry screen appears. For more information, see [“Creating a Regular Work Order” on page 329](#), or [“Creating Single Item Quotes” on page 361](#).
2. Click **Cancel** to close the Name Lookup/Entry screen.

3. Click **Add** on the Customer Maintenance screen. TireMaster prompts you for the new customer’s name.



Note: When adding a new customer, the Name Lookup/Entry screen only displays the **Enter Name** field. When looking up existing customers, it also displays the **License #**, **Customer #**, **Phone #** and **Unit #** fields.

4. Type the new customer’s last name or the customer’s business name and click **OK**. If a customer with the same last name already exists, TireMaster displays a confirmation message.

5. Click **Yes**.

Note: If you want to see if the customer already exists in the database, click **No**. The Customer List appears.

If the customer already exists, select the name, and then click **OK**. TireMaster opens the customer record for editing.

6. After the new customer’s last name, type a comma, a space, and the customer’s first name.

Example: CARLSON, STUART

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

7. Type the new customer's street or mailing address.
8. Type the customer's zip code. If the zip code has already been used in TireMaster, the Zip Codes screen appears.
9. Click **OK**. The city and state are added to the customer's contact information.
10. Add the phone numbers and e-mail address you want to have on record for the customer. For more information, see [“Adding Phone Numbers and E-mail Addresses” on page 115](#).
11. To accept the remaining default settings for the customer, click **OK**.

The screenshot shows the 'Customer Maintenance (12200)' window with the 'General' tab selected. The customer name is 'Carlson, Stuart' and the address is '505 Petunia Way, Nampa, ID 83653'. Contact information includes a cell phone (208-120-9666), home phone (208-333-7772), and email (stuc@carlsonmail.co). The window also displays various settings such as 'Taxable' (checked), 'Cash Only' (checked), 'Statement' (checked), 'Finance Charge' (checked), and 'Open Item AR' (checked). Other settings include 'Tax Level - Parts: 1', 'Labor: 1', 'Credit Limit: 0.00', 'Price Level', 'Ar/Ap: AR', 'Commission', 'Salesperson', and 'Customer Since: 10/ 5/2014'. There are buttons for 'Find', 'Add', 'Edit', 'Delete', 'Terms', 'Combine', 'Cancel', and 'OK'.

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.

For more information about customer account settings, see [“General Tab” on page 51](#).

Adding National-Account and Government-Support Customers

Some of your customers might have national-account or government-support agreements that allow them to buy items from you at a discount. In these arrangements, your vendors set the prices for the items you sell.

The settings for your national-account and government-support customers need to include at least one reconciliation code and a customer type that differentiates them from your regular customers. For more information, see “[Adding a National-Account Customer](#)” on page 612 and “[Adding a Government-Support Customer](#)” on page 619.

Looking Up a Customer

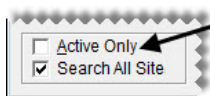
Many sales are to customers who have already been added to TireMaster. The most common way to look up an existing customer is by name.

To look up a customer

1. Select **Maintenance** from the **Customers** menu. The Name Lookup/Entry screen appears.
2. Type one of the following:
 - ♦ 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.



4. To limit the search to customers added at your site, clear the **Search All Sites** check box.
5. Click **OK**. If more than one customer matches the lookup, the Customer List appears.
6. Select the appropriate customer’s name, and click **OK**. The Customer Maintenance screen appears.

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

Updating Customer Records

Occasionally you need to update customer contact or account information. You can change information for a single customer or you update a range of customer records.

Updating 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. Customer information can updated at either Corporate or stores. For more information, see [“Customer Management” on page 717](#) and [“Customer Settings” on page 718](#).

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 [“Looking Up a Customer” on page 65](#).
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**.
3. Make the needed changes. For information about the settings on this screen, see [“General Tab” on page 51](#).
4. To save your changes, click **OK**.

Updating Multiple Customer or Vendor Records

When a change affects more than one customer or vendor, you can update the information for a range of customer or vendor records. Customer information can updated at either Corporate or stores. For more information, see [“Customer Management” on page 717](#) and [“Customer Settings” on page 718](#).

To update multiple customer or vendor records

1. From the **Customers** menu or **Vendors** menu, select **List Editing**. The Customer Range Lookup screen or Vendor Range Lookup screen appears.
2. To select a range of records to edit, use one or more of the following:
 - ♦ Name (starting and ending)
 - ♦ Customer ID (starting and ending)
 - ♦ Area code, city, state, or zip code
 - ♦ Blank zip codes
 - ♦ Site (for the Corporate site of multi-store systems only)
 - ♦ Salesperson, customer type, price level, commission type, or tax level (for customers only)
 - ♦ Account type (for vendors only)

- ◆ Active, inactive, or both
- ◆ Cash, credit, or both (for customers only)
- ◆ Customers who are assessed finance charges, those who aren't, or both
- ◆ Customers who receive statements, those who don't, or both

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



3. Click **OK**. The Customer List Editing screen or Vendor List Editing screen appears.

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 **[F4]**.

CUUCD	SITENO	NAME	SALESMAN	STATE
231	1	Cagney Courier	FG	ID
187	1	CARL'S AUTO	DJ	ID
151	1	CARLSON, JOE	...	ID
232	1	Carlson, Stuart		ID
107	1	CASH CUSTOMER		
206	1	CITY OF MERIDIAN		ID



Tip: You can rearrange the columns on this screen. For more information, see [“Rearranging Table Columns”](#) on page 12.

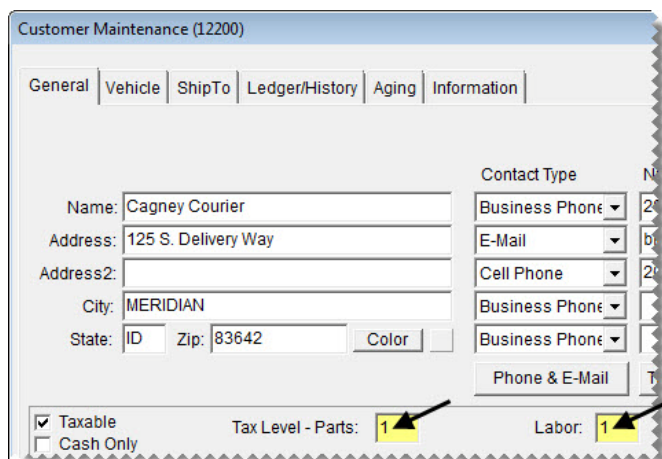
5. When you're finished updating the records, click **Close**.

Updating a Customer's Tax Level

If a customer's tax status changes or if you need to correct an error, you can change the customer's tax level.

To update a customer's tax level

1. Look up the customer whose tax level you need to change. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Make sure the **General** tab is selected, and click **Edit**.
3. Click the **Type - Parts** field, and press . Then select a new tax level and click **OK**.
4. Click the **Labor** field, and press . Then select a new tax level and click **OK**.



Customer Maintenance (12200)

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

Name: Cagney Courier
 Address: 125 S. Delivery Way
 Address2:
 City: MERIDIAN
 State: ID Zip: 83642 Color

Contact Type
 Business Phone
 E-Mail
 Cell Phone
 Business Phone
 Business Phone
 Phone & E-Mail

Taxable
 Cash Only

Tax Level - Parts: 1 Labor: 1

5. To save your changes and exit the Customer Maintenance screen, click **OK**.

Adding 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. Look up the customer whose shipping address you're going to add. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **ShipTo** tab.
3. Click **Add**. The Ship-To Maintenance screen appears.
4. Type a unique name for the address, along with the address information.
5. To save the new address, click **OK**.

Managing 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

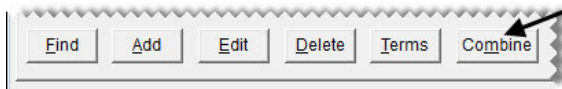
1. Look up the customer for whose information you want to add.
2. Click the **Information** tab.
3. Click **Edit**.
4. Type the new information, and click **Save**.

Combining Customers

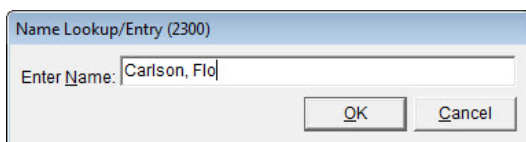
In some cases, such as marriage, you might need to combine two customer records. When you combine customers, TireMaster inactivates one record and adds that customer information to an existing record which is maintained.

To combine customers

1. Look up the customer whose record you want to keep. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Make sure the **General** tab is selected, and click **Combine**. The Name Lookup/Entry screen appears.



3. Type the name of the customer whose record you want to combine with the record you selected in step 2.



4. Click **OK**. A message similar to the following appears:
“About to delete and combine CARLSON, FLO with CARLSON, STUART. Continue?”
5. Click **Yes**. TireMaster inactivates the record and adds the customer information to the record you selected in step 2.

Customer Payment Terms

If you allow in-store charge accounts, you need to set up customer payment terms. You can set terms including payment due dates and enable discounts for early payments

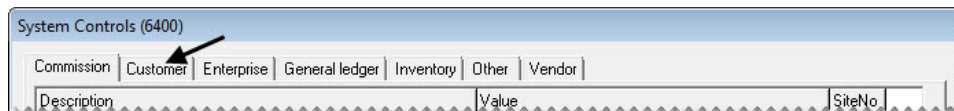
For information about setting vendor payment terms, see [“Setting Vendor Payment Terms” on page 138](#).

Setting Default Payment Terms

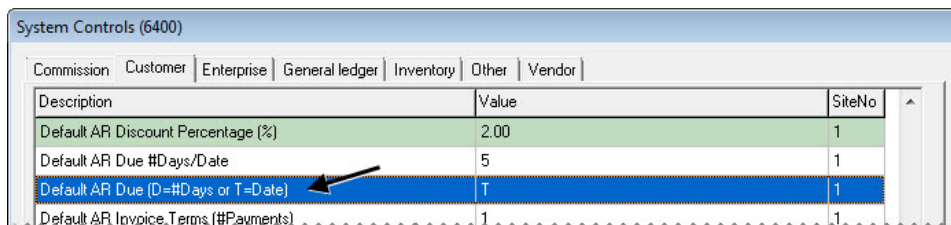
If you have standard payment terms that you extend to all or most of your charge customers, set them as defaults in System Controls.

To set default customer-payment terms

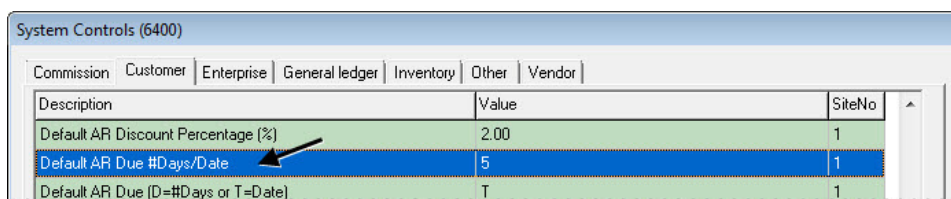
1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Customer** tab.



3. Set the requirements for the default due date:
 - a. Select **Default AR Due (D=#Days or T=Date)** and press **Enter**.
 - 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**.
- 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**.

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

Description	Value	SiteNo
Default AR Due (D=#Days or T=Date)	T	1
Default AR Invoice Terms (#Payments)	1	1
Deposit - MIN Dollar Amount	1	1

5. Set the default early-pay discount percentage:
- Select **Default AR Discount Percentage (%)** and press **Enter**.
 - Type the percentage amount and click **OK**.

Description	Value	SiteNo
Default AR Discount Percentage (%)	2.00	1
Default AR Due #Days/Date	5	1

6. Set the requirements for receiving the early-pay discount:
- Select **Default AR Discount (D=#Days or T=Date)** and press **Enter**.
 - 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**.

Description	Value	SiteNo
Default AR Discount #Days/Date	10	1
Default AR Discount (D=#Days or T=Date)	D	1
Default AR Discount Percentage (%)	2.00	1

- Select **Default AR Discount #Days/Date** and press **Enter**.
- Type the number that represents the number of days after the purchase or the day of the month. Then click **OK**.

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

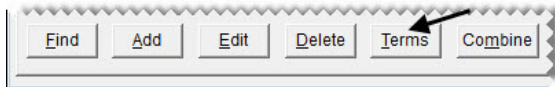
7. Close the System Controls screen.

Setting Customer Payment Terms

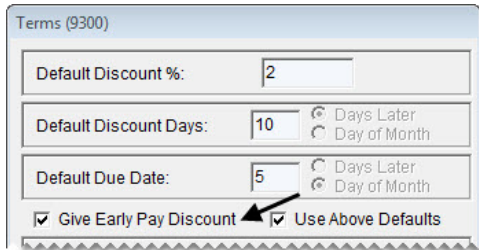
If you don't want to use the default terms set in System Controls for a customer, you can customize the payment terms for that client.

To set customer payment terms

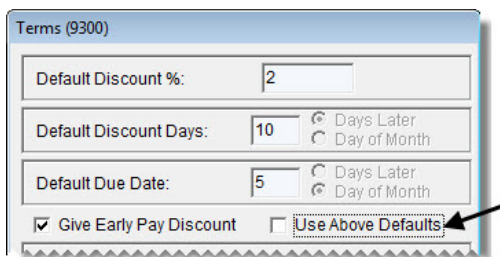
1. Look up the customer whose terms you want to set. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Make sure the **General** tab is selected and click **Terms**. The Terms screen appears.



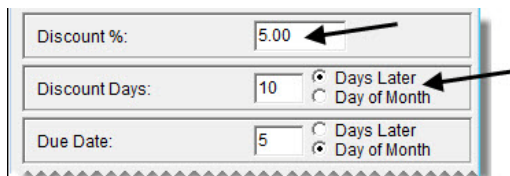
3. To enable early-pay discounts, select the **Give Early Pay Discounts** check box.



4. To set up a unique early-pay discount, due date, or both, clear the **Use Above Defaults** check box. TireMaster disables the default terms.



5. If you selected the **Give Early Pay Discount** check box in step 3, do the following:
 - a. Type the discount percentage in the **Discount %** field.
Example: To subtract 5% from an invoice for which you receive early payment, type **5** in the **Discount** field.
 - b. If the payment needs to be received by 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 needs to be received by a specific day of the month instead, type the day of the month and select **Day of Month**.



6. 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 on a specific day of the month instead, type the day of the month and select **Day of Month**.

The screenshot shows two input fields. The first is labeled 'Discount Days:' with a text box containing '10' and two radio buttons: 'Days Later' (selected) and 'Day of Month'. The second is labeled 'Due Date:' with a text box containing '15' and two radio buttons: 'Days Later' (selected) and 'Day of Month'. An arrow points to the 'Days Later' radio button in the second field.

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

7. In the **Invoice Terms** area, select the maximum number of payments the customer can make on an invoice.

The screenshot shows a dialog box titled 'Invoice Terms:'. It contains five radio buttons: '1 Payment', '2 Payments' (selected), '3 Payments', '4 Payments', and 'Definable At Point of Sale'. An arrow points to the '2 Payments' radio button. At the bottom are 'OK' and 'Cancel' buttons.

8. 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 to post the completed sale to

TireMaster comes with several customer types that you can customize, or you can add your own. The type codes for your default retail and transfer customer types are set in System Controls.

If you're looking for information about vendor types, see [“Adding Vendor Types” on page 134](#).

Customer/Vendor Type List

The Customer/Vendor Type List displays the customer and vendor types set up in your TireMaster system. When this screen appears, select the type that you want to assign to a customer or vendor or use for some other purpose. The process of adding new types or updating existing types also starts on this screen.

Customer Type Edit Screen

You can maintain the settings for customer types on the Customer/Vendor Type Edit screen.

Vendor types are also set up and maintained in this screen. For more information, see [“Vendor Types” on page 134](#).

Item	Major Acct	Minor Acct
AR Acct	1100	100
AP Acct	2000	100
AR Dis Acct	4600	0
AP Dis Acct	5600	0
Exp. Acct	9999	9999

Figure 19: The Customer/Vendor 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 the full version of TireMaster.
AP or AR	Defines whether the type is for accounts payable (vendors) or accounts receivable (customers). Note: Vendor types are used only in the full version of TireMaster.
Description	Lets you enter a description for the type.
Accounts:	Lists the major and minor general ledger accounts to post to for transactions involving the type. Note: In TireMaster Point of Sale, use the preset accounts listed in “Adding Customer Types” on page 75 .
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.

Item	Description
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 to include add-on items on work orders and quotes for customers assigned the type.
Vehicle	Defines whether to display the vehicle list when starting work orders for customers assigned the type.
Tax Select	Defines whether to display a tax-level selection screen 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.
Direct Deposit	Defines whether ROAs should be processed as direct deposits by default for customers assigned the type. When this setting is enabled, the Direct Deposit check box will be selected automatically when you complete ROAs from customers assigned the type.
Price Levels for National/GS	Defines whether prices levels can be used for national-account and government-support customers.
Department	Lets you define the department (if any) for transactions involving the type.

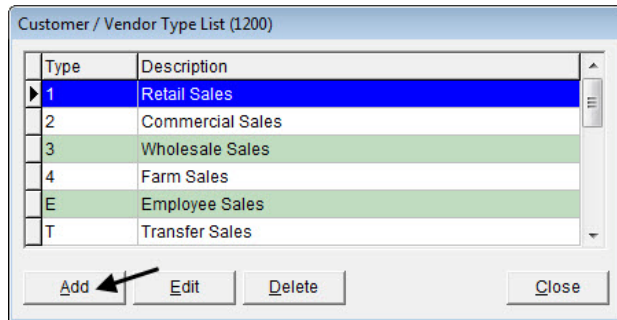
Adding Customer Types

Although TireMaster comes with several customer types, you can create additional types to further classify your patrons. Before you set up your customer types, talk to your accountant about which general ledger accounts any new types should post to.

To add a customer type

1. From the **Customers** menu, select **Types**. The Customer/Vendor Type List appears.

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



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.
6. Assign general ledger accounts to the customer type. To assign an account, click the account field, press , and select an account from the list that appears.

Example: Using the default TireMaster chart of accounts, the AR Account would be 1100-100.
7. In the **Accounts** area, click each account field, press , and select the following preset accounts:
 - ◆ **AR Acct** 1110-0
 - ◆ **AP Acct** 2000-0
 - ◆ **AR Dis Acct** 4600-0
 - ◆ **AP Dis Acct** 5600-0
 - ◆ **Exp Acct** 9999-9999
8. Select any options that you want to enable for the customer type. For more information, see [“Customer Type Edit Screen”](#) on page 74.

- To assign a department to the type, click the **Department** field, press , and select an account from the list that appears (optional).

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

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

Updating Customer Types

Although you cannot change the code for a customer type, you can change the general ledger accounts assigned to it. For customer types, you can also change the options.

To update a customer type

- From the **Customers** menu, select **Types**. The Customer/Vendor Type List appears.
- Click **Edit**. The Customer/Vendor Type Edit screen appears.
- Select different general ledger accounts or change which options are enabled for the type, as needed.
- To save your changes, click **OK**.

Deleting Customer Types

If a customer type is not assigned to any customers, it can be deleted. To delete a customer type, open the Customer/Vendor Type List, select the type you want to remove, and click **Delete**.

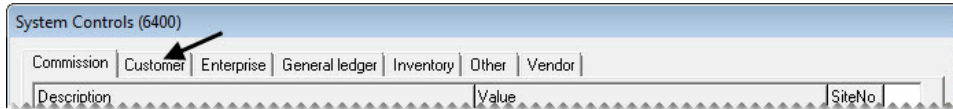
Setting the Default Customer Type

The default customer type is automatically entered on the Customer Maintenance screen each time you add a new customer. The default customer type should match the profile of your typical customer. For example,

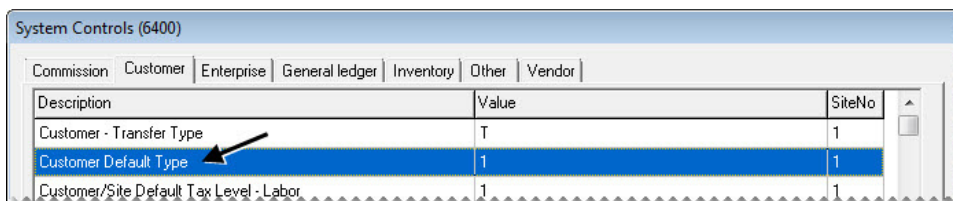
if most of your customers buy tires and services for their personal vehicles, you would set the retail customer type as the default.

To set the default customer type

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Customer** tab.



3. Select **Customer Default Type** and press **Enter**. The Customer/Vendor Type List appears.




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

Assigning Customer Types

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 an existing customer.

To assign a customer type

1. Look up the customer whose type you want to assign. The Customer Maintenance screen appears. For more information, [“Looking Up a Customer” on page 65](#).
2. Make sure the **General** tab is selected, and click **Edit**.

3. Select the entry in the **Type** field, press , and select a different type from the list that appears.

Customer Maintenance (12200)

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

Name: Cagney Courier
 Address: 125 S. Delivery Way
 Address2:
 City: MERIDIAN
 State: ID Zip: 83642 Color

Taxable Tax Level - Parts: 1
 Cash Only
 Statement Price Level: COMM
 Finance Charge Type: 2
 Open Item AR

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

Making Customer Types FET-Exempt

You can define which customers are exempt from paying federal excise tax based on their customer type. To define a customer type as FET exempt, select the **FET Exempt** check box on the Customer/Vendor Type screen.

When a customer type is FET exempt, TireMaster automatically removes the federal excise tax from work orders for customers assigned that type. For example, if you select the check box for the government-support type, the FET is set to \$0.00 whenever you start work orders for government-support customers.

Customer / Vendor Type Edit (1300)

Type: S AP / AR: AR
 Description: Government Support 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

Figure 20: Customer Type Setting for FET Exemption

Customer Color Codes

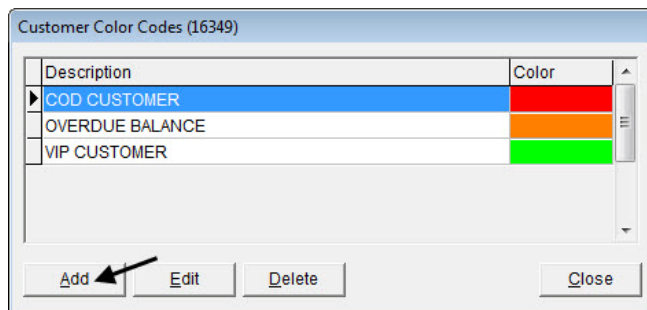
You can use color codes to easily identify customers who meet certain characteristics. For example, you could use a code to mark the customers whose bad debt you've written off. Color codes are displayed in customer records, on the Customer List, on the Open Work Order List, and on the Invoice Entry screen.

Creating Color Codes

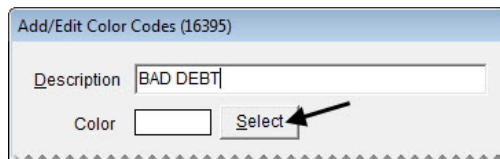
Before you can assign color codes to customers, you need to create them. Customer color codes can be created at the Corporate site only.

To create a color code

1. From the **Setup** menu, select **Customer Color Coding**. The Customer Color Codes screen appears.
2. Click **Add**. The Add/Edit Color Codes screen appears.



3. Type a description for the color code.
4. To assign a color to the code, click **Select**. The Color screen appears.



5. Select the color that you want to use, and click **OK**. The selected color code is displayed on the Add/Edit Color Codes screen.



6. To save the color code, click **OK**.
7. Close the Customer Color Codes screen.

Updating Color Codes

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

To edit a color code

1. From the **Setup** menu, select **Customer Color Coding**. The Customer Color Codes screen appears.
2. Select the code that you want to update.
3. Click **Edit**. The Add/Edit Color Codes screen appears.
4. Type a new description if needed.
5. To change the color, click **Select**. Then choose a new color and click **OK**.
6. Close the Customer Color Codes screen.

Deleting Customer Color Codes

If you no longer use a color code, you can delete it. To delete a color code, select **Customer Color Coding** from the **Setup** menu. Then select the color you want to remove and click **Delete**.

Note: If a color code has been assigned to any customers, it will be removed from those customer records when it is deleted.

Assigning 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, and the Invoice Entry screen.

To assign a customer color code

1. Look up the customer who you want to assign a color code to. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click **Color**. The Customer Color Codes screen appears.

The screenshot shows a form with the following fields and values:

Name:	Cagney Courier
Address:	125 S. Delivery Way
Address2:	
City:	MERIDIAN
State:	ID
Zip:	83642
	Color

3. Select the code that you want to assign to the customer, and click **OK**. The name field displays the selected color.
4. Close the Customer Maintenance screen.

Removing 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. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click **Color**. The Customer Color Codes screen appears.
3. Click **Cancel**. A confirmation message appears.
4. Click **Yes**. The **Name** field turns gray.
5. Close the Customer Maintenance screen.

Using the External History Viewer

With the External History Viewer, you can look up and print copies of invoices from sales that occurred in TireMaster DOS 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 Client Services load TireMaster DOS or TireMaster Lite data into TireMaster for Windows.

Viewing DOS and Lite Customer History

You can access the External History Viewer from the **Ledger/History** tab in a customer's record. This function lets you view invoices for all sales to that 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. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **Ledger/History** tab.
3. Click **Ext. Hist**. The General External History Viewer screen appears.
4. Select an invoice in the top pane. The items sold on that invoice are listed 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 appears.

6. Click **Print**, and then click **Close**.

Viewing 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 that 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. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **Vehicle** tab.
3. Select the vehicle whose history you want to view and click **History**. The Vehicle History screen appears.
4. Click **Ext. Hist.** The General External History Viewer screen appears.
5. Select an invoice in the top pane. The items sold on that invoice are listed 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 click **Close**.

Managing Vehicles

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

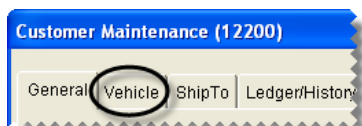
- ◆ [“Adding a Customer’s Vehicle” on page 85](#)
- ◆ [“Working with the CARFAX Applications” on page 87](#)
- ◆ [“Maintaining Vehicle Records” on page 92](#)
- ◆ [“Looking Up a Vehicle’s History” on page 94](#)
- ◆ [“About Commercial Vehicles” on page 95](#)

Adding a Customer’s Vehicle

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

To add a retail customer's vehicle

1. Look up the customer or start a work order or a quote. For more information, see [“Looking Up a Customer” on page 65](#), [“Starting Work Orders” on page 329](#) or [“Creating Single Item Quotes” on page 361](#).
2. Do one of the following:
 - ◆ If the Customer Maintenance screen is open, click the **Vehicle** tab. Then click **Add**.

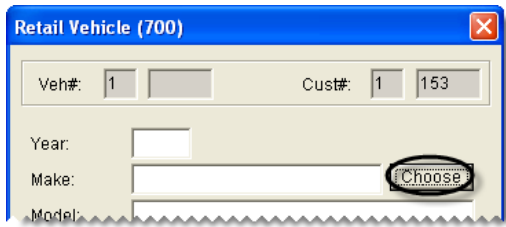


- ◆ If the Vehicle List is open, click **Add**.



The Retail Vehicle screen appears.

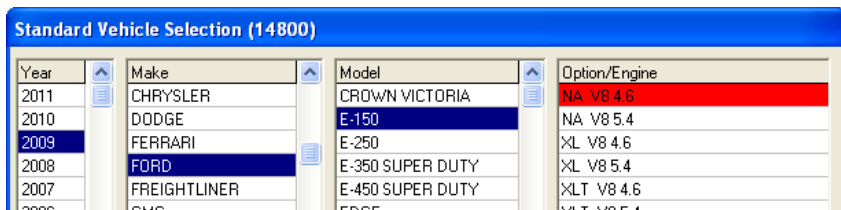
3. Click **Choose**. The Standard Vehicle Selection screen appears.



Note: Depending on a system control, the year for the vehicle you choose 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 859.

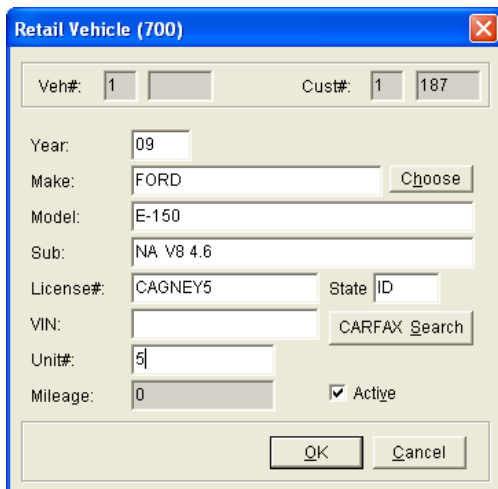
Tip: If you know the vehicle’s VIN or license plate number and state, you can skip this step. VIN and plate numbers can be used to retrieve year, make, and model information from CARFAX. For more information, see [“Looking Up Vehicle Information with CARFAX”](#) on page 87.

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



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 plate, VIN, and unit numbers if needed.



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

Working with the 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.

Looking Up 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 [“Adding a Customer's Vehicle” on page 85](#) or [“Updating Vehicle Information” on page 92](#).

2. On the Retail Vehicle screen, type one of the following:

- ◆ The license plate number and state

A screenshot of the CARFAX search form. The form has a light beige background with a blue border. It contains several input fields: 'Sub:', 'License#:', 'VIN:', and 'Unit#'. The 'License#:' field contains the text '1A12345' and the 'State' field contains 'ID'. A 'CARFAX Search' button is located to the right of the 'State' field. Two black arrows point to the 'License#:' and 'State' fields.

- ◆ The VIN

A screenshot of the CARFAX search form. The form has a light beige background with a blue border. It contains several input fields: 'Sub:', 'License#:', 'VIN:', and 'Unit#'. The 'VIN:' field contains the text '1D4AL11N76A317052'. A 'CARFAX Search' button is located to the right of the 'VIN:' field.

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**.

Submitting 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.

Looking Up 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

- Do one of the following:
 - Look up the customer whose CARFAX vehicle history you want to retrieve. When the Customer Maintenance screen appears, click the **Vehicle** tab.
 - Open the work order for the customer whose CARFAX vehicle history you want to retrieve. Then click **Vehicle** on the Invoice Entry screen.
- Select the vehicle.
- Click **CARFAX History**. The service history opens in another screen.

Customer Maintenance (12200)

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

Retail Commercial

Mohling, Melanie

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
11	DODGE	RAM 1500		LUVIT	0	1	1D7RV1CTXBS523379	179
08	FORD	EXPLORER LIMITE		WOOHOO	0	1	1FMEU75828UA32112	176
16	NISSAN	TITAN XD SL/PRO		SWTRIDE	0	1	1N6BA1F41GN512219	178

Find Vehicle: Search Active Only

- For a hard copy of the CARFAX history, click **Print**.
- When you're done reviewing the CARFAX service history, close all of the open screens.

Registering 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.
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 [“Adding a Customer’s Vehicle” on page 85](#) and [“Looking Up Vehicle Information with CARFAX” on page 87](#).
 - ◆ 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 e-mail address. If the customer's contact information includes an e-mail 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.

Setting 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. From the **Interfaces** menu, select **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 e-mail address to which correspondence from CARFAX should be sent.
4. Update the location name and contact information if needed.

5. Click **Authorize**.

CarFax2 Setup (15962)

QuickVIN Product ID: D19416B3AC31D0D1

History Report Product ID: E6EF2783EC0CACFF

Partner Location ID: 2

Store: 7218

URL: www.roundytire.com

Business Contact: Bud Jones

Technical Contact: Bessie Jones

Email: bessie@roundyfiremail.com

Location

Location Name: Roundy Tire

Address: 1400 W. Potter Ave.

City: Boise

State: ID

Zip: 83701

Phone Number: 800-555-5000

Authorize myCafax Authorization Ok Cancel

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 **option 2**.

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**.

myCarfax Signup EULA

CARFAX End User License Agreement

CARFAX

By accepting these Terms & Conditions, I certify that I am authorized to enter into this myCARFAX Service Shop Program Agreement on behalf of my Facility and bind the Facility to the Agreement.

Terms & Conditions
<https://service.carfax.com/csn/csnTerms>

Accept Cancel

- c. Close the myCARFAX sign up screen.
7. Click **OK**.
8. Close the Interface Setup screen.

Maintaining Vehicle Records

Maintaining vehicle records includes various tasks. 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, you can also update your records to reflect the change in ownership.

Updating 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

1. Do one of the following:
 - ♦ Look up the customer whose vehicle information you want to edit. When the Customer Maintenance screen appears, click the **Vehicle** tab.
 - ♦ Open a work order for a customer. Then click **Vehicle** on the Invoice Entry screen.
2. Select the vehicle and click **Edit**. The Retail Vehicle screen appears.
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**
4. To save your changes, click **OK**.

Combining 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.

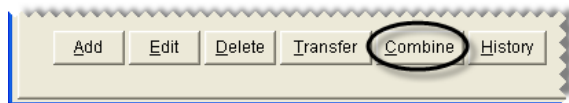
To combine vehicles

1. Look up the customer whose vehicles you want to combine. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).

2. Click the **Vehicle** tab.



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



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

“Are you sure you wish to combine this vehicle?”

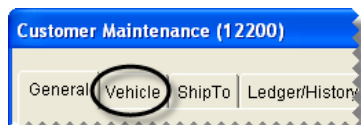
5. Click **Yes**. The extra vehicle is inactivated.

Transferring a Vehicle to Another Customer

In some cases, such as 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. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **Vehicle** tab.



3. Select the vehicle you need to transfer and click **Transfer**. The Name Lookup/Entry screen appears.



4. Look up the name of the customer who is purchased the vehicle. The following message appears:
“Do you wish to transfer this vehicle?”
5. Click **Yes**. The vehicle is removed from the customer record for the seller and 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**.

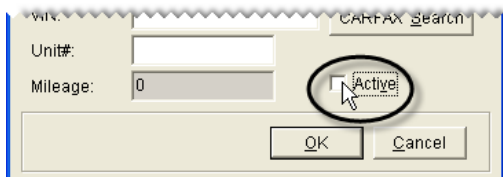
Note: If a vehicle has history and you no longer want to display it on the Vehicle List, you can inactivate it instead. For more information, see [“Inactivating a Vehicle” on page 94](#).

Inactivating a Vehicle

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.

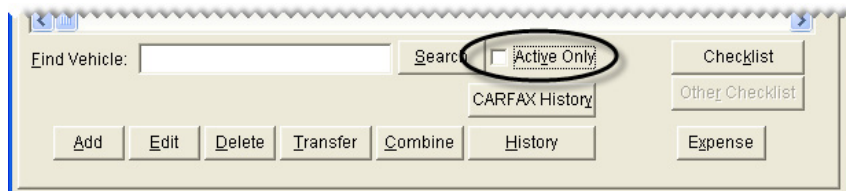
To inactivate a customer's vehicle

- 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 [“Looking Up a Customer” on page 65](#).
 - At point of sale, click the **Vehicle** button on the Invoice Entry screen.
- Select the vehicle you want to inactivate and click **Edit**. The Retail Vehicle history screen appears.
- Clear the **Active** check box.



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

To display the inactive vehicle on the **Vehicle** tab or the Vehicle List, clear the **Active Only** check box.

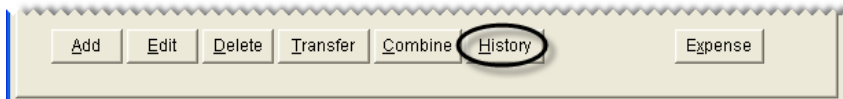


Looking Up a Vehicle's History

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 look up a vehicle's history

- Do one of the following:
 - Look up the customer record for the vehicle's owner. Then click the **Vehicle** tab on the Customer Maintenance screen. For more information, see [“Looking Up a Customer” on page 65](#).
 - At point of sale, click the **Vehicle** button on the Invoice Entry screen.
- 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**.

About Commercial Vehicles

Commercial vehicles are those vehicles which are designed to perform a specific task. Examples of commercial vehicles include busses, 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

Adding a Commercial Vehicle

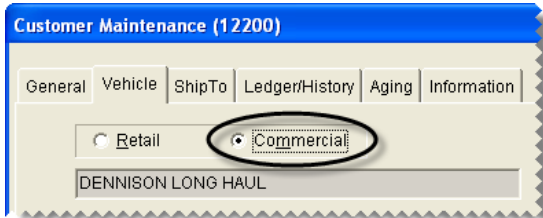
The manner in which commercial vehicles are added to a customer's record is similar to that for adding retail vehicles.

To add a commercial vehicle

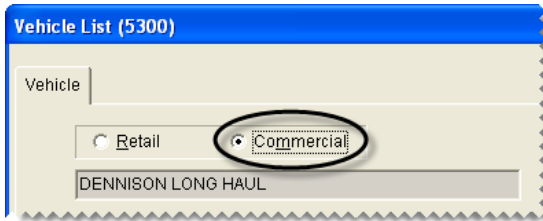
- Look up the customer start a work order or a quote. For more information, see [“Looking Up a Customer” on page 65](#), [“Starting Work Orders” on page 329](#), or [“Creating Single Item Quotes” on page 361](#).

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 open, select **Commercial**.



3. Click **Add**. The Commercial Vehicle screen appears.
4. Click **Choose**. The **Standard Vehicle Selection** screen appears.
5. Select the vehicle year, make, type, and application. Then click **OK**.

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

6. Type the vehicle's license plate, VIN, and unit numbers if needed.
7. To save the new vehicle, click **OK**.

Text and E-Mail

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

- ◆ "Text Messaging" on page 97
- ◆ "Document E-Mail" on page 106
- ◆ "Generating a List of Sent Text and E-mail Messages" on page 111

Text Messaging

TireMaster includes the option to send text messages in the following scenarios:

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

Texting from TireMaster is possible through a partnership between ASA and Text-4-u. Because text messages generated from TireMaster and Text-4-u originate from a local phone number, customers can reply to the messages you send. For more information about Text-4-u, log on to www.thankufactor.com.

Preparing for Text Messaging

Before you can send text messages from TireMaster, you need to complete a variety of settings:

- ◆ Link your TireMaster system to Text-4-u. For more information, see "Connecting to the Texting Service Provider" on page 98.
- ◆ Review and update, if needed, the signature for your text messages. For more information, see "Updating Your Texting Signature" on page 99.
- ◆ Activate texting of appointment reminders (optional). For instructions, see "Enabling Automated Appointment Reminders" on page 99.

- ◆ Define whether text messages can be generated when the status of a work order is changed. For instructions, see [“Enabling Texting for Work Order Status Changes” on page 100](#).
- ◆ Enable the sending of text messages when invoices are completed. For instructions, see [“Enabling Text Messaging for Completed Invoices” on page 100](#).
- ◆ Define which customer and vendor cell phone numbers are allowed to receive text messages. For instructions, see [“Enabling Texting for Cell Phone Numbers” on page 101](#).

Connecting to the Texting Service Provider

Before you can send text messages from TireMaster, you need to connect your TireMaster system with the texting service provider Text-4-u. To complete these settings, use the same ASA-issued credentials that you use to log on to the TireMaster support site. If you no longer have these credentials, contact TireMaster Support.

To connect to the texting service provider

1. Look up a customer or a vendor. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
2. On the **General** tab of the Customer Maintenance screen or the **General** tab of the Vendor Maintenance screen, click **Text**. The TireMaster - Texting screen appears.

The screenshot shows a contact maintenance form with the following fields:

Contact Type	Number / E-Mail	Name
Cell Phone	208-120-9666	
Home Phone	208-333-7772	
E-Mail	stuc@carlsonmail.co	
Business Phone		
Business Phone		

At the bottom of the form, there are three buttons: "Phone & E-Mail", "Text" (highlighted with an arrow), and "Edit Contact".

3. Click **Setup**. The Texting Setup screen appears.

The screenshot shows the Texting Setup screen with three buttons: "Send Text", "Setup" (highlighted with an arrow), and "Close".

4. In the **User Name** field, type your customer number.
5. Type your password.

The screenshot shows the Texting Setup dialog box with the following fields:

User Name: 0000

Password: *****

URL: text-4-u

Buttons: OK, Cancel

6. Click **OK**.

Updating Your Texting Signature

When you send text messages, they'll include a signature. Before you begin texting, review the signature and update it as needed.

Updating your texting signature

1. Log on to <http://text-4-u.com>.
2. Type your user name and password, and click **Login**.

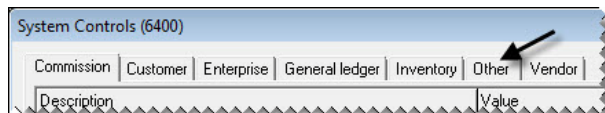
Note: The credentials for logging on to the Text-4-u site are the same ASA-issued credentials that you used to connect your TireMaster system to Text-4-u.
3. Click **Employee Profile**.
4. Review the entry in the **Signature** field, and update it as needed.
5. Click **Save**.
6. Click **Logout** (upper-right corner), and close your browser.

Enabling Automated Appointment Reminders

To activate the sending of automated appointment reminders, you need to set a system control.

To activate automated appointment reminders

1. From the **Setup** menu, select **System Controls**.
2. Click the **Other** tab.



3. Select **Texting - Send Automated Appointment Reminders** and press **Enter**.

The screenshot shows the 'System Controls (6400)' window with the 'Other' tab selected. The table below shows the system controls. The row 'Texting - Send Automated Appointment Reminders' is selected and highlighted in blue. A mouse cursor arrow points to this row.

Description	Value	SiteNo
Statement - Print Address [YES or NO]	YES	1
Texting - Send Automated Appointment Reminders	YES	1
Texting - Send Thank You Text at Completion	YES	1

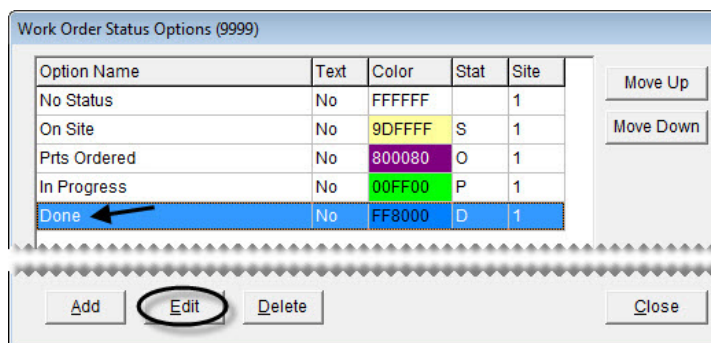
4. Select **Yes**, and click **OK**.
5. Close the System Controls screen.

Enabling Texting for Work Order Status Changes

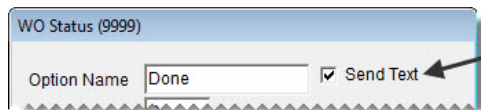
You can define whether text messages can be sent to customers when there are status changes for their work orders. For example, when you change the status from *In Progress* to *Done*, you could text customers to let them know that their vehicles are ready for pickup. You can indicate whether texting is available for each work order status.

To enable texting for work order status changes

1. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.
2. Select a status for which you want to enable texting, and click **Edit**. The WO Status screen appears.



3. Select the **Send Text** check box.



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

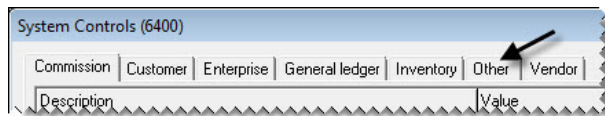
Enabling Text Messaging for Completed Invoices

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.

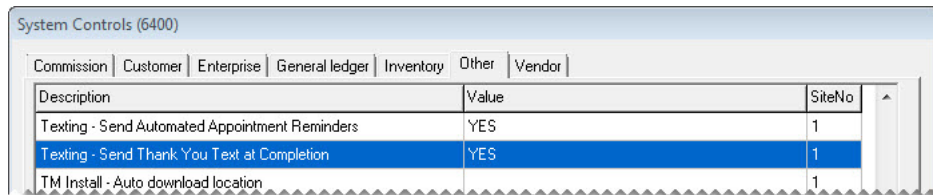
To enable text messaging for completed invoices

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

- Click the **Other** tab.



- Select **Texting - Send Thank You Text at Completion** and press **Enter**.



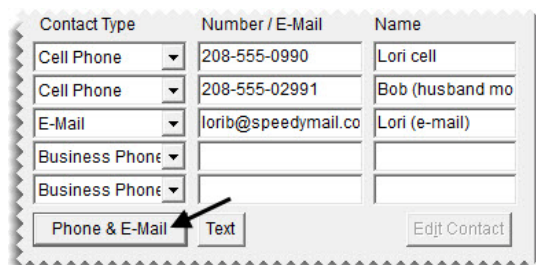
- For the option to send text messages, select Yes and click **OK**. Otherwise, select No and click **OK**.
- Close the System Controls screen.

Enabling Texting for Cell Phone Numbers

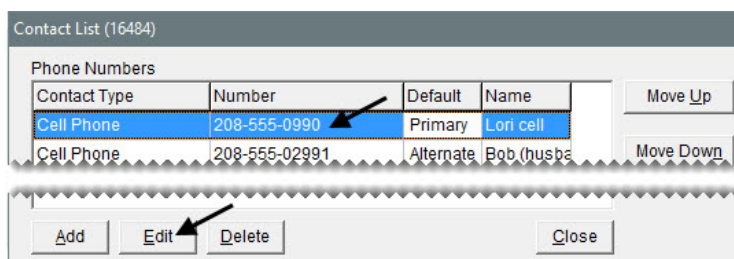
If a customer or vendor agrees to receive text messages from you, texting needs to be enabled for the client's cell phone number(s) before messages can be sent.

To enable texting for cell phone numbers

- Look up the customer or vendor for whom you want to enable texting. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
- On the **General** tab of the Customer Maintenance screen or the **General** tab of the Vendor Maintenance screen, click **Phone & E-Mail**. The Contact List appears.



- Do the following for each cell phone that is allowed to receive text messages.
 - Select the number and click **Edit**. The Add/Edit Contact screen appears.



- b. Select the **Send Text** check box.

- c. Click **OK**.

4. Close the open screens.

Text Message Options

The text messaging application includes a variety of canned messages, which are provided by the texting service provider Text-4-u. Seven of the available messages are listed on the **Message Type** panel on the TireMaster - Texting screen (Figure 21). They include a ready-for-pickup notification, a message you can customize, and thank you messages for specific types of services.

Figure 21: Available Text Message Types

Four of the available message types (Tire Rotation, Oil Change, Alignment, and New Tires) have corresponding service reminders that you can also send. They're listed on the **Reminders** panel (Figure 22).

For example, if a customer purchased new tires you could choose both the new tires thank you (on the **Message Type** panel) and the new tires reminder. In this scenario, the thank you message would be sent today and the reminder to rotate the new tires would be sent in 90 days.

Figure 22: Available Reminder Messages

Sending Text Messages to Customers and Vendors

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

To send a text message to a customer or vendor

1. Look up the customer or vendor to whom you want to send a message. For more information, see [“Looking Up Customer and Vendor Names”](#) on page 10.
2. On the **General** tab of the Customer Maintenance screen or the **General** tab of the Vendor Maintenance screen, click **Text**. The TireMaster - Texting screen appears.

3. If the phone number listed is not the one you want to send the text message to, type the number you want to use.

Note: By default, the entry in the **Number** field is the cell phone number that's closest to the top of the Contact List.
4. Select the message or messages you want to send.

Note: The canned messages, such as the generic thank you and ready for pickup messages, are provided by the texting service provider Text-4-u. For more information, see [“Text Message Options”](#) on page 102.
5. Select the time when the message will be sent.

- Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

- Close the open screens.

Sending Text Messages for Work Order Status Changes

If texting is enabled for a work order status, you can send text messages to 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 is set 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

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

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

- If the phone number listed is not the one you want to send the text message to, type the number you want to use.

Note: By default, the entry in the **Number** field is the cell phone number that's closest to the top of the Contact List.

- Select the message or messages you want to send.

Note: The canned messages, such as the generic thank you and ready for pickup messages, are provided by the texting service provider Text-4-u. For more information, see [“Text Message Options” on page 102.](#)

5. Define when to send the message.
6. Click **Send Text**. If you selected the custom message type, compose the message and click **OK**.

7. Close the TireMaster - Texting screen.
8. Close the open screens.

Sending 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, the TireMaster - Texting screen opens after you enter the customer's payment. You can then send a thank you message (and a future service reminder, if needed), and print a copy of the invoice for the customer.

Note: In this scenario, the generic thank you message is already selected when the TireMaster - Texting screen opens. You can then choose a different message (and a reminder, if needed), change the number to which the text will be sent, or select a different time for sending the text. For information about the available messages, see [“Text Message Options” on page 102.](#)

Sending Automated Appointment Reminders

TireMaster can be set up to automatically send appointment reminders to customers at 4:00 PM daily. Messages are sent one day before appointments are scheduled. For example, reminders for Wednesday appointments are sent on Tuesday afternoons.

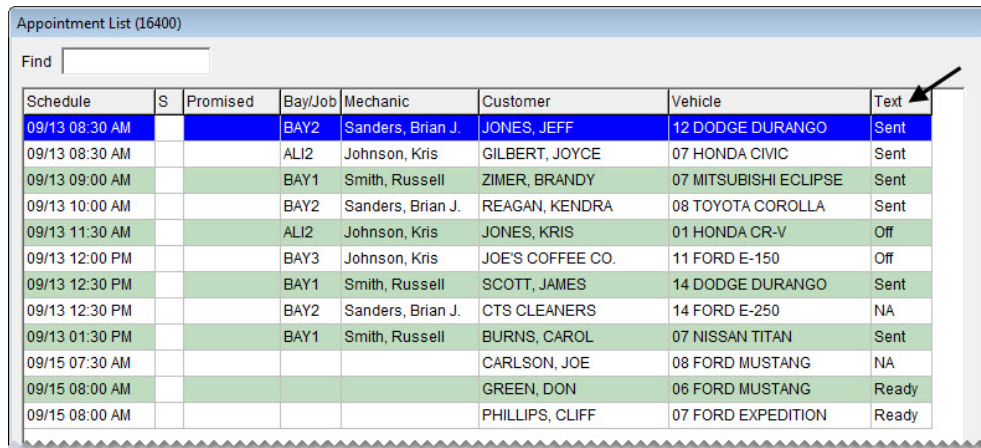
Note: To ensure that reminders for Monday appointments are sent, the server needs to be running on Sunday afternoon.

On the Appointment List, the entries in the **Text** column (Figure 23) 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 “[Enabling Automated Appointment Reminders](#)” on page 99



Schedule	S	Promised	Bay/Job	Mechanic	Customer	Vehicle	Text
09/13 08:30 AM			BAY2	Sanders, Brian J.	JONES, JEFF	12 DODGE DURANGO	Sent
09/13 08:30 AM			ALI2	Johnson, Kris	GILBERT, JOYCE	07 HONDA CIVIC	Sent
09/13 09:00 AM			BAY1	Smith, Russell	ZIMER, BRANDY	07 MITSUBISHI ECLIPSE	Sent
09/13 10:00 AM			BAY2	Sanders, Brian J.	REAGAN, KENDRA	08 TOYOTA COROLLA	Sent
09/13 11:30 AM			ALI2	Johnson, Kris	JONES, KRIS	01 HONDA CR-V	Off
09/13 12:00 PM			BAY3	Johnson, Kris	JOE'S COFFEE CO.	11 FORD E-150	Off
09/13 12:30 PM			BAY1	Smith, Russell	SCOTT, JAMES	14 DODGE DURANGO	Sent
09/13 12:30 PM			BAY2	Sanders, Brian J.	CTS CLEANERS	14 FORD E-250	NA
09/13 01:30 PM			BAY1	Smith, Russell	BURNS, CAROL	07 NISSAN TITAN	Sent
09/15 07:30 AM					CARLSON, JOE	08 FORD MUSTANG	NA
09/15 08:00 AM					GREEN, DON	06 FORD MUSTANG	Ready
09/15 08:00 AM					PHILLIPS, CLIFF	07 FORD EXPEDITION	Ready

Figure 23: Entries in the Appointment List's Text Column

Document E-Mail

You can send copies of various documents to customers and vendors by e-mail. The documents that can be e-mailed are work orders, invoices, quotes/estimates, ROAs, purchase orders, receiving documents, and vendor invoice documents.

When documents are e-mailed, they're converted into the portable document format. Therefore, your customers and vendors need a copy of the Adobe[®] Reader[®] to view the documents you send. The Adobe Reader can be downloaded from www.adobe.com.

Preparing to E-Mail Documents

Before you can e-mail documents from TireMaster, you need to complete the following settings.

- ◆ Connect TireMaster with your e-mail 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 e-mail service. For free e-mail services, information about outgoing mail server settings is available on the internet. However, your ability to e-mail documents from TireMaster via a free e-mail service may be limited. Other factors, such as network configurations, firewalls, and virus protection programs, can affect whether documents can be e-mailed 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 e-mail address for each employee who will be e-mailing documents from TireMaster.
- ◆ Create a pre-defined subject line and e-mail address for the documents that you'll send from TireMaster.

Before you can send e-mails from TireMaster, you also need to include valid e-mail addresses in the customer and vendor records for your clients. For more information, see [“Adding Phone Numbers and E-mail Addresses” on page 115](#).

To set up e-mail

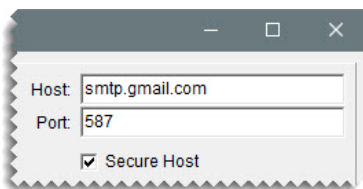
1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.
2. Click **E-Mail Options**.



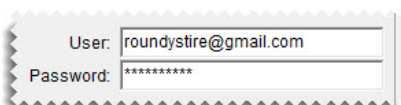
3. Click **Add**.



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 e-mail server that is not inside your domain, select the **Secure Host** check box.

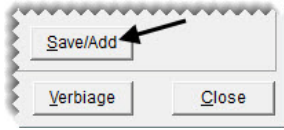


5. Enter the login information that you use to access your e-mail account.
 - ◆ Type the user name for your e-mail account.
 - ◆ Type the password that you use to log in to your e-mail account.



Example: If your e-mail 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.

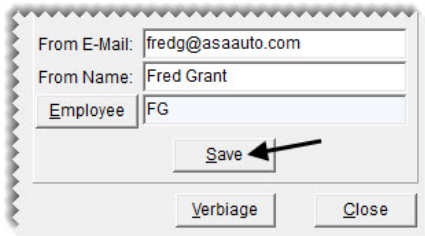
6. To save the outgoing server and e-mail account settings, click **Save/Add**.



7. Add *each* employee who will be sending e-mails from TireMaster.
 - a. Type the employee's e-mail address in the **From E-Mail** field.
 - b. Type the employee's name in the **From Name** field.
 - c. To assign the e-mail addresses to a specific user, click **Employee** and select a name from the User List (optional).

Note: When an e-mail 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.

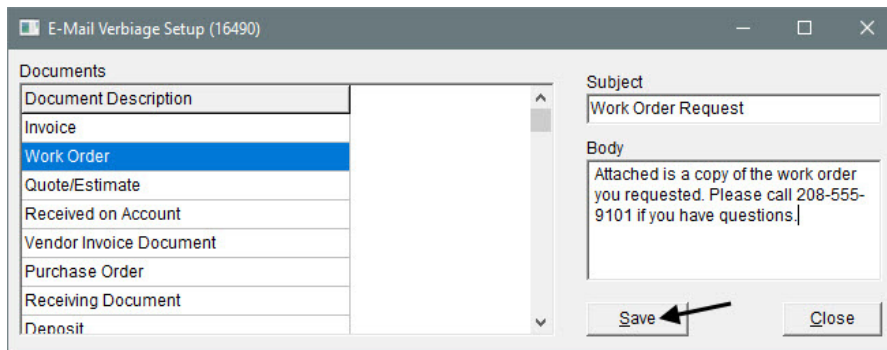
- d. Click **Save**. The employee's name and e-mail address are added to the list on the left side of the screen.



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



- b. Select the name of a document on the list.
 - c. If you want to use a different subject line when the document is e-mailed, type your changes in the **Subject** field.
 - d. If you want to modify the e-mail 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.

E-mailing Documents

Various documents can be e-mailed to customers or vendors as soon as they're created, or you can retrieve duplicates to send. The documents that can be e-mailed are work orders, invoices, quotes/estimates, deposits, ROAs, purchase orders, receiving documents, vendor invoice documents, and charge edit reports (for vendor charges). The ability to e-mail a group of historical sale invoices is also available.

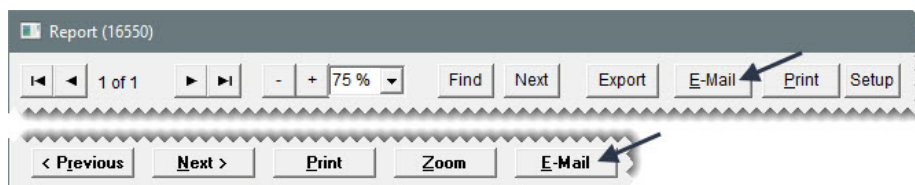
E-mailing Documents Upon Completion

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

To e-mail documents when transactions are completed

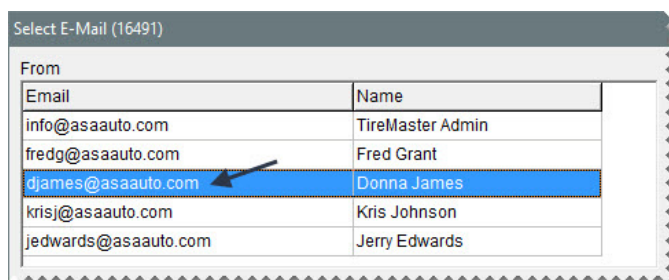
1. Begin to print the document as usual. This process varies, depending on the document. The report screen appears.

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 e-mail 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 e-mail address that the document will be sent from.



4. Select one or more e-mail addresses to send the document to. For multiple addresses, press **Ctrl** while making your selections.

- If you need to send the document to additional e-mail addresses, type them at the bottom of the screen, separating them with commas.

Email	Name
bbrown@speedymail.com	Bob (husband)
lbrown@speedymail.com	Lori (wife)

Email: lbrown@fuddindustries.com,coolbeans1@fakemail.com

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

Subject: Your Invoice from ASAAutomotive

Body: Hi Lori,
Attached is a copy of your invoice. Thank you for your business!

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

- Click **OK**, and wait until the system busy indicator disappears.
- Print a hard copy of the document, if needed.
- Close the report screen.

E-mailing 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 e-mailed as a group as well. In this scenario, you need to access the vendor's AR subledger to retrieve and e-mail the documents.

To e-mail multiple historical documents

- Look up the customer.
- On the maintenance screen, click the **Ledger/History** tab and select **History** (lower left of screen). TireMaster lists the customer or vendor's historical documents.
- Click **E-Mails**. A variety of buttons on the screen become inactive.

View: AR Ledger History

E-Mails

4. Press the **Ctrl** key and select each invoice you want to include in the e-mail.
5. Click **E-Mails** again. The Select E-Mail screen appears.
6. At the top of the screen, select the e-mail address that the documents will be sent from.

From	
Email	Name
info@asatire.com	TireMaster Admin
fredg@asaauto.com	Fred Grant
djames@asaauto.com	Donna James
krisj@asaauto.com	Kris Johnson
jedwards@asaauto.com	Jerry Edwards

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

To	
Email	Name
jcarlson@fakemail.com	
jcarlson@workmail.com	
joc99@anothermail.com	

Email: carlsonjoe@onemoremail.com,mrscarlson@marriedmail.com

9. Update the subject and body text as needed.

Subject: Documents from ASA

Body:

Hi Joe.
Here are the documents you requested.

Thank you.
Kris at ASA Automotive

10. Click **OK**, and wait until the system busy indicator disappears.
11. Close the open screens.

Generating a List of Sent Text and E-mail Messages

The sent box for your e-mail account doesn't include entries for invoices e-mailed from TireMaster. Likewise, text messages sent from TireMaster cannot be tracked on a device. Therefore, you need to generate a report to verify which customers and vendors received text messages and e-mailed documents. For more information, see [“Sent E-mail/Text List” on page 777](#).

Managing Contact Information

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

- ◆ [“Contact Types” on page 113](#)
- ◆ [“Adding Phone Numbers and E-mail Addresses” on page 115](#)
- ◆ [“Organizing Contact Information” on page 118](#)
- ◆ [“Updating Phone Numbers and E-Mail Addresses” on page 121](#)
- ◆ [“Deleting Phone Numbers and E-mail Addresses” on page 123](#)

Contact Types

Phone numbers and e-mail 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 e-mail. Contact types are used for both customers and vendors.

Adding and Updating Contact Types

TireMaster includes five default contact types: business phone, cell phone, e-mail, 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 [“Organizing Contact Information” on page 118](#).

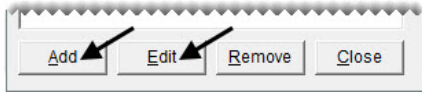
To add or update a contact type

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

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

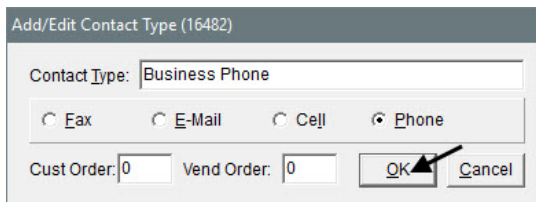
2. Do one of the following:

- ◆ For a new contact type, click **Add**.
- ◆ To update an existing contact type, select the one you need to change and click **Edit**.



The Add/Edit Contact Type screen appears.

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). For an existing contact type, make a different selection if needed.
5. Define the position in which the contact type is shown on the customer screens.
 - ◆ 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 [“Organizing Contact Information Globally” on page 118](#).
 - ◆ To vary the order of contact types from customer to customer, type **0** in the **Cust Order** field. For more information, see [“Organizing an Individual’s Contact Information” on page 119](#).
6. Define the position in which the contact type is shown on the vendor maintenance screens.
 - ◆ 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 [“Organizing Contact Information Globally” on page 118](#).
 - 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 [“Organizing an Individual’s Contact Information” on page 119](#).
7. To save the new or updated contact type, click **OK**.



8. Close the Contact Type screen.

Deleting Contact Types

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

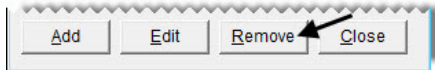
Note: Removing a contact type makes it unavailable for both customers and vendors.

To remove a contact type

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

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.

Adding Phone Numbers and E-mail Addresses

Customer and vendor records can include multiple phone numbers and e-mail addresses, which you can classify by assigning contact types.

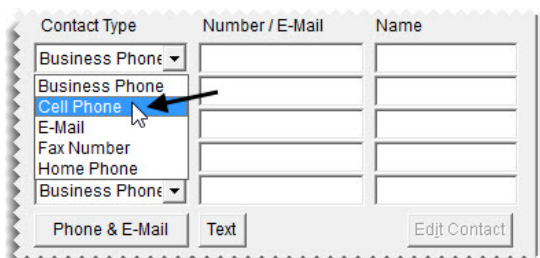
Note: When you add a phone number or e-mail address, you can associate a name with it. For example, the customer record for Rex and Mary Jones could have one phone number associated with the name Rex and another associated with the name Mary. In this scenario, you could also include phone numbers for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

Adding phone numbers and e-mail 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 [“Adding a Customer” on page 62](#), [“Adding a Vendor” on page 131](#), or [“Looking Up Customer and Vendor Names” on page 10](#).

Either the Customer Maintenance or the Vendor Maintenance screen appears.

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 e-mail 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 [“Organizing Contact Information” on page 118](#).

Tip: If the drop-down doesn't include the contact type you want to assign, you can add your own. For more information, see [“Contact Types” on page 113](#).

- c. Type the phone number or e-mail address.

Note: When you initially add contact information, the phone number or e-mail 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 [“Updating the Primary Contact Method” on page 117](#).

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 e-mail address belongs.

Contact Type	Number / E-Mail	Name
Cell Phone	208-555-2990	Lori (Mobile)

- 3. For each additional phone number and e-mail address you need, complete the following steps.
 - a. Click **Phone & E-mail**. The Contact List appears.

Contact Type	Number / E-Mail	Name
Cell Phone	208-555-2990	Lori (Mobile)
Home Phone	208-555-1001	Lori (Home)
Business Phone	208-555-2900	Lori (Direct Work)
E-Mail	lorib@speedymail.co	Lori (E-mail)
Cell Phone	208-555-2991	Bob (Husband Mo

Phone & E-mail | Text | Edit Contact

- b. Click **Add**. The Add/Edit Phone Number screen appears.

Contact Type	Number	Default	Name
Cell Phone	208-555-2990	Primary	Lori (Mobile)
Home Phone	208-555-1001	Alternate	Lori (Home)
Business Phone	208-555-2900	Other	Lori (Direct
E-Mail	lorib@speedymail.com	Other	Lori (E-mail)
Cell Phone	208-555-2991	Other	Bob (Husband

Add | Edit | Delete | Close

- c. To define the contact type, make a selection from the drop-down.

Note: If the drop-down doesn't include the contact type you want to assign, you can add your own. For more information, see [“Contact Types” on page 113](#).

- d. Type the phone number or e-mail address in the **Number/E-Mail** field.

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**.

- e. Type a description or the name of the person or business to whom the phone number or e-mail address belongs.

- f. 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.

- g. For the e-mail 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 e-mails is selected.

Note: If you use third party marketing applications, the default e-mail address is the one to which promotional messages for customers will be sent.

- h. To save the new number or e-mail address, click **OK**.
 - i. Change the position for the phone number or e-mail address if needed. To change the position, select the number or e-mail 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.

Updating the Primary Contact Method

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. Look up the customer or vendor to whom you want to assign a primary contact method.
2. On the customer or vendor maintenance screen, click **Phone & E-Mail**. The Contact List appears.

3. Select the phone number or e-mail 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** until it is second on the list. Otherwise, disregard this step.
5. Close the Contact List and the maintenance screen.

Organizing 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 [“Organizing Contact Information Globally” on page 118](#).
- ◆ 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 [“Organizing an Individual's Contact Information” on page 119](#).

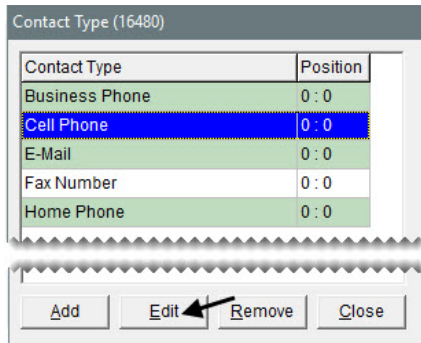
Organizing Contact Information Globally

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.

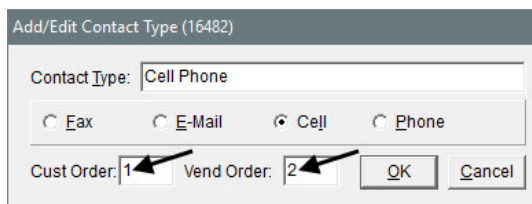
Note: When the position is set to 0 for all contact types, the order of phone numbers and e-mail addresses can differ for each customer or vendor. For more information, see [“Organizing an Individual's Contact Information” on page 119](#).

To globally organize contact information

1. From the **Customers** menu, select **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.

Organizing 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 e-mail 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 e-mail address listed.

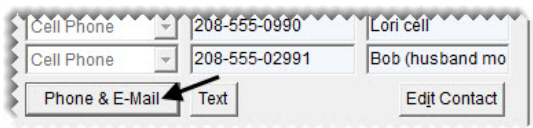
- ◆ The remaining numbers and e-mail addresses, if any, are below the primary and alternate contact information.

When customers and vendors have more than five phone numbers and e-mail addresses, the additional contact information is available only on the Contact List.

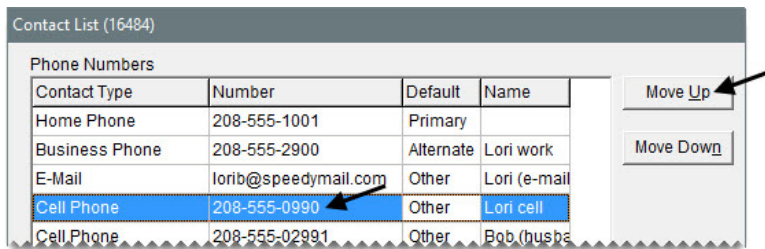
To organize contact information differently for each customer and vendor, the position needs to be set to 0 in the settings for *all* contact types. To verify that the position is 0 for all contact types go to **Customers > Contact Types** and review the entries in the **Position** column.

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 [“Looking Up Customer and Vendor Names” on page 10](#).
2. On the **General** tab of the Customer Maintenance or Vendor Maintenance screen, click **Phone & E-Mail**. The Contact List appears.



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 e-mail address you want to designate as the primary contact method.
 - b. Click **Move Up** repeatedly, until the phone number or e-mail 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 e-mail address you want to designate as the alternate contact method.

- b. Click **Move Up** repeatedly, until the phone number or e-mail address is on the second row of the list and the word *Alternate* is shown next to it.

Contact List (16484)

Contact Type	Number	Default	Name
Cell Phone	208-555-0990	Primary	Lori cell
Home Phone	208-555-1001	Alternate	
Business Phone	208-555-2900	Other	Lori work
E-Mail	lorib@speedymail.com	Other	Lori (e-mail)
Cell Phone	208-555-02991	Other	Bob (husband)
E-Mail	bob@speedymail.com	Other	Bob (e-mail)

Buttons: Move Up, Move Down

5. Define the position for the customer's remaining phone numbers and e-mail 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 e-mail address is where you need it to be.

Contact List (16484)

Contact Type	Number	Default	Name
Cell Phone	208-555-0990	Primary	Lori cell
Cell Phone	208-555-02991	Alternate	Bob (husband)
Home Phone	208-555-1001	Other	
Business Phone	208-555-2900	Other	Lori work
E-Mail	lorib@speedymail.com	Other	Lori (e-mail)
E-Mail	bob@speedymail.com	Other	Bob (e-mail)

Buttons: Move Up, Move Down

6. Close the Contact List.

Updating Phone Numbers and E-Mail Addresses

When a customer's or vendor's phone number or e-mail address changes, you can update the contact information in TireMaster.

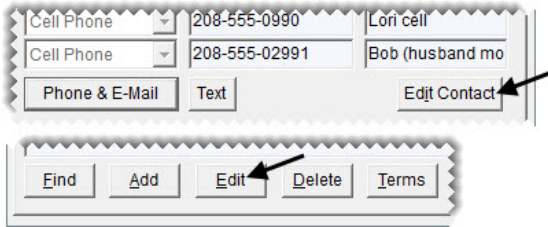
Note: Depending on how your customer types are set up, contact information is ordered the same for all customers and vendors or its organized on an individual basis. For more information, see ["Organizing Contact Information" on page 118](#).

Updating a phone number or e-mail 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 ["Looking Up Customer and Vendor Names" on page 10](#).
2. To update one of the five numbers or e-mail 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 e-mail 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.

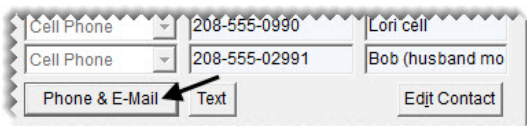
- ♦ Select a different contact type from the drop-down.

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 [“Organizing Contact Information” on page 118](#).

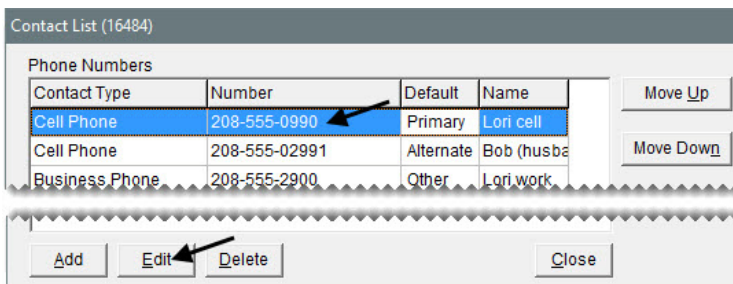
- ♦ Type a different phone number or email address.
- ♦ Type a different name or description for the phone number or e-mail address.

- 3. To update a phone number or e-mail addresses that is not listed on the **General** tab, complete the following steps.

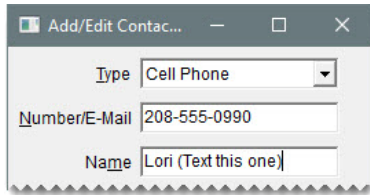
- a. Click **Phone & E-mail**. The Contact List appears.



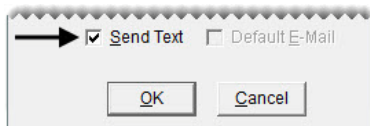
- b. Select the phone number or e-mail address you want to update, and click **Edit**. The Add/Edit Phone Number screen appears.



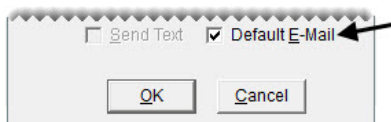
- c. Select a different contact type from the drop-down, type a different number or e-mail address, or type a different name, as needed.



- d. If you need to enable or disable texting for cell phone numbers, select or clear the **Send Text** check box, as needed. 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 e-mail address, select or clear the **Default E-Mail** address, as needed. This check box is available only when the e-mail contact type is selected.



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

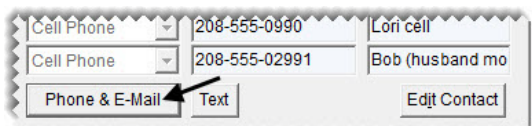
4. Close the Contact List.

Deleting Phone Numbers and E-mail Addresses

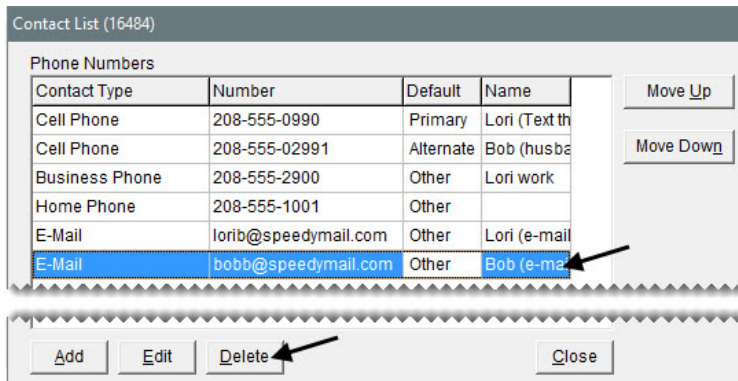
When a customer or vendor no longer uses a phone number or an e-mail address, you can delete it.

To delete a phone number or e-mail 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 [“Looking Up Customer and Vendor Names” on page 10](#).
2. On the **General** tab of the Customer Maintenance or Vendor Maintenance screen, click **Phone & E-mail**. The Contact List appears.



3. Select the phone number or e-mail address that you need to remove and click **Delete**. A confirmation message appears.



4. Click **Yes**. The phone number or e-mail address is removed from the list.
5. If the deleted phone number or e-mail address was the main or secondary contact method, define a new primary or alternate contact number. For more information, see [“Organizing Contact Information” on page 118](#).
6. Close the Contact List.

Managing Vendors

TireMaster’s vendor-management features help to streamline purchasing and automate your accounts-payable handling. You can set up a record for each vendor that includes contact information, account and payment settings, balance information, and purchase and payment history. This chapter discusses the following topics:

- ◆ [“Vendor Maintenance Screen” on page 125](#)
- ◆ [“Adding and Managing Vendors” on page 131](#)
- ◆ [“Vendor Types” on page 134](#)
- ◆ [“Vendor Payment Terms” on page 136](#)

With the appropriate permissions, users can add and change vendor records at both Corporate and stores.

Vendor Maintenance Screen

You store and track information about your vendors with the Vendor Maintenance screen.

General Tab

This tab contains basic information about the vendor (Figure 24). From this screen, you can add, edit, or delete vendor records and check payment terms.

Vendor Maintenance (12200)

General | Ledger/History | Aging | Prev Next

1 213

Name: Big Al's Tire Supply
 Address: 800 N. Industrial Parkway
 Address2:
 City: MERIDIAN
 State: ID Zip: 83642

Active

Contact Type	Number / E-Mail	Name
Business Phone	208-555-2408	Ray (Acct Mgr)
Cell Phone	208-555-3003	Ray (Acct Mgr Cell)
Business Phone	208-555-2400	Main Number
E-Mail	rjackson@bigalstire.	Ray (Acct Mgr)
Business Phone	208-555-2420	Accts Receivable

Phone & E-Mail Text

Acct Type: V MFG Code: Ar/Ap: AP Credit Limit: 0.00
 Exp Acct: TIN#: 999-77-4444 Bank Name: First National Bank
 1099 Vendor Account #: 5401-ASA Routing #: 1234567890 Bank Acct #: 111-222-333-444
 W-9 on file

Notes:
 Contact: Ray Jackson

Find Add Edit Delete Terms Close

Figure 24: The Vendor Maintenance Screen's 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.
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.

Item	Description
(blank)	Displays the system-assigned vendor number. The prefix identifies the site where the vendor was added. In single-store and TireMaster Point of Sale systems, this number 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 “Adding Phone Numbers and E-mail Addresses” on page 115 .
Acct Type	Lets you specify the vendor type for the vendor. For new vendors, this value defaults to V .
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	Lets you assign a default expense account to the vendor. This expense account is automatically entered as the offset account when creating vendor charges for the vendor. Note: If you need to delete this setting, click the Exp Acct field and press <input type="button" value="⌵"/> . When the Chart of Accounts appears, click Cancel . Then, click Yes to verify that you want to remove the account from the vendor's record.
1099 Vendor	Lets you indicate whether the vendor is a 1099 vendor.
W-9 On File	Lets you indicate whether you have IRS form W-9 on file for the vendor.
TIN#	Lets you define a vendor's tax identification number. For individuals, you can enter a social security number instead.
Account #	Lets you record the account number a vendor has assigned to you. When you pay the vendor with checks, this number prints on the check stubs.
Bank Name	Lets you record the name of the vendor's bank.
Routing #	Lets you record the routing number for the vendor's bank.
Bank Acct #	Lets you record the account number for the vendor's bank.
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.

Item	Description
Delete	Lets you remove a vendor from the database if that vendor has never been used on a purchase order or receiving document.
Terms	Displays the payment terms the vendor has given you.
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 25) displays the vendor's subledger activity.

Note: 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 865](#).

Vendor Maintenance (12200)

General Ledger/History Aging

PARRISH TIRE 1 180

Search Sort By: Ref# Date Invoice #

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
10/15/15	1	PO	147	1111	130.00	130.00	32	
10/09/15	1	PO	145	8888	209.69	209.69	29	
10/09/15	1	PO	141	285	209.69	209.69	25	
10/09/15	1	PO	140	275	209.69	209.69	24	
12/26/14	1	VC	114	Beginning Balan	629.12	629.12		

View: AP Ledger History

Figure 25: The Vendor Maintenance Screen's Ledger/History Tab

Vendor Aging 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. Note: When Invoice # is selected in multi-store systems, additional sorting by site number also occurs.
(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. Note: For vendor credits that were processed in the National Credits screen, this column displays the memo number.
Total Amt	Displays the total amount of the transaction (in history view only).
Charge Amt	Displays the portion of the transaction that you charged to the vendor. Note: In most cases, this amount is equal to the value in Total Amt . However, if you pay part of the vendor invoice with cash or check and then charge the remainder of the invoice, the value in Charge Amt displays the amount charged.
Paid Amt	Displays the amount applied to a vendor charge or the amount paid on a vendor charge (in AP-Ledger view only).
PO	Displays the vendor invoice document number for a purchase.
Check#	Displays the check numbers for accounts-payable checks and easy checks that you used to pay the vendor (in historical view only).
AP Ledger	Displays each charge and payment to a vendor's account.
History	Displays all transactions that have affected this vendor's account.
Open Item	Displays the open-item ledger, where you can view or apply payments to outstanding invoices.
Print	Lets you reprint the selected documents or a report listing the vendor's history.

Item	Description
Research	Lets you view journal entries related to the selected item.

The **Aging** tab on the Vendor Maintenance screen (Figure 26) displays the balance that you owe to the vendor. It also displays any past-due balances that you may have with that vendor. This screen provides information only.

Note: The vendor's total balance for all sites is displayed at Corporate and any stores that share a database with the Corporate site. At a remote store, however, the balances for only that site are available.

The screenshot shows the 'Aging' tab of the Vendor Maintenance screen for vendor 'Big Al's Tire Supply' at site '1' for the year '203'. The total balance is 1861.55. The breakdown is as follows:

Category	Amount
Current	0.00
YTD	861.55
Past	0.00
1-30	0.00
31-60	861.55
61-90	0.00
Over	0.00

Figure 26: The Vendor Maintenance Screen's Aging Tab

Item	Description
Balance	Displays the total amount you owe the vendor.
Current	Displays the amount you owe the vendor now.
YTD	Displays the total amount of purchases from and charges to the vendor's account for the current year.
1-30	Displays the amount due to the vendor from tomorrow to 30 days from now.
31-60	Displays the amount due to the vendor in 31 to 60 days.
61-90	Displays the balance due to the vendor in 61 to 90 days.
Over	Displays any balances due to the vendor after 90 days.
Past	Displays any balance that is past due.

Adding and Managing Vendors

The Vendor Maintenance screen is where you handle most vendor-management tasks.

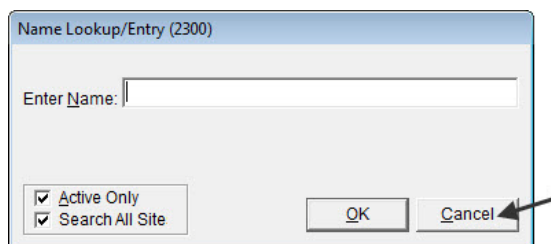
Adding a Vendor

Before you can order items from a vendor, a vendor record must exist in TireMaster.

Note: With the appropriate permissions, users can add and update vendor records at both Corporate and stores.

To add a vendor

1. Select **Maintenance** from the **Vendors** menu. The Name Lookup/Entry screen appears.
2. Click **Cancel** to close the Name Lookup/Entry screen.





3. Click **Add** on the Vendor Maintenance screen. TireMaster prompts you for the vendor's name.



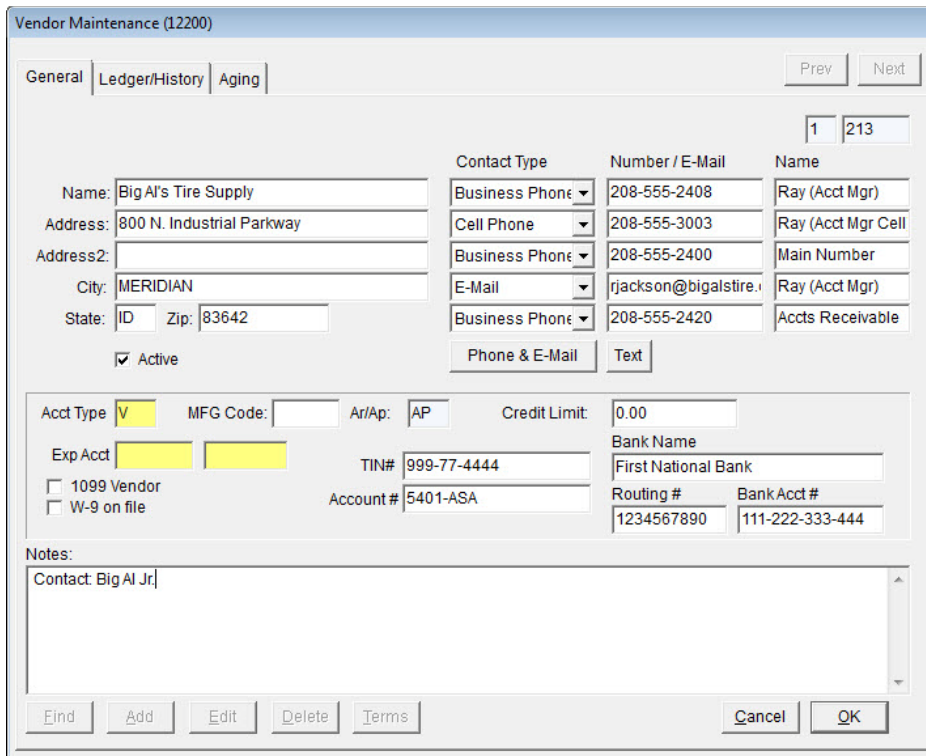
4. Type the vendor's name and click **OK**. The new vendor record is created.



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 ["Adding Phone Numbers and E-mail Addresses"](#) on page 115.

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.
8. If you want to assign a default expense account to the vendor, click the **Exp Acct** field, press , and select an account from the list that appears.

Note: A journal-entry line for this account is automatically generated when creating vendor charges for this vendor.
9. Enter the vendor's tax reporting information, as needed.
 - a. Type the vendor's Tax Identification number or Social Security number in the **TIN#** field. The **1099 Vendor** and **W-9 on file** check boxes become active.
 - b. If you need to complete a 1099-Misc form for the vendor, select the **1099 Vendor** check box.
 - c. If you have IRS form W-9 in your possession for the vendor, select the **W-9 on file** check box.
10. If you have any notes about the vendor that you want to save, type them in the **Notes** field.



Vendor Maintenance (12200)

General | Ledger/History | Aging

1 | 213

Name: Big Al's Tire Supply

Address: 800 N. Industrial Parkway

Address2:

City: MERIDIAN

State: ID Zip: 83642

Active

Contact Type: Business Phone

Number / E-Mail: 208-555-2408

Name: Ray (Acct Mgr)

Cell Phone: 208-555-3003

Ray (Acct Mgr Cell)

Business Phone: 208-555-2400

Main Number

E-Mail: rjackson@bigalstire.i

Ray (Acct Mgr)

Business Phone: 208-555-2420

Accts Receivable

Phone & E-Mail | Text

Acct Type: V MFG Code: Ar/Ap: AP Credit Limit: 0.00

Exp Acct: TIN#: 999-77-4444

1099 Vendor

W-9 on file

Account #: 5401-ASA

Bank Name: First National Bank

Routing #: 1234567890

Bank Acct #: 111-222-333-444

Notes:

Contact: Big Al Jr.

End | Add | Edit | Delete | Terms | Cancel | OK

11. To save the new vendor's record, click **OK**.

Updating a Vendor Record

In some cases, you might need to change details of a vendor's record such as an address or a phone number.

Note: With the appropriate permissions, users can add and update vendor records at both Corporate and stores.

To change a vendor record

1. Look up the vendor whose information you want to update. The Vendor Maintenance screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
2. Make sure the **General** tab is selected, and click **Edit**.
3. Make the needed changes. For information about settings on this screen, see [“General Tab” on page 125](#).
4. To save your changes, click **OK**.

Inactivating a Vendor Record

If you have vendors with whom you no longer do business, you might want to remove them from your list of active vendors. Doing so makes your vendor list easier to manage and use.

Note: With the appropriate permissions, users can inactivate vendor records at both Corporate and stores. If you’ve done business with a vendor, that vendor’s record cannot be deleted.

To inactivate a vendor record

1. Look up the vendor you want to inactivate. The Vendor Maintenance screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
2. Make sure the **General** tab is selected, and click **Edit**.
3. Clear the **Active** check box.

Vendor Maintenance (12200)

General | Ledger/History | Aging

Name: Big Al's Tire Supply

Address: 800 N. Industrial Parkway

Address2:

City: MERIDIAN

State: ID Zip: 83642

Active

4. When you’re finished changing the vendor’s information, click **OK**.

Creating a Special Sales Vendor

TireMaster handles national accounts, government-support accounts, and adjustments in the national-reconciliation system. For more information about setting up and tracking vendor credits for these types of sales, see [“Special Sales” on page 603](#).

Deleting a Vendor Record

If you created a vendor record that you don't need, you can delete it. To delete a vendor, look up the name of the vendor whose record you want to delete. Then make sure the **General** tab of the Vendor Maintenance screen is selected, and click **Delete**.

Note: Vendor records can only be deleted at Corporate. Once you've purchased products from a vendor, you can no longer delete the vendor's record. However, you can inactivate the vendor inactive. For more information, see [“Inactivating a Vendor Record” on page 133](#).

Vendor Types

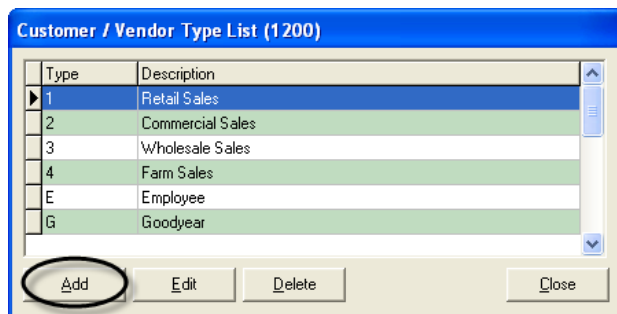
Vendor types provide a means for classifying vendors. You can set them up on the same screen as customer types. For more information, see [“Customer Type Edit Screen” on page 74](#).

Adding Vendor Types


TireMaster comes with several vendor types ready for you to use as is. However, you might want to create your own vendor types for reporting purposes or for tracking sales differently.

To add a vendor type

1. From the **Vendor** menu, select **Types**. The **Customer/Vendor Type List** appears.
2. Click **Add**. The **Customer/Vendor Type Edit** screen appears.



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

Note: For ease of use, use only letters or numbers.
4. In the **AP or AR** field, type **AP**.
5. Type a description for the vendor type.
6. Assign general ledger accounts to the vendor type. To assign an account, click the account field, press , and select an account from the list that appears.

Example: Using the TireMaster's default accounts, the AP Account would be 2000-100.

Customer / Vendor Type Edit (1300)

Type: W AP / AR: AP

Description: Vendors Purchases - 1099

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

Department: 1

OK Cancel

7. To save the vendor type, click **OK**.

Note: For vendor types, you can disregard the settings in the **Options** area of the screen.

Updating Vendor Types

At some point, you might need to change one or more general ledger accounts assigned to a vendor type or you might simply want to change its description.

To update a vendor type

1. From the **Vendors** menu, select **Types**. The Customer/Vendor Type List appears.
2. Click **Edit**. The Customer/Vendor Type Edit screen appears.
3. Select different general ledger accounts or change the description.
4. To save your changes, click **OK**.

Deleting Vendor Types

The default TireMaster database includes vendor types that have already been set up. If you decide not to use any of these vendor types, you can delete them. To delete a vendor type, open the Customer/Vendor Type List, select the type you want to remove, and click **Delete**.

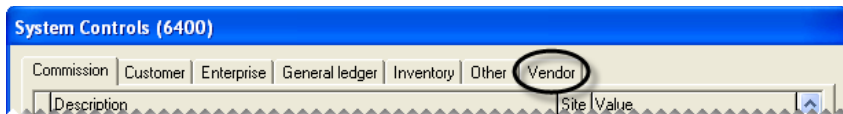
Note: A vendor type that's assigned to a vendor cannot be deleted.

Setting the Default Vendor Type

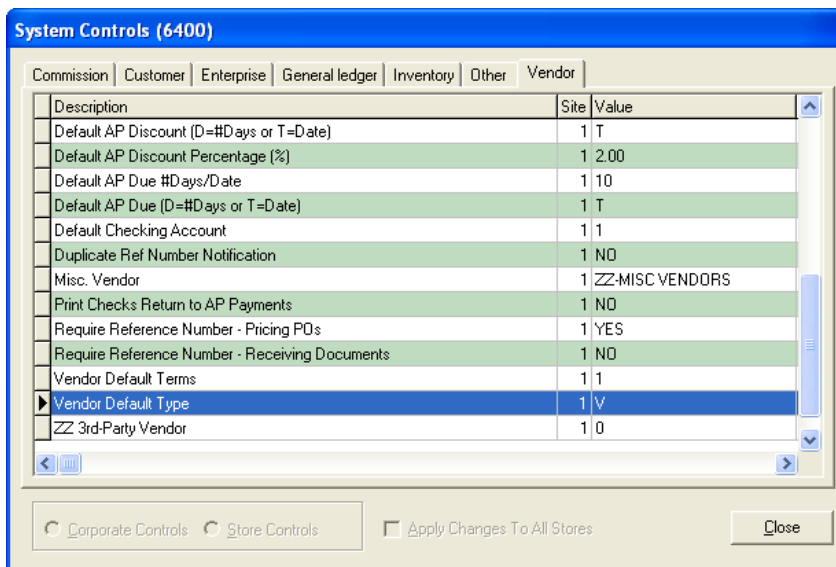
The default vendor type is automatically assigned to new vendors as they're added to TireMaster. When you set the default vendor type, select one that best represents the vendors from whom you purchase merchandise and services.

To set the default vendor type

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Vendor** tab.



3. Select **Vendor Default Type** and press **Enter**.



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

Vendor Payment Terms

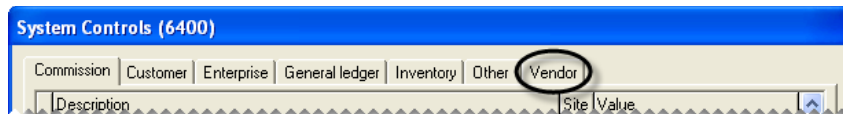
From the **General** tab, you can set up the terms that you have arranged with a vendor. These terms affect how purchase orders are processed, and they determine how and when charges are applied in the subledger for the vendor account.

Setting Default Vendor Payment Terms

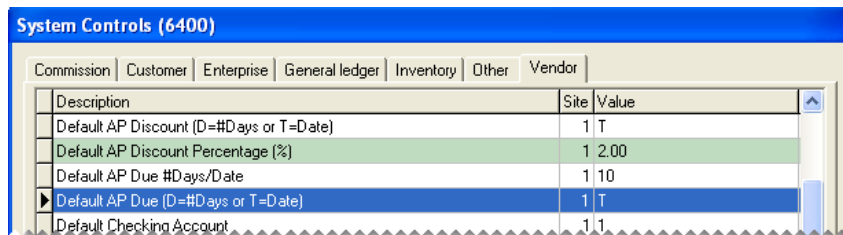
You can set your default vendor payment terms in System Controls. Default terms are applied automatically applied to all new vendor accounts. If a vendor's terms do not match the default terms, you can make the needed changes to that vendor's record.

To set default vendor payment terms

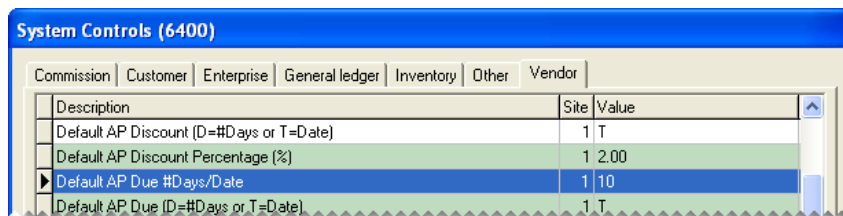
1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Vendor** tab.



3. Set the requirements for the default due date:
 - a. Select **Default AP Due (D=#Days or T=Date)** and press **Enter**
 - 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**.

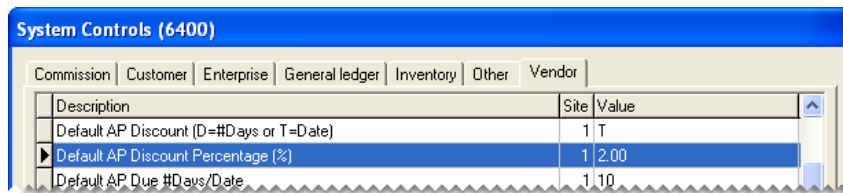


- c. Select **Default AP Due #Days/Date** and press **Enter**.
- d. Type the number that represents the number of days after the purchase or the day of the month. Then click **OK**.



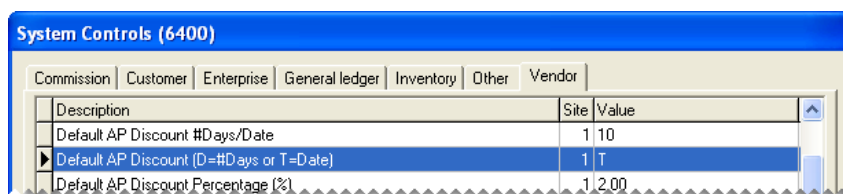
4. Set the early-pay discount percentage:
 - a. Select **Default AP Discount Percentage (%)** and press **Enter**.

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

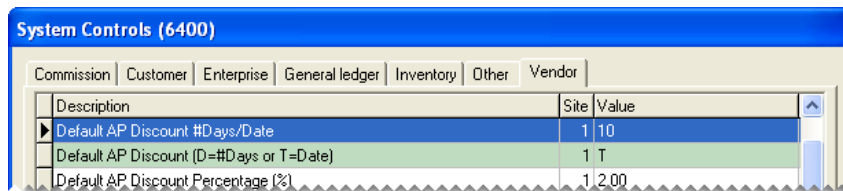


5. Set the requirements for receiving the early-pay discount:

- a. Select **Default AP Discount (D=#Days or T=Date)** and press **Enter**.
- b. If the vendor needs to receive the payment by a specific number of days after the purchase to offer the early-pay discount, select **Days**. If the vendor needs to receive the payment by a specific day of the month instead, select **Th**. Then click **OK**.



- c. Select **Default AP Discount #Days/Date** and press **Enter**.
- d. Type the number that represents the number of days after the purchase or the day of the month. Then click **OK**.



6. Close the System Controls screen.

Setting Vendor Payment Terms

If a vendor's payment terms are not the same as your default terms, you can set individual terms for that vendor.

To set vendor payment terms

1. Look up the vendor whose terms you want to set. The Vendor Maintenance screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
2. Make sure the **General** tab is selected and click **Terms**. The Terms screen appears.



3. To enable early-payment discounts, make sure the **Give Early Pay Discounts** check box is selected.

The screenshot shows the 'Terms (9300)' dialog box. At the top, it says 'Terms (9300)'. Below that are several fields: 'Default Discount %' with a value of 2.00, 'Default Discount Days' with a value of 10 and radio buttons for 'Days Later' and 'Day of Month', and 'Default Due Date' with a value of 10 and radio buttons for 'Days Later' and 'Day of Month'. At the bottom, there are two checkboxes: 'Give Early Pay Discount' (checked and circled) and 'Use Above Defaults' (checked).

4. To set up a unique early-pay discount, due date, or both, clear the **Use Above Defaults** check box. TireMaster disables the default terms.

The screenshot shows the 'Terms (9300)' dialog box. The 'Give Early Pay Discount' checkbox is checked. The 'Use Above Defaults' checkbox is unchecked and circled. The other fields (Default Discount %, Default Discount Days, Default Due Date) remain the same as in the previous screenshot.

5. If you selected the **Give Early Pay Discount** check box in step 3, do the following:

- a. Type the discount percentage in the **Discount %** field.

Example: To subtract 5% from an invoice for which you receive early payment, type **5** in the **Discount** field.

- b. If the payment needs to be received by 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 needs to be received by a specific day of the month instead, type the day of the month and select **Day of Month**.

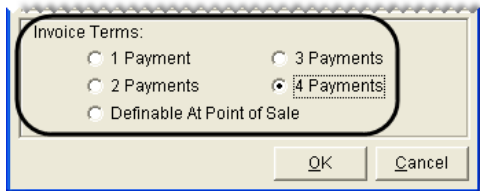
The screenshot shows the 'Terms (9300)' dialog box. The 'Give Early Pay Discount' checkbox is checked and 'Use Above Defaults' is unchecked. The 'Discount %' field is set to 5.00 and circled. The 'Discount Days' field is set to 10 with 'Days Later' selected. The 'Due Date' field is set to 10 with 'Days Later' selected.

6. 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 on a specific day of the month instead, type the day of the month and select **Day of Month**.

The screenshot shows the 'Terms (9300)' dialog box. The 'Discount Days' field is set to 10 with 'Days Later' selected. The 'Due Date' field is set to 15 and circled, with 'Days Later' selected. The 'Invoice Terms' field is empty.

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

7. In the **Invoice Terms** area, select the maximum number of payments the vendor allows you to make on an invoice.



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

Setting Up Inventory

With the inventory settings in TireMaster, you can track both the merchandise and services that you sell. Setting up inventory includes adding items to TireMaster and building codes that make it possible for you to monitor inventory activity. This chapter includes the following topics:

- ◆ “Inventory Maintenance Screen” on page 141
- ◆ “Tracking Inventory Costs and Quantities” on page 150
- ◆ “Stock and Nonstock Items” on page 151
- ◆ “Adding and Maintaining Items” on page 152
- ◆ “Working with Bar Codes” on page 167
- ◆ “Managing GL Codes” on page 170
- ◆ “Manufacturer Codes” on page 179

Inventory Maintenance Screen

You can store and track information about the products and services you sell with the Inventory Maintenance screen. By clicking the tabs, you can view an item’s quantity, price, and historical information.

General Tab

The **General Tab** (Figure 27) stores an item’s basic information, as well as several codes that are part of its settings.

Figure 27: The Inventory Maintenance Screen's General Tab

Item	Description
Prev	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.
Next	
Product Code	Lets you enter the number assigned to an item by the manufacturer. This number must be a unique.
Size	Lets you enter an item's size. 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.
Rim Size	Lets enter the size for rims.
Description	Lets you create a description for the item.

Item	Description
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 174.
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)	Lets you state one of the following: <ul style="list-style-type: none"> ◆ Y identifies inventoriable items ◆ N identifies noninventoriable items
Type (G, C, F, D)	Lets you classify the item: <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	Lets you assign an inventory commission type to the item. <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	Lets you remind users to enter the exact cost, including FET, of noninventoriable items at point of sale. <p>Note: If the System Control Force Option Cost is set to Yes, users are required to enter the cost.</p>
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.

Item	Description
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	<p>Lets you assign a second 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 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>

Item	Description
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> <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	Lets you define a tire's Uniform Tire Quality Grade rating.
Load Range	Lets you define the load range for a tire.
Sidewall	Lets you define the sidewall style for a tire.
Warranty	Lets you define the treadlife warranty for a tire.
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.

Item	Description
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.
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. Note: In TireMaster Point of Sale, 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 28) displays information about an item's quantities and prices. To update an item's stocking quantities, prices, and cost settings, click **Detail/Edit**.

Inventory Maintenance (12300)

General Qty/Pricing History Notes


Site#: 1 Part#: 1804 Description : Product Code : Size
215/60R16 95H SLASSURANCE FUE : 738704571 : P215/60R16

Site	Location	Available	Best	OnHand	UnPriced	On WO	On Order	EDL
1		3.00	110.88	3.00	0.00	0.00	0.00	110.88

Detail/Edit

Figure 28: The Inventory Maintenance Screens Qty/Pricing Tab

Note: The available quantity is the total of the item's quantity on-hand and the quantity not priced.

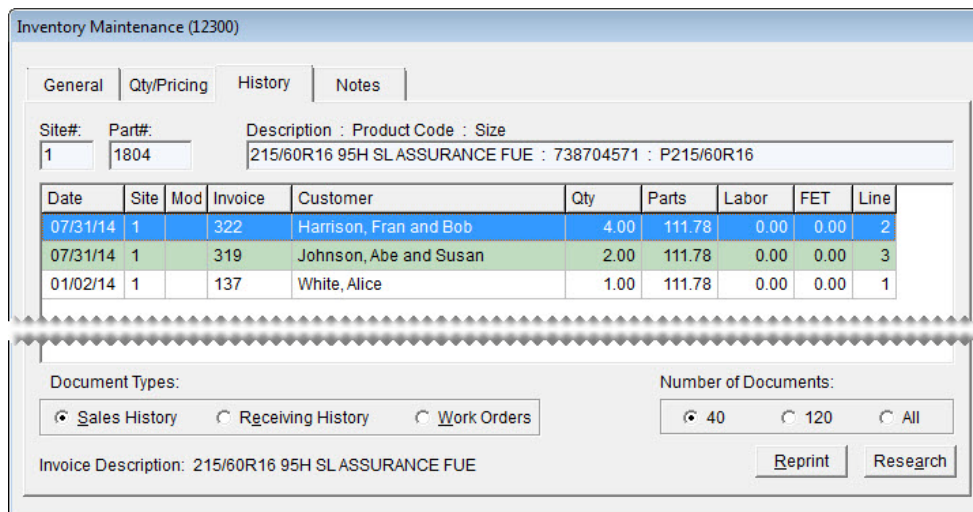
Tip: To view addition information about an item, press  repeatedly.

History Tab

The **History** tab (Figure 29) 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**.



Date	Site	Mod	Invoice	Customer	Qty	Parts	Labor	FET	Line
07/31/14	1		322	Harrison, Fran and Bob	4.00	111.78	0.00	0.00	2
07/31/14	1		319	Johnson, Abe and Susan	2.00	111.78	0.00	0.00	3
01/02/14	1		137	White, Alice	1.00	111.78	0.00	0.00	1

Figure 29: The Inventory Maintenance Screen's History Tab

Item	Description
Site#	Displays the number for the site where the item was added to the inventory. In single-store and TireMaster Point of Sale systems, this number is always 1.
Part#	Displays the item's system-assigned part number.
Description	Displays the item's description, product code, and size.

Item	Description
Date	Displays one of the following: <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	Displays one of the following: <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 single-store and TireMaster Point of Sale systems, the site 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 879 .
Invoice	Displays the invoice number or work order number (sales and work order history views).
VID#	Displays the document number for the vendor invoice document (receiving history views).
Customer	Displays the name of the customer who purchased or is going to purchase the item (sales and work order history views).
Vendor	Displays the name of the vendor who sold you the item (receiving history view).
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 (sales and work order history views).
Price	Displays your cost for each item (receiving history view).
Labor	Displays the labor price for each item sold or placed on work order (sales and work order history views).

Item	Description
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 (receiving history view) ◆ The federal excise tax for each item on work order (work order history view)
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 868.</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 868.</p>
Number of Documents: All	Let you display all historical documents or work orders.
Reprint	Lets you reprint the selected invoice or vendor invoice document (sales and receiving history views)
Research	<p>Lets you view journal entries generated when the selected item was sold or received (sales and receiving history views).</p> <p>Note: Journal entries can be researched only in the full version of TireMaster.</p>

Notes Tab

The **Notes** tab (Figure 30) provides a space for including notes, such as warranty disclaimers, in an item's information. 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 Maintenance (12300)

General Qty/Pricing History Notes

Site#: Part#: Description : Product Code : Size
 1 1804 215/60R16 95H SLASSURANCE FUE : 738704571 : P215/60R16

External Specifications: <http://support.tiremaster.com/cgi-bin/tmutil/tb.pl?cn=486&pc=738704571&vp=7387> View Edit Note

Figure 30: The Inventory Maintenance Screen's Notes Tab

Tracking 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.

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 (Figure 31). 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 219](#).

Inventory Maintenance (12300)

General Qty/Pricing History Notes Prev Next

Product Code: 744826802 Part#: 1 4045

Size: LT235/75R15/6 Rim Size: 0.00

Description: HT WRANGLER

Inventory (Y/N): Y

Type (G,C,F,D):

Figure 31: Classifying an Item as Inventoriable

Noninventoriable Items

If you need to track an item's cost but not its quantities, set it up 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 inventoriable, type the letter **N** in the **Inventory (Y/N)** field on the Inventory Maintenance screen (Figure 32). 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).

For more information, see [“Noninventoriable Costing Methods” on page 222](#).

Inventory Maintenance (12300)

General Qty/Pricing History Notes Prev Next

Product Code: 744826802 Part#: 1 4045

Size: LT235/75R15/6 Rim Size: 0.00

Description: HT WRANGLER

Inventory (Y/N): Y

Type (G,C,F,D):

Figure 32: Classifying Noninventoriable Items

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 items are not the same as stock and nonstock items, because those terms define whether you track an item's quantities and cost.

Adding and Maintaining Items

Because tracking inventory activity is an ongoing task, TireMaster includes tools for gathering information about the products and services you sell.

Adding Items to the Inventory

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. While completing all of the available inventory settings is not necessary, each item needs to be assigned a unique product code, an inventory category, and a GL code. You also need to define whether an item is inventoriable or noninventoriable.

Note: Most items should be added at Corporate. However, stores can add and change individual items for their own use. An item added by one store can't be viewed or changed by another store.

To add an item

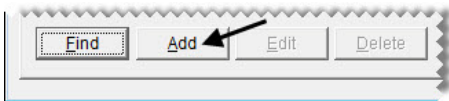
1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.
2. Do one of the following:
 - ♦ Look up an item that's similar to the one you're adding. For more information, see [“Looking Up Inventory Items” on page 185](#).

Tip: By looking up a similar item, you can reuse many of its settings for the new item.

- ♦ Click **Cancel**.

The Inventory Maintenance screen appears.

3. 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 without 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.
- ◆ To charge a shop-supply fee based on the sum of the item's parts price and FET, select the **Charge Shop Parts** check box.
 - ◆ To charge a shop-supply fee based on the item's labor price, select the **Charge Shop Labor** check box.
 - ◆ To charge a shop-supply fee based on both the item's parts price and labor price, select both of the **Charge Shop** check boxes.

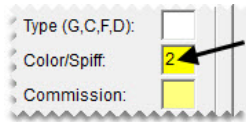
Note: To assess shop supplies, other settings need to be completed in addition to selecting one or both of the check boxes on the Inventory Maintenance screen. For details, see [“Shop Supplies” on page 206](#).


7. Enter the inventory-handling information:
- 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 150](#) and [“Noninventoriable Items” on page 151](#).

- 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 [“Adding Gasoline to the Inventory” on page 157](#).
 - ◆ For consignment items, type the letter **C**. For more information, see [“Handling Consignment Items” on page 156](#).
 - ◆ For fees, type the letter **F**. For more information, see [“Setting Up Fees” on page 158](#).
 - ◆ For discounts, type the letter **D**. For more information, see [“Setting Up Discounts” on page 157](#).

Note: Gasoline (**G**) and consignment items (**C**) need to be set up as inventoriable items. Fees (**F**) and discounts (**D**) need to be set up as noninventoriable items.

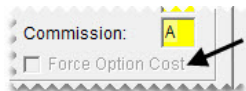
- c. To assign a spiff color to the item, click the **Color/Spiff** field and press . Then select a spiff color and click **OK**.



- d. If you pay sales commission for the item, click the **Commission** field and press . Then select the inventory commission type and click **OK**.




- e. If you're using the Option Cost costing method for the item, select the **Force Option Cost** check box. For the Expense or Relief-Percent costing methods, leave the check box blank.

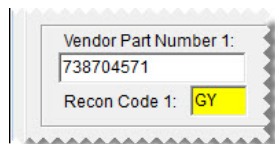


Note: This setting is for noninventoriable items only. For more information, see [“Noninventoriable Costing Methods” on page 222.](#)

- 8. Enter up to three bar codes for the item. Bar codes can be typed or entered with a scanner. For more information, see [“Working with Bar Codes” on page 167.](#)

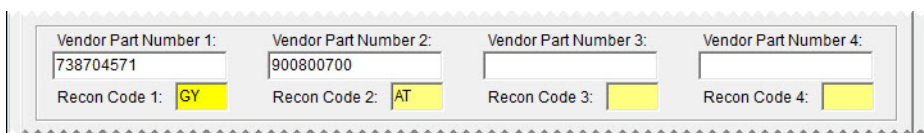


- 9. Enter the vendor part number and reconciliation code for the item's *main* vendor or manufacturer.
 - a. Type the part number in the **Vendor Part Number 1** field.
 - b. Click the **Recon Code 1** field and press . Then select the reconciliation code for the item's main vendor or manufacturer and click **OK**.



Note: Vendor part number 1 and reconciliation code 1 are used together. Therefore, if the vendor part number is for Goodyear, the reconciliation code needs to be the one for Goodyear.

- 10. 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.

11. 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 [“Preparing to Track Core Items” on page 675](#).

Load / Speed:	<input type="text"/>	Load Range:	<input type="text"/>	Warranty:	<input type="text"/>
UTQG:	<input type="text"/>	Sidewall:	<input type="text"/>	Core Item:	<input type="text"/>

12. For wheels, enter the number of lugs, the bolt pattern, the rim width, and the rim offset.
13. Type a minimum weight requirement if needed.

Bolt1:	<input type="text" value="0.00"/>	Lugs:	<input type="text" value="0"/>	Offset:	<input type="text"/>
Bolt2:	<input type="text" value="0.00"/>	Width:	<input type="text"/>	Weight:	<input type="text" value="21.00"/>


Find Add Edit Delete

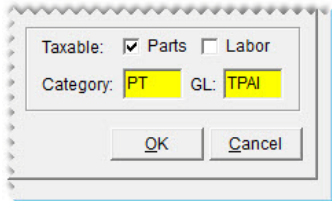
14. Assign the following codes and tax settings:

- Click the **Add On/Kit Code** field and press . Then select an add-on code and click **OK**.
- Click the **Mfg Code** field and press . Then select the code for the item’s manufacturer and click **OK**.

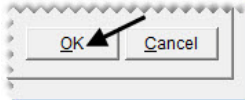
Add-On/Kit Code:	<input type="text" value="P"/>
Mfg Code:	<input type="text" value="GY"/>

- If the item’s price excluding labor is taxable, make sure the **Parts** check box is selected. Otherwise, clear the check box.
- If the item’s labor price is taxable, make sure the **Labor** check box is selected. Otherwise, clear the check box.
- 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**.



15. To save the new item, click **OK**. TireMaster prompts you to edit the prices for the new item.



16. To enter the item's price settings, click **Yes**. For instructions, see [“Setting a Fixed Price for an Item” on page 233](#). Otherwise, click **No** and close the Inventory Maintenance screen.

Handling Consignment Items

A consignment is an item that you purchase from a vendor after you sell it.

Setting Up a Consignment Item

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 33).



Figure 33: Assign the Letter C to Consignment Items

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. Because the item is unpriced, it will not post to the general ledger or affect the sales reports. The receiving document for establishing a consignment item's stocking level will never be priced. If the vendor discontinues the item, you need to reverse the receiving document.

Warning: Do *not* use the Quantity Adjustment Wizard to manage quantities for consignment items.

Buying and Selling 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 [“Setting Up a Consignment Item” on page 156](#).

When the vendor comes back to your store to replenish the item, put it on a 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.

Adding 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 34).

The screenshot shows a form with the following fields: Inventory (Y/N): Y, Type (G,C,F,D): G (with an arrow pointing to the G), Color/Spiff: yellow box, Commission: yellow box, and a checkbox for Force Option Cost which is unchecked.

Figure 34: Assign the Letter G to Gasoline

If you sell both full-serve and self-serve gasoline from the same reserve, you might want to set up a gas link. For more information, see [“Linking Gas Items” on page 210](#).

Setting Up 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. For example, if a customer hands you a \$5 coupon, you would enter \$5 as the price of the discount. TireMaster then turns the \$3 into a negative amount (Figure 35).

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales	Mech 1
1.00	.	LUBE, OIL & FILTER < 5QTS	15.99	12.99	0.00	parts	28.98	JJ	RS
1.00	.	COUPON DISCOUNT	-5.00	0.00	0.00	parts	-5.00	JJ	RS

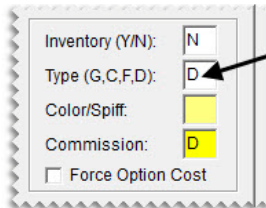
Figure 35: An Invoice with a Coupon Discount

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.

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 36).



The screenshot shows a form with the following fields:

- Inventory (Y/N): N
- Type (G,C,F,D): D (with an arrow pointing to the 'D')
- Color/Spiff: [Yellow box]
- Commission: D
- Force Option Cost

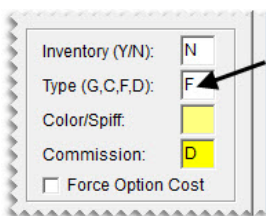
Figure 36: The Setting for a Discount Item

Setting Up Fees

With fees, you can track money other than sales tax that you owe 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.

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 37).



The screenshot shows a form with the following fields:

- Inventory (Y/N): N
- Type (G,C,F,D): F (with an arrow pointing to the 'F')
- Color/Spiff: [Yellow box]
- Commission: D
- Force Option Cost

Figure 37: The Setting for a Fee

Updating 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 using the Inventory List Editing screen.

Updating 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.
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, do one of the following:
 - ◆ On the **General** tab, click **Close**.
 - ◆ On the Site Prices and Quantity screen, click **OK**.
 - ◆ On the **Notes** tab, click **OK**.

Updating Information for More than One Item

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.

Note: Inventory List Editing is only available at the Corporate site for users with the appropriate permissions.

To update information for multiple items

1. From the **Inventory** menu, select **List Editing**. The Custom Inventory Lookup screen appears.
2. Look up a group of items that you want to update. For more information, see [“Looking Up Inventory Items” on page 185](#).
3. Rearrange the columns on the top pane, bottom pane, or both, if needed. For more information, see [“Rearranging Table Columns” on page 12](#).

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**.

- 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.

Part No	Size	Prod Code	Rim	Description	Shop Parts	UTQG
242	P235/75R15	75370	15	Bridgestone Dueler AT 695 OWL	<input checked="" type="checkbox"/>	<input type="checkbox"/>
255	LT235/75R15	204508	15	Bridgestone Dueler AT 695 OWL	<input checked="" type="checkbox"/>	<input type="checkbox"/>
296	P235/75R15	44107	15	Bridgestone Dueler HL Alenza O	<input checked="" type="checkbox"/>	<input type="checkbox"/>
346	P235/75R15 XL	26036	15	Bridgestone Insignia SE200 BW	<input checked="" type="checkbox"/>	<input type="checkbox"/>
559	P235/75R15	1313	15	Trendsetter SE 105S WSW	<input checked="" type="checkbox"/>	<input type="checkbox"/>
586	235/75R15	2612	15	Weather-Master S/T 2 105S WSW	<input checked="" type="checkbox"/>	<input type="checkbox"/>
721	P235/75R15	290110244	15	Dunlop SUV - Rover A/T OWL 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>
723	LT235/75R15	291101319	15	Dunlop SUV - Rover A/T OWL 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>
741	P235/75R15	290110299	15	Dunlop SUV - Rover A/T OWL 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>
766	P235/75R15	290103244	15	Dunlop SUV - Rover RVXT 105S O	<input checked="" type="checkbox"/>	<input type="checkbox"/>
773	LT235/75R15	291103319	15	Dunlop SUV - Rover RVXT 104R O	<input checked="" type="checkbox"/>	<input type="checkbox"/>
843	LT235/75R15/C	2826-4511	15	SUV Ziex S/TZ04 101/104Q	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part No	Site	Percent	Parts	Labor	Sale Parts	Sale Labor	Last Cost	Price By	Base	Operator	Fac
242	1	0	166.99	0.00	0.00	0.00	128.85	C	128.85	D	C
255	1	0	138.99	0.00	0.00	0.00	108.99	C	108.99	D	C
296	1	0	154.99	0.00	0.00	0.00	124.89	C	129.99	D	C

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

Tip: To resize the screen, move the pointer toward the edge until it turns into a double-ended arrow (↔). Then drag the screen to the new size.

- 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.

Note: Because an item's product code cannot be blank, TireMaster will re-enter it if it has been deleted.

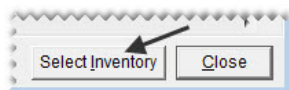
Tip: Press the arrow keys to move from cell to cell and press **Tab** to move between panes.

- In the bottom pane, click the row for the selected item and make changes as needed. In the **Price By** and **Operator** columns, press repeatedly to see your choices.

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.

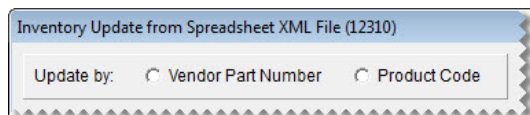
Updating Items with an XML Spreadsheet

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 page 162.

To update items with an XML spreadsheet

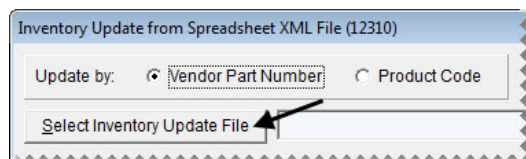
1. From the **Inventory** menu, select **Spreadsheet Updates**. The Inventory Update from Spreadsheet XML File screen appears.
2. Depending on how your spreadsheet is set up, select **Vendor Part Number** or **Product Code**. TireMaster checks your inventory for any items that have been assigned duplicate 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**.

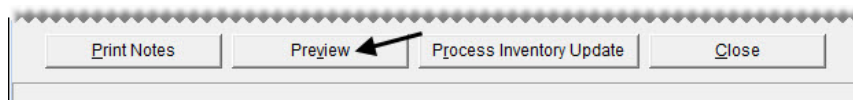
3. Look up the spreadsheet with the price information:
 - a. Click **Select Inventory Update File**. The Load Inventory Update File screen appears.



- b. Select the file that you want to use for the update and click **Open**.

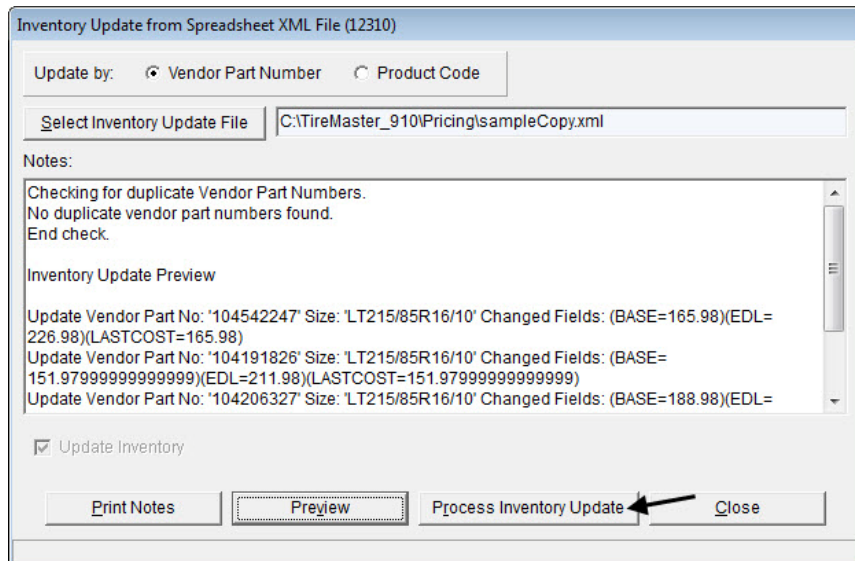
Note: If you don't see the file you want to use, select it from the **Look in** drop-down list.

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).

- 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).

- Click **OK** to close the message.
- Close the Inventory Update from Spreadsheet XML File screen.
- 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

Each spreadsheet that you use for updating inventory needs 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. **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 38 shows a spreadsheet that meets the requirements for updating prices in TireMaster.

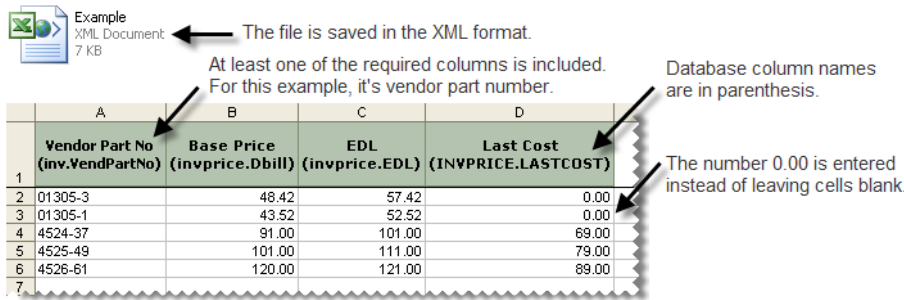


Figure 38: Inventory Update Spreadsheet Requirements

The **Pricing** folder in the TireMaster program directory (**c:\TireMaster\Pricing** or **d:\TireMaster\Pricing**) includes a pair of spreadsheets that you can modify, or you can create your own. Table 2 lists the fields in TireMaster that can be updated with an XML spreadsheet, along with the corresponding database column names.

Table 2: XML Spreadsheet Column Headings

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	
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 (is it?)	INVPRICE.FETAX	

Table 2: XML Spreadsheet Column Headings

TireMaster Field Name	Database Column Name
Standard Cost	INVPRICE.STANDARDCOST

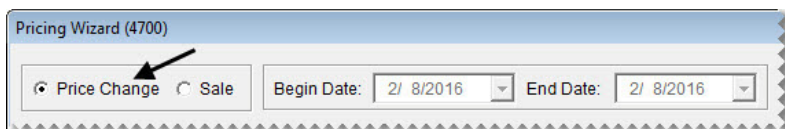
Assigning Stocking Levels to a Group of Items

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.

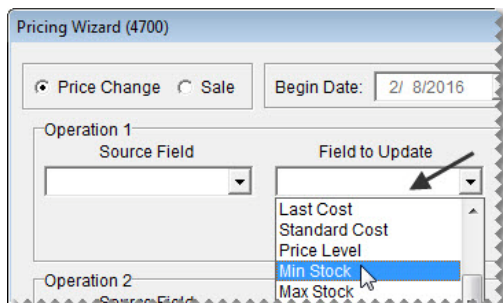
Note: Stocking levels can also be defined in the settings for individual items and for groups of items with Inventory List Editing. With Inventory List Editing, however, you can *vary* the minimum and maximum stocking levels assigned. For more information, see [“Updating Information for More than One Item”](#) on page 159.

To assign stocking levels with the Pricing Wizard

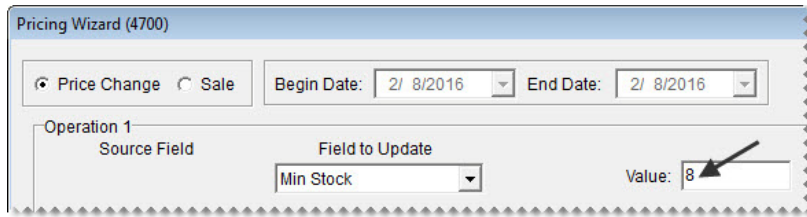
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



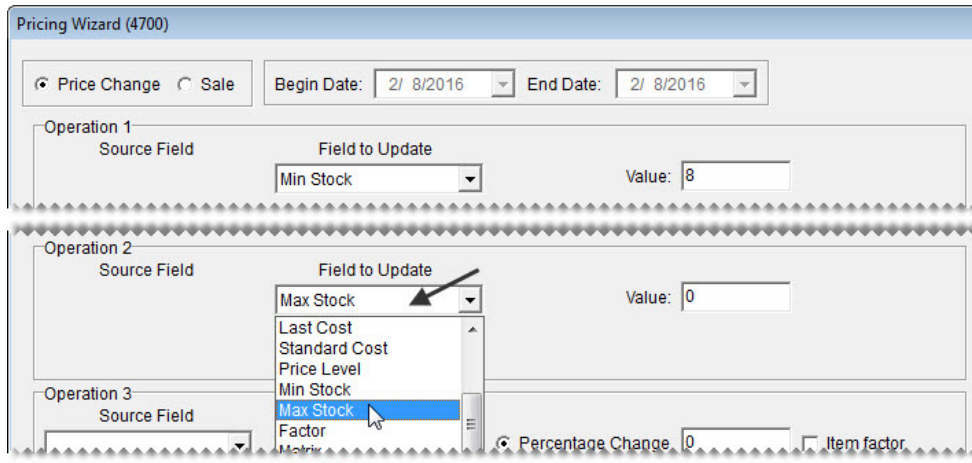
3. Update the minimum stocking level if needed. Otherwise, skip this step.
 - a. Select **Min Stock** from the **Field to Update** drop-down for the operation being used to update the minimum stocking level. The **Value** field appears and replaces the price change fields.



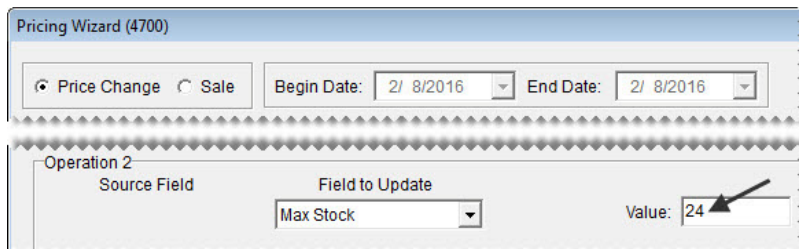
- b. Type the number you want to assign as the minimum stocking level in the **Value** field.



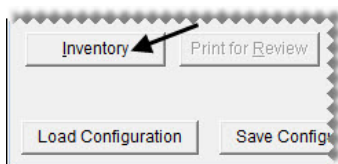
- 4. Update the maximum stocking level if needed. Otherwise, skip this step.
 - a. Select Max Stock from the **Field to Update** drop-down or the operation being used to update the maximum stocking level. The **Value** field appears and replaces the price change fields.



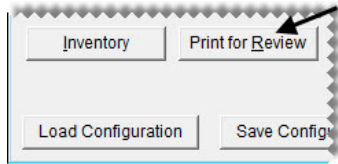
- b. Type the number you want to assign as the maximum stocking level in the **Value** field.



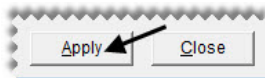
- 5. Click **Inventory**, and look up the item or items to which you want to assign levels. For more information, see [“Looking Up Inventory Items”](#) on page 185.



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.

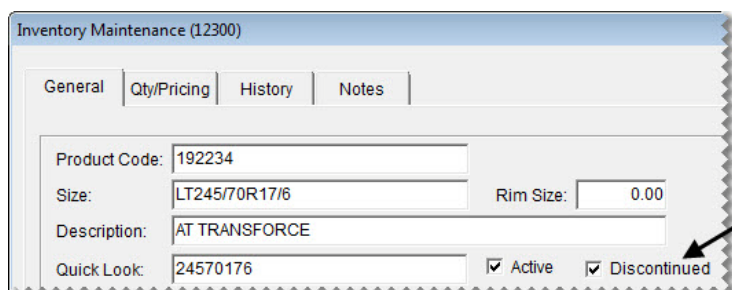
To view the changed stocking level for a single item, look at either the **Min Stock** or **Max Stock** field on the Site Prices and Quantity screen. For multiple items, select **List Editing** from the **Inventory** menu, and look up the same items you just updated. Stocking levels are listed in the lower-right half of the Inventory List Editing screen. If you can't see them, scroll to the right.

Discontinuing 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. Look up the item that you want to discontinue. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. On the **General** tab of the Inventory Maintenance screen, click **Edit**.
3. Select the **Discontinued** check box.



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

Deleting 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 deactivate it instead. For more information, see [“Inactivating an Item” on page 167](#).

To remove an item from TireMaster, look up the item you want to delete. Then click **Delete** on the **General** tab of the Inventory Maintenance screen, and click **Yes** when the confirmation message appears.

Note: In TireMaster Corporate, inventory items cannot be deleted.

Inactivating an Item

By inactivating items, you can exclude them from inventory searches and reports. You can manually deactivate an item by changing its settings on the Inventory Maintenance screen. Items can also be deactivated automatically by TireMaster. When you close the month, TireMaster changes the status of any discontinued items with a quantity of zero to inactive.

Note: 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 inactivate an item

1. Look up the item that you want to deactivate. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. On the Inventory Maintenance screen, click **Edit**.
3. Clear the **Active** check box.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The form contains the following fields and values:

- Product Code: 192234
- Size: LT245/70R17/6
- Rim Size: 0.00
- Description: AT TRANSFORCE
- Quick Look: 24570176
- Active: (unchecked)
- Discontinued: (checked)

An arrow points to the 'Active' checkbox, indicating it should be cleared.



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

Working with Bar Codes

Up to three bar codes can be assigned to each item. You can use these bar codes to look up 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.

Preparing to Use Bar Codes

Before you can assign bar codes to items or look up 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.

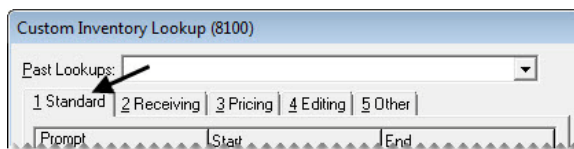
To prepare to use bar codes

1. Set up your scanner.

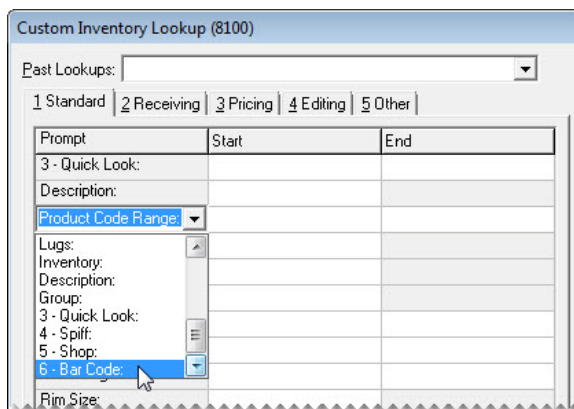
The setup process varies from device to device. Some scanners require installing and configuring software, while others need minimal setup. For more information, see the documentation that shipped with your scanner.

2. Add the bar code search option to the *first* tab on the Custom Inventory Lookup screen:

- a. Select **Inventory Lookup** from the **Setup** menu.
- b. Click the tab you want to assign the bar code to.



- c. In the **Prompt** column, select the row that you want to use for the bar code search option and select **6 - Bar Code** from the drop-down list. 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 [“Updating Information for a Single Item” on page 158.](#)

Bar Code 1:	587629244	Bar Code 2:	0	Bar Code 3:	0
-------------	-----------	-------------	---	-------------	---

- ◆ 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 [“Updating Information for More than One Item” on page 159.](#)

Part No	Size	Prod Code	BarCode 1	BarCode 2	BarCode 3
3326	LT215/85R16/10	39510	051002011	0	0
1083	LT225/75R16/10	08404	281950029	0	0
1882	LT235/85R16/10	13080	587629244	0	0
2927	LT245/75R16/10	26848	0	0	0

Tip: To simplify this task, move the bar code columns 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 [“Updating Items with an XML Spreadsheet” on page 161.](#)

Entering Bar Codes

You can use bar codes to look up 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 lookup. You can then select the item that you need from the Inventory List.

Entering 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.

Entering 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.

Entering 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.

Managing GL Codes

GL codes tie your inventory items to TireMaster's accounting system. GL codes specify which departments and general-ledger accounts to post to when items are bought, sold, returned, and so on. GL codes are assigned to items on the Inventory Maintenance screen.

Example: When an item assigned the GL code BATI is sold or received, it posts to the inventory account 1270-0. This posting occurs because the account 1270-0 is specified as the asset account in the GL code.

Inventory GL Code Maintenance Screen

You can create and update settings for a GL code on the Inventory GL Code Maintenance screen (Figure 39).

GL Code	Account 1	Account 2
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	5200	200
Expense Acct - FET	5200	200

Figure 39: Inventory 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 s whether the GL code is for inventoriable 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, returned, and so on.
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 for parts to post to when an item is bought, sold, returned, and so on.
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 for labor to post to when an item is bought, sold, returned, and so on.
Expense Acct – Parts	Lets you specify which cost account to post to when an item is bought, sold, returned, and so on.
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.

Designing GL Codes

How you design your GL codes depends on a variety 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 parts. Table 3 shows that 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 post to the same general ledger accounts as your inventoriable light truck tires.

Table 3: 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 cost as shown in Table 4.

Table 4: 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 that 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.

Creating 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 comes with more than two dozen GL codes. You can use these codes as is, modify them, or delete them and create your own codes.

To create a new GL code


1. From the **Setup** menu, select **Inventory GL Codes**. The Inventory GL Code List appears.

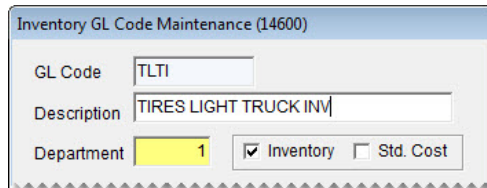
Tip: You can also access the Inventory GL Code List from the **Inventory** menu.

2. Click **Add**.


3. Type a unique code in the **GL code** field.

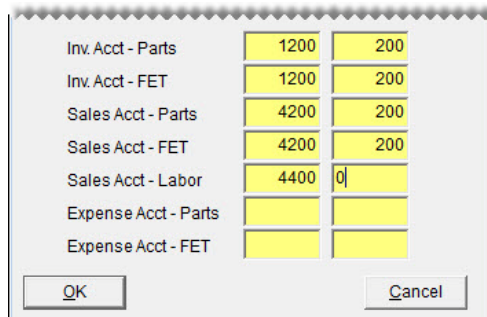
Note: GL codes can be up to four characters long. Once you click **OK**, the code cannot be changed.

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 150](#) and [“Noninventoriable Items” on page 151](#).
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.

8. 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		

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 general ledger account that you used for the parts account entries. For example, if you entered general ledger account **5270-0** in the **Expense Acct - Parts** field, also enter GL account **5270-0** in the **Expense Acct - FET** field.

9. To save the GL code, click **OK**.

Updating 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. From the **Setup** menu, select **Inventory GL Codes**. The Inventory GL Code List appears.
Tip: You can also access the Inventory GL Code List from the **Inventory** menu.
2. Click **Edit**.
3. Change the description, general ledger accounts, department, and inventory and standard cost check boxes as needed.
4. To save your changes, click **OK**.

Deleting a GL Code

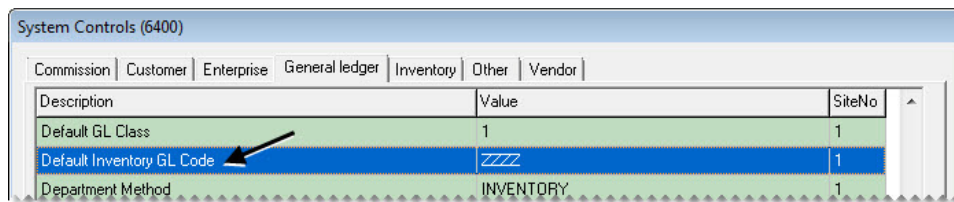
GL codes that have never been assigned to items can be deleted. To delete a GL code, select the one you want to remove on the Inventory GL Code List. Then click **Delete** and click **Yes** when the confirmation message appears.

Setting 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

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **General Ledger** tab.
3. Select **Default Inventory GL Code** and press **Enter**. The Inventory GL Code List appears.



4. Select the code that you want to use as the default GL code and click **OK**.
5. Close the System Controls screen.

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. (Figure 40) 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.

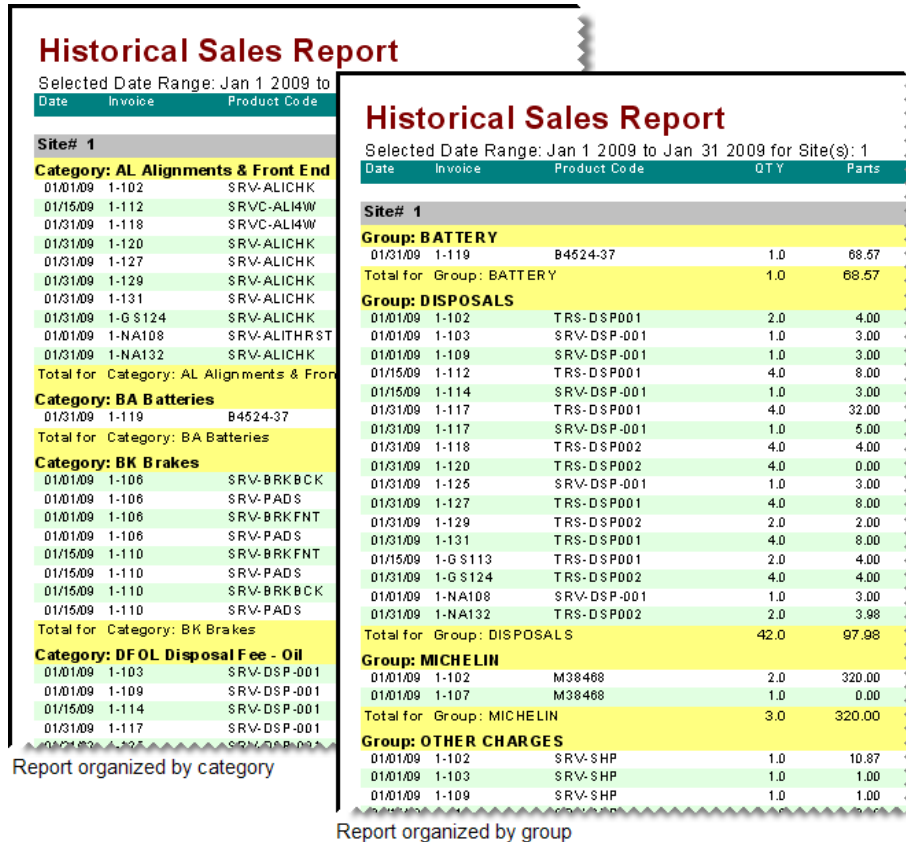


Figure 40: Historical Sales Reports Organized by Categories and Groups

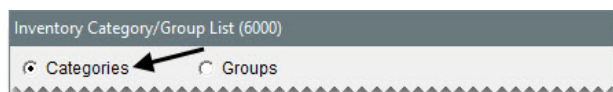
Adding and Editing Inventory Categories

If you want to change the primary method for organizing information on your reports, you can add new categories or edit existing 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.

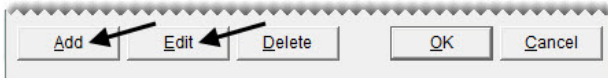
To add or update an inventory category

1. From the **Inventory** menu, select **Categories & Groups**. The Inventory Category/Group List appears.
2. Make sure **Categories** is selected.



3. Do one of the following:
 - ◆ To create a new category, click **Add**.

- ◆ To update an existing category, select it and click **Edit**.



The Inventory Category Edit screen appears.

4. If you're adding a new category, 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 add-on products, including the DOT Interface and the Goodyear Point of Sale Interface (POSI), you need to define whether a category is for tires.

8. To save the new or updated category, click **OK**.
9. Close the Inventory Category/Group List.

Inventory Category/Group List

When this screen appears, select the inventory category or group you want to assign to an item. You can also begin the process of adding or updating categories and groups from this screen. For more information, see [“Adding and Editing Inventory Categories” on page 175](#) or [“Adding and Editing Inventory Groups” on page 178](#).

Deleting an Inventory Category

If there is no transaction history associated with an inventory category, it can be deleted. To remove a category from TireMaster, select the category you want to delete on the Inventory Category/Group List, click **Delete**, and click **Yes** when the confirmation message appears.

Note: If there is a category that you once used but no longer need, you can inactivate it instead. For more information, see [“Inactivating an Inventory Category” on page 177](#).

Inactivating an Inventory Category

If you no longer use an inventory category, you can inactivate it. By inactivating a category, you can exclude it from the Inventory Category/Group List.

To inactivate an inventory category

1. From the **Inventory** menu, select **Categories & Groups**. The Inventory Category/Group List appears.
2. Make sure **Categories** is selected.
3. Select the category that you want to inactivate and click **Edit**. The Inventory Category Edit screen appears.
4. Clear the **Active** check box and click **OK**.

5. Close the Inventory Category/Group List.

Setting 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 on the Inventory Maintenance screen.

To set the default inventory category

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
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 POs	YES	1

4. Select the category that you want to use as the default and click **OK**.

5. Close the System Controls screen.

Adding and Editing Inventory Groups

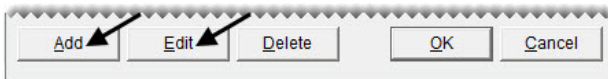
Inventory groups provide an alternative means of organizing information on your reports. Tires, services, warranties, disposals, and batteries are all examples of inventory groups.

To add or update an inventory group

1. From the **Inventory** menu, select **Categories & Groups**. The Inventory Category/Group List appears.
2. Select **Groups**.

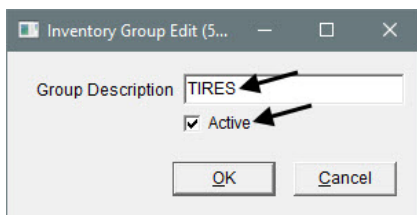


3. Do one of the following:
 - ♦ To create a new group, click **Add**.
 - ♦ To update an existing group, select it and click **Edit**.



The Inventory Group Edit screen appears.

4. Type a name for the group and make sure the **Active** check box is selected.



5. To save the new or updated group, click **OK**.
6. Close the Inventory Category/Group List.

Deleting Inventory Groups

If you have an inventory group that hasn't been used, it can be deleted. To remove a group from TireMaster, select the group you want to delete on the Inventory Category/Group List, click **Delete**. When the confirmation message appears, click **Yes**.

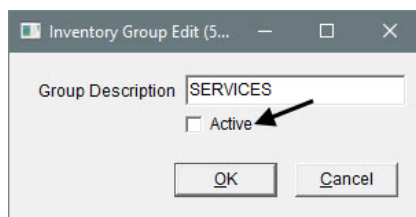
Note: If there is a group that you once used but no longer need, you can inactivate it instead. For more information, see [“Inactivating an Inventory Group” on page 179](#).

Inactivating an Inventory Group

Unused inventory groups can be inactivated. When a group is inactive you can exclude it from the Inventory Category/Group List.

To inactivate an inventory group

1. From the **Inventory** menu, select **Categories & Groups**. The Inventory Category/Group List appears.
2. Select **Groups**.
3. Select the category that you want to inactivate and click **Edit**. The Inventory Group Edit screen appears.
4. Clear the **Active** check box and click **OK**.



5. Close the Inventory Category/Group List.

Manufacturer Codes

Manufacturer codes identify which manufacturer produced an item. They can be used to look up items and organize information on reports. Manufacturer codes are assigned to items on the Inventory Maintenance screen.

Adding and Updating Manufacturer Codes

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 by adding new codes or updating existing codes.

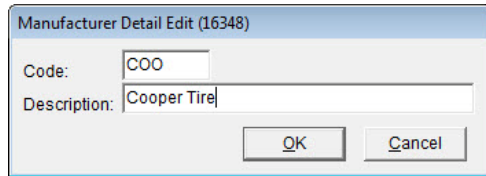
To add or update an existing manufacturer code

1. From the **Setup** menu, select **Manufacturer Codes**. The Manufacturer List appears.
2. Do one of the following:
 - ◆ To create a new manufacturer code, click **Add**.
 - ◆ To update an existing manufacturer code, select it and click **Edit**.



The Manufacturer Detail Edit screen appears.

3. If you're adding a new code, type it in **Code** field. Manufacturer codes can be up to five characters long.
4. Type a description for the code.



The screenshot shows a dialog box titled "Manufacturer Detail Edit (16348)". It has two input fields: "Code:" with the value "COO" and "Description:" with the value "Cooper Tire". At the bottom, there are two buttons: "OK" and "Cancel".

5. To save the new or updated code, click **OK**.
6. Close the Manufacturer List.

Deleting Manufacturer Codes

If a manufacturer code has never been assigned to any items, you can delete it. To remove a manufacturer code, select it on the Manufacturer List and click **Delete**. Then click **Yes** when the confirmation message appears.

Managing Inventory

Because inventory settings can be tailored to your own specifications, you can efficiently manage this part of your business with TireMaster. Some customizations can help you locate items quickly, while others can help you sell more products and services. This chapter includes the following topics:

- ◆ “Custom Inventory Lookup Screen” on page 181
- ◆ “Looking Up Inventory Items” on page 185
- ◆ “Working with the Inventory List” on page 192
- ◆ “Viewing an Item’s History” on page 194
- ◆ “Taking Inventory” on page 196
- ◆ “Add-Ons” on page 200
- ◆ “Shop Supplies” on page 206
- ◆ “Managing Gas Links” on page 209
- ◆ “Color/Spiff Codes” on page 212

Custom Inventory Lookup Screen

You can define the requirements for inventory searches by entering one or more codes in the fields on the Custom Inventory Lookup screen (Figure 41). The screen also has five tabs that you can customize for the various circumstances in which you look up items.

Note: The TireMaster startup database includes the following tabs: **Standard**, **Receiving**, **Pricing**, **Editing**, and **Other**. You can change these names if needed.

Figure 41: The Custom Inventory Lookup Screen

Item	Description
Past Lookups	Lets you select the codes used for a previous search from a drop-down list 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 <input type="text" value="⌵"/> 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 <input type="text" value="⌵"/> and make a selection from a list. ◆ 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.

Item	Description
Sort	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. 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.
Active Items Only	Lets you include active items in the search.
Include Discontinued Items	Lets you include discontinued items in the search.
Descending	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. 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.
Name	Lets you change the name of the selected tab. Note: This button is visible only when accessing the Custom Inventory Lookup screen from the Setup menu.
Clear	Removes codes that have been entered in the Start and End columns.
OK	Functions in one of the following ways: <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	Functions in one of the following ways: <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.

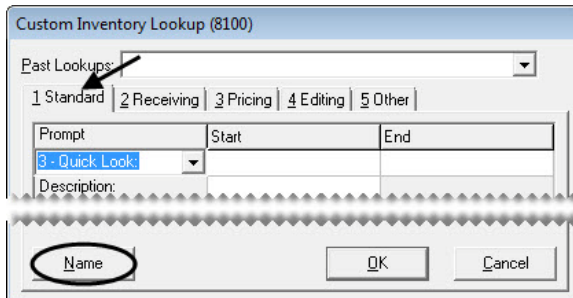
Setting Up the Custom Inventory Lookup Screen

You can tailor each tab on the Custom Inventory Lookup screen 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.

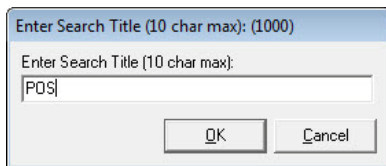
Note: The settings on the first tab determine how items are retrieved when searching with the down-arrow lookup method. For more information, see [“Using the Down-Arrow Lookup Method” on page 11](#).

To set up the Custom Inventory Lookup Screen


1. From the **Setup** menu, select **Inventory Lookup**. The Custom Inventory Lookup screen appears.
2. To rename a tab, click the tab, and then click **Name**. The Enter Search Title screen appears.

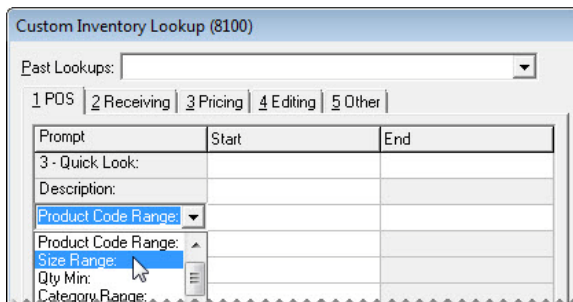


3. Type the new name for the tab and click **OK**.



Tip: To avoid having to scroll right to see the name of tab 5, use short names for all 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 list.



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 an invoicing tab, while **Product Code Range** could be used first on a PO or receiving tab.

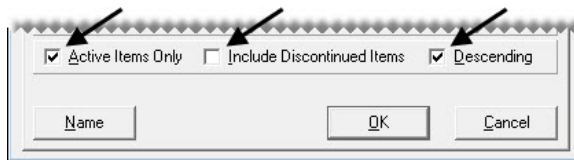
6. Using the codes to the right of the **Sort** field, type the sort order. For example, to sort by rim size, quick look code, and best price, type **R3B**.



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.

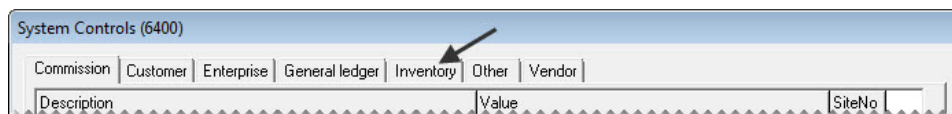
8. To set up the remaining tabs, repeat steps 2 through 6.
9. To save the settings, click **OK**.

Enabling the Custom Inventory Lookup Screen

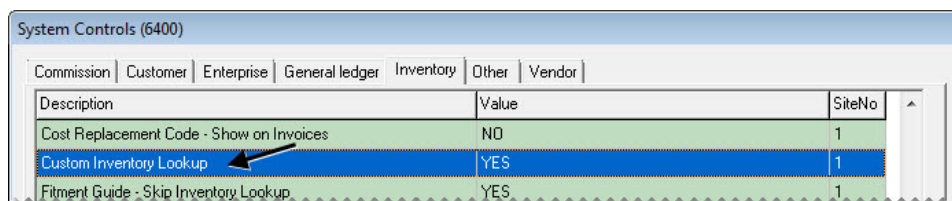
Before you can use the Custom Inventory Lookup screen, you need to enable the feature in System Controls.

To enable the Custom Inventory Lookup Screen

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
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.

Looking Up Inventory Items

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.

Searching for Items with Quick-Look Codes

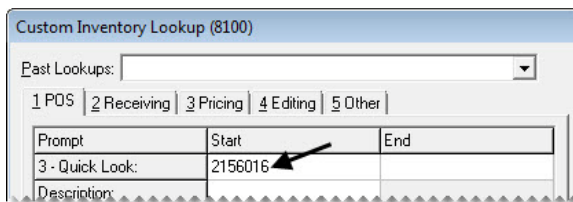
A quick-look code can be any combination of numbers or letters that's easy to remember. Many dealers use quick-look codes as a way to look up tire sizes without having to type slashes or letters. Searching with quick-look codes is helpful at point of sale.

To search with quick look codes

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.

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 appears.

7. Select an item and click **OK**.

Note: To view information about available and on-order quantities for another site, click **Other Site**.

Searching for Items 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.

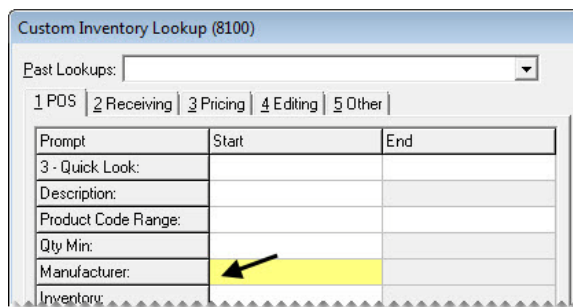
To search for items by manufacturer

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.

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 **Manufacturer** row, click in the **Start** field and press . Then select the manufacturer code from the list that appears and click **OK**.



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:		
Qty Min:		
Manufacturer:		
Inventory:		

Tip: Clicking **Clear** removes the manufacturer code from the screen.

4. If you want to use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.



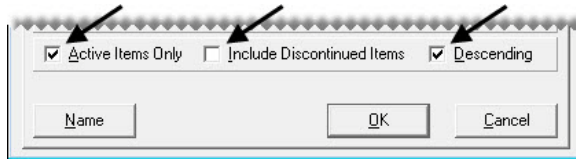
Sort: R3B

S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

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. 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.

6. Click **OK**. The Inventory List appears.
7. Select an item, and click **OK**.


Note: To view information about available and on-order quantities for another site, click **Other Site**.

Searching 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.

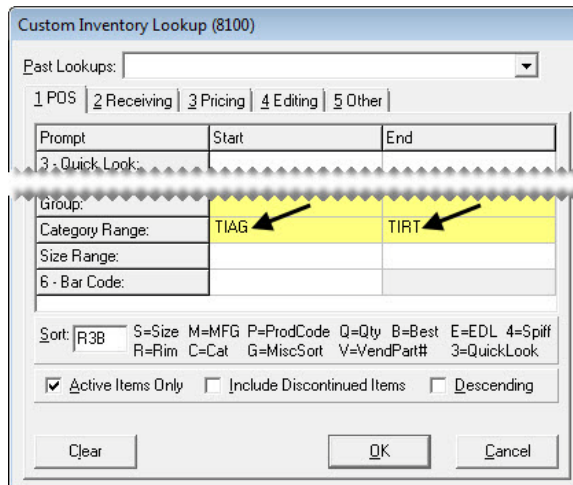
To search for a range of items

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.

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. Click the **Start** field for the row you're using and type a code, number, letter, or description. For group and category ranges, you can 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.

- Click the **End** field for the same row and type a code, number, letter, or description. For category and size ranges, you can 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:		

Group:

Category Range:	TIAG	TIRT
Size Range:		
6 - Bar Code:		

Sort: R3B 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

Tip: Clicking **Clear** removes the codes from the screen.

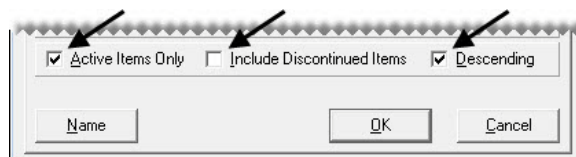
- If you want to use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.



Sort: R3B S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

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.



Active Items Only Include Discontinued Items Descending

Name 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 appears.
- Select an item, and click **OK**.

Note: To view information about available and on-order quantities for another site, click **Other Site**.

Searching for Items 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.

Prompt	Start	End
3 - Quick Look:		
Description:		
6 - Bar Code:	445227099	
Qty Min:		

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**.

Note: If the search retrieved multiple items, select the item whose record you want to view and click **OK**.

Searching 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.

Note: The Split Look option allows you to search with two different quick look codes.

To search for staggered fitment tires

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 **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**.
6. Click **OK**. The Inventory List appears.

Prompt	Start	End
3 - Quick Look:		
Split Look:	2454020	2753520
Description:		
Product Code Range:		
Manufacturer:	MIC	
Inventory:		

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.

7. Select an item, and click **OK**.

Note: To view information about available and on-order quantities for another site, click **Other Site**.
8. To access the information about the other tire for the staggered fitment, click the **Prev** or **Next** buttons as needed.

Searching for Items 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

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.

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. 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.

Prompt	Start	End
3 - Quick Look:		
Description:		
6 - Bar Code:		
Size Range:	205	255
Rim Size:		
Manufacturer:	GDY	
Category Range:		

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.

Sort: R3B S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

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.

Active Items Only Include Discontinued Items Descending

Name 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 appears.
- Select an item, and click **OK**.

Note: To view information about available and on-order quantities for another site, click **Other Site**.

Working with the Inventory List

The Inventory List includes numerous details about the items retrieved in searches, including size, description, quantities, and price and cost information. Because there is much information on the screen, you can make working with it easier by adjusting the layout and sorting the columns.

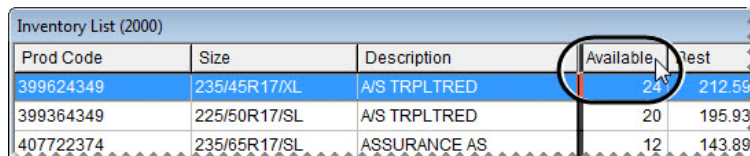
Moving and Resizing Inventory List Columns

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.

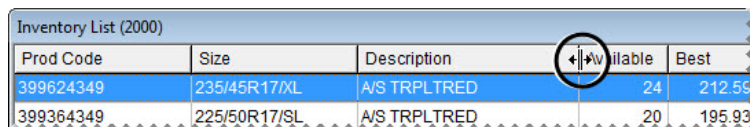
To move and resize Inventory List columns

1. Look up an item. The Inventory List appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



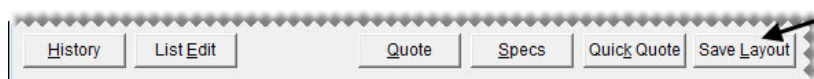
Prod Code	Size	Description	Available	Best
399624349	235/45R17/XL	A/S TRPLTRED	24	212.59
399364349	225/50R17/SL	A/S TRPLTRED	20	195.93
407722374	235/65R17/SL	ASSURANCE AS	12	143.89

3. To resize a column, move the pointer (↔) to the boundary line for the column heading. When the pointer turns into ↔,mp drag the boundary to the new width.



Prod Code	Size	Description	Available	Best
399624349	235/45R17/XL	A/S TRPLTRED	24	212.59
399364349	225/50R17/SL	A/S TRPLTRED	20	195.93

4. When you're done moving and resizing the columns, click **Save Layout**.

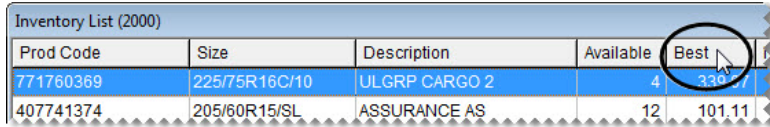


Note: The **Save Layout** button is available only to users who belong to security groups that are assigned the **Save Screen Layout** permission.

The Inventory List columns will be displayed in the new arrangement until the layout is changed.

Sorting 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 42). To change the order from highest to lowest or the other way around, click the heading again.



Prod Code	Size	Description	Available	Best
771760369	225/75R16C/10	ULGRP CARGO 2	4	330.7
407741374	205/60R15/SL	ASSURANCE AS	12	101.11

Figure 42: Sorting Inventory List Columns

Viewing an Item's History

For each item, you can view sales history and receiving history. Sales history lists invoices created when the item was sold or returned, while receiving history shows vendor invoice documents created when the item was priced. When you look up an item's history, you can also see if that item is currently on any work orders or set aside for any appointments. You can view an item's history by looking up its record or from the Inventory List.

Viewing an Item's History in Its Record

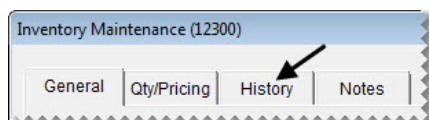
One way to view an item's history is to look up its record. The following are advantages to looking up history in this manner:

- ◆ You can reprint each historical invoice and vendor invoice document associated with the item.
 - Note:** Invoices can be printed only from the sales and receiving history views.
- ◆ You can view journal entries generated when the item was sold or received.
- ◆ You can see the description included on each invoice and vendor invoice document associated with the item.

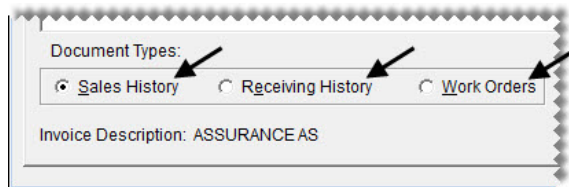
Note: For noninventoriable items, these descriptions can vary.

To view an item's history in its record

1. From the **Inventory** menu, select **Maintenance**. The Custom Inventory Lookup screen appears.
2. Look up the item whose history you want to view. The Inventory Maintenance screen appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
3. Click the **History** tab.

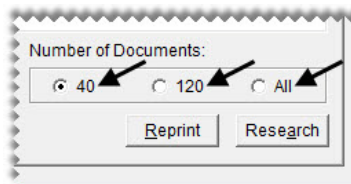


4. Select **Sales History**, **Receiving History**, or **Work Orders**.



Note: Work order history also includes items that have been set aside for scheduled appointments. The document type code SA is assigned to these items. If an appointment expires without becoming a completed invoice, the item's appointment quantity will continue to affect the on work order quantity until the appointment is deleted.

5. To define the maximum number of historical documents or work orders 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 868](#) and [“Grid Control - Limit 2” on page 868](#).

6. Select a document.
7. To view and print 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**.

Viewing an Item's History from the Inventory List

You can access an item's history from the Inventory List. With this feature, you can view an item's history as you're placing it on a work order, quote, purchase order, or receiving document. Doing so makes it possible for you to see the following:

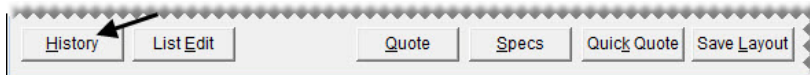
- ◆ How much you previously charged customers for the item

- ◆ 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

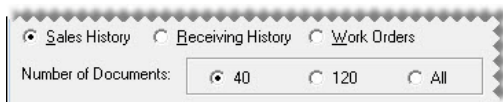
1. Look up an item or lookup an item to add to a work order, quote, purchase order, or receiving document.
2. On the Inventory List, click **History**. The Inventory History screen appears.



3. Select **Sales History**, **Receiving History**, or **Work Orders**.

Note: Work order history also includes items that have been set aside for scheduled appointments. The document type code SA is assigned to these items. If an appointment expires without becoming a completed invoice, the item's appointment quantity will continue to affect the on work order quantity until the appointment is deleted.

4. To define the maximum number of historical documents or work orders displayed, select one of the radio buttons toward the lower-left corner of the screen.



5. Close the Inventory History screen. The Inventory List appears.
6. Select an item and continue the task you initially started.

Taking Inventory

Taking inventory is a multi-step process. To start, print one or more copies of the Inventory Counting Deck so you have a list of the items that you want to count. Whether you include on-hand quantities on the counting deck depends on who will use the document. For control clerks, you might want to include the on-hand quantities so they can compare the physical count to the system count. For counters, we recommend excluding the on-hand quantities. You can print the counting deck from the Report List or the Inventory Quantity Adjustment Wizard.

The second part of taking inventory is the physical count, the step in which you see how much of an item you actually have. An item's actual count includes the following:

- ◆ The number of items received into inventory (whether they're priced or not)
- ◆ The number of items on work order and in the shop
- ◆ The number of the items on work order 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.

If you find a difference between the quantities recorded by the counters and the number of items in TireMaster, you need to adjust your inventory quantities. An inventory quantity adjustment changes an item's on-hand quantity to the physical count minus the quantity on work order.

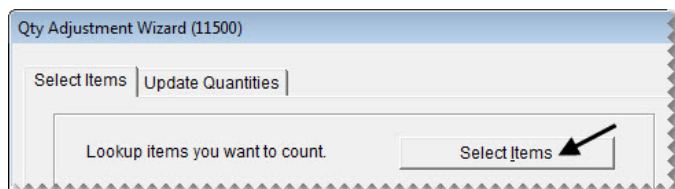
Printing an Inventory Counting Deck

When you take inventory, you can print the Inventory Counting Deck from either the Report List or the Inventory Quantity Adjustment Wizard. 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.

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 816](#) or [“Inventory Counting Deck w/ QTY” on page 816](#).

To print the Inventory Counting Deck

1. From the **Inventory** menu, select **Qty Adjustment Wizard**. The Qty Adjustment Wizard screen appears.
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 [“Looking Up Inventory Items” on page 185](#).



Note: Look up only the items that you can count before the store opens for business. Otherwise, the count will be off for any additional items that are sold or put on work orders.

Tip: Write down the range and sort order used for the counting deck to ensure that items are ordered the same on paper and on the screen if you need to adjust inventory quantities.

4. Click **Inventory Counting Deck**. The following message appears: “Print with quantity on hand shown?”
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**. The following message appears: “If you cancel this wizard now, you’ll need to restart the quantity adjustment process. Do you still want to cancel this wizard?”
9. Click **Yes**.

Taking a Physical Count

The second part of taking inventory is counting the items to see how many you actually have.

To take a physical count

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.

Adjusting Inventory Quantities

If the number of items from your physical count don’t match the system-generated count in TireMaster, you need to adjust your inventory quantities with the Inventory Quantity Adjustment Wizard.

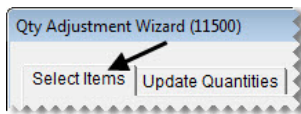
Note: ASA recommends printing an Inventory Checkup Report before making quantity adjustments. If the report identifies discrepancies between the system-generated inventory quantities and the sales, receiving, and adjustment activity for items, contact TireMaster Support.

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.

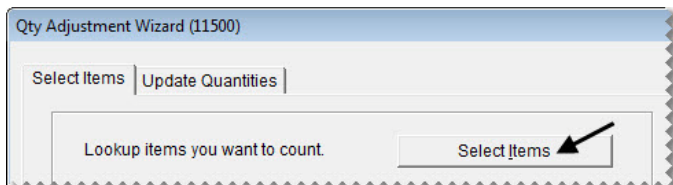
To adjust inventory quantities

1. From the **Inventory** menu, select **Qty Adjustment Wizard**. The Qty Adjustment Wizard screen appears.
Note: Inventory quantities must be adjusted *after* taking the physical count, but *before* you receive 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 [“Looking Up Inventory Items”](#) on page 185.



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.

 A screenshot of the 'Qty Adjustment Wizard (11500)' window. The 'Update Quantities' tab is active. A table displays a list of items with columns for ProdCode, Size, Description, and Actual Count. The 'Actual Count' column is circled. The table data is as follows:

ProdCode	Size	Description	Actual Count
407106374	185/65R14/SL	ASSURANCE AS	0.0000
407476374	185/70R14/SL	ASSURANCE AS	4.0000
407736374	195/70R14/SL	ASSURANCE AS	12.0000
407739374	185/60R15/SL	ASSURANCE AS	0.0000

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 that 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**. The **Select Items** tab appears.
 - b. Repeat steps 3 through 7.

9. Once you've entered all of the necessary adjustments, click **Finish**. The Report Window appears.



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.

- ◆ If you don't want to adjust the quantities, click **No**.

Add-Ons

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

Using add-ons can help you increase sales, because they remind you to suggest additional items and services to customers. Add-ons also help to prevent liability by prompting you to recommend services that, if declined, might compromise a customer's safety.

Note: You can determine whether add-ons are included on work orders for each of your customer types by selecting or clearing the **Addons** check box on the Customer/Vendor Type Edit screen.

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 43). The items assigned to an add-on code are called add-on items.

The add-on is shown toward the top of the screen.

The items assigned to the add-on code are shown toward the bottom of the screen.

Code	Description
L1	LIGHT TRUCK GOLD PACKAGE
L2	LIGHT TRUCK SILVER PACKAGE
LT	LIGHT TRUCK BRONZE PACKAGE
P1	PASSENGER GOLD PACKAGE
P2	PASSENGER SILVER PACKAGE
PT	PASSENGER BRONZE PACKAGE

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 YF	<input type="checkbox"/>	10.00	0.00	0	<input checked="" type="checkbox"/>
7	COMPUTER 4-WHEEL ALIGNMENT	<input type="checkbox"/>	0.00	1.00	0	<input checked="" type="checkbox"/>

Figure 43: The Add-On Code List

Add-on codes can be assigned to one or more items in your inventory. In Figure 44, the add-on code PT is assigned to a tire.

Add-On/Kit Code: L2

Mfg Code: FIR

Taxable: Parts Labor

Category: TILT GL: TLTI

OK Cancel

Figure 44: An Add-On Code Assigned to an Item

These items, which are referred to as parent items, are the main items that are 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 associated with its add-on code (the add-on items) are also included on 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 45).

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
4.00	LT265/75R16/10	CROSS COUNTRY LAREDO	185.75	0.00	0.00	both	743.00	DJ
4.00	.	COMPUTER BALANCE - LT	0.00	12.99	0.00	parts	51.96	DJ
4.00	.	RUBBER VALVE STEM	1.99	0.00	0.00	parts	7.96	DJ
4.00	.	STATE TIRE TAX (FEE)	3.00	0.00	0.00	none	12.00	DJ
4.00	.	LT ROAD HAZARD WARRAN	18.58	0.00	0.00	parts	74.32	DJ
4.00	.	TIRE DISPOSAL - LT.	3.00	0.00	0.00	parts	12.00	DJ

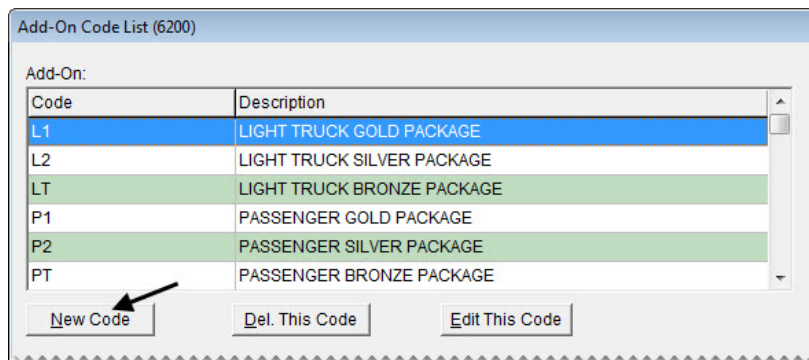
Figure 45: A Parent Item and Its Add-On Items

Creating Add-On Codes

The first step in setting up add-ons is creating the add-on codes that can be assigned to 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. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.
2. Click **New Code**. The Add-On Header Edit screen appears.

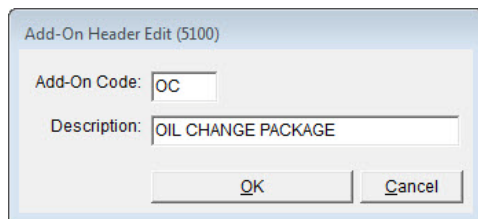


3. Type a two-character code in the **Add-On Code** field.

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 associate items with the new add-on code. For more information, see [“Associating Items with Add-On Codes” on page 203](#).

Updating an Add-On Code

If you don't like the description for an add-on code, you can change it. However, the two-character add-on code itself cannot be edited. To update an add-on code, select **Add-On Codes** from the **Inventory** menu. Select the code whose description you want to change. Then click **Edit This Code**, type the new description, and click **OK**.

Deleting an Add-On Code

Add-on codes that are not assigned to any items, can be deleted. To delete an add-on code, select **Add-On Codes** from the **Inventory** menu. Then select the code you want to remove and click **Delete**.

Associating Items with Add-On Codes

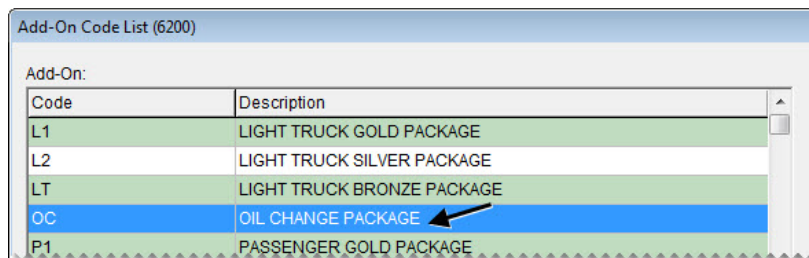
The second step in creating add-ons is associating items with the add-on codes. When you associate an item with an add-on code, you need to define whether the item will be sold at the same quantity as the parent item or at a fixed quantity. For example, although you sell a set of four tires, you perform only one alignment check.

You also need to decide whether to sell an add-on item at its regular price or a percentage of the parent item's price. You can edit the price and quantity for an add-on item at any time. You can also change an add-on item's price, quantity, or both at point of sale.

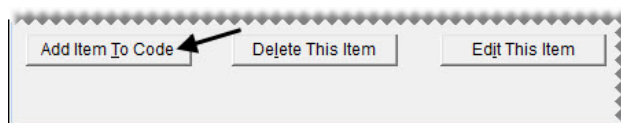
Note: You can add items to an add-on code as soon as the code is created. However, if you are in the process of going online, you need to wait until all your items are set up before you can add items to add-on codes.

To associate items with an add-on code

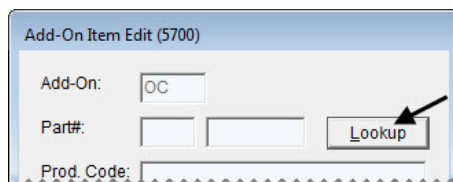
1. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.
2. Toward the top of the screen, select the code with which you'll associate items.




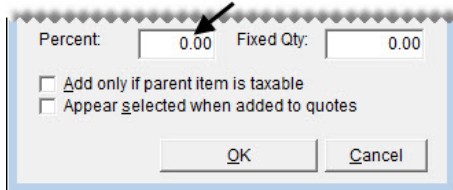
3. Toward the bottom of the screen, click **Add Item to Code**. The Add-On Item Edit screen appears.



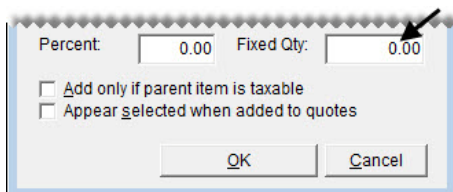
4. Click **Lookup**, and look up the item that you want to add to the add-on code. For more information, see [“Looking Up Inventory Items” on page 185](#).



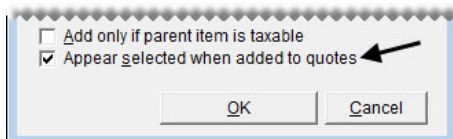
5. If the settings for an add-on item are only applicable for a particular site, click the **Site #** field, press , and select the site from the Site List.
6. To sell the add-on item at a percentage of the parent item's price, type the percentage in decimal form (such as **5.5**) in the **Percent** field. Otherwise, leave the percentage set to 0.00.



7. 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.



8. 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.
9. To automatically include the add-on item in the prices calculated for quotes, select the **Appear selected when added to quotes** check box. Otherwise, leave the check box alone.



10. Click **OK**.
11. To associate additional items with the add-on code, repeat steps 3 through 10.
12. Close the Add-On Code List.

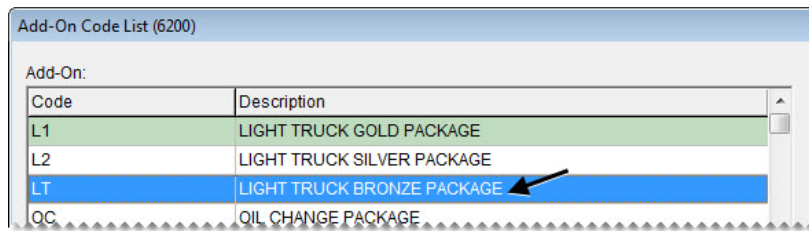
Updating an Add-On Item

If you need to change the percentage, quantity, or tax settings of an add-on item, update its settings.

To update an add-on item

1. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.

2. Toward the top of the screen, select the code with the item that you want to edit.



3. Toward the bottom of the screen, click **Edit This Item**. The Add-On Item Edit screen appears.



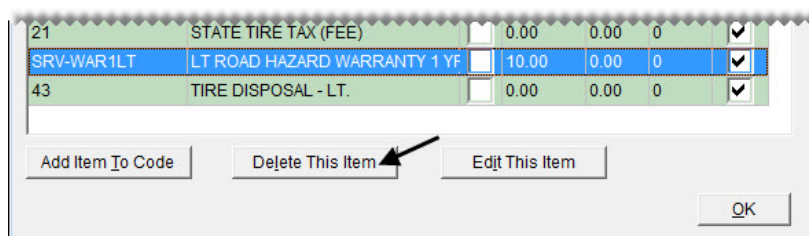
4. Make the needed changes to the percentage, quantity, and tax settings.
5. Click **OK**.

Removing an Add-On Item from an Add-On Code

At some point you might no longer want to associate an item with an add-on code. You can remove an add-on item from an add-on code at any time.

To remove an add-on item from an add-on code

1. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.
2. Toward the top of the screen, select the code that has an add-on item that you want to remove.
3. Toward the bottom of the screen, select the item you want to remove and click **Delete This Item**. A confirmation message appears.



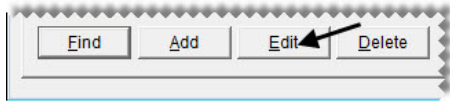
4. Click **Yes**.

Assigning Add-Ons to a Parent Item

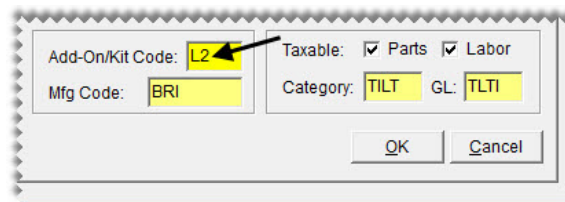
An add-on code defines which additional items to sell when an item is sold. The add-on code is one of many settings that you can assign to an item on the Inventory Maintenance screen.

To assign an add-on code to an item

1. Look up the item that you want to assign an add-on code to. For more information, see [“Looking Up Inventory Items”](#) on page 185.
2. On the Inventory Maintenance screen, make sure the **General** tab is selected.
3. Click **Edit**.



4. Click the **Add-On/Kit Code** field, press , and select the appropriate add-on code.



5. To save your changes, click **OK**.
6. Click **Close**.

Tip: In addition to assigning add-on codes to items, you need to make sure that the **Addons** check box is selected for the appropriate customer type on the Customer/Vendor Type Edit screen. Otherwise, add-ons won't be included on the invoice.

Shop Supplies

You can automatically include shop charges on invoices. These fees, referred to as shop supplies, 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.

Setting Up Shop Supplies

Setting up shop supplies is a three-step process. First, add a shop supplies item to your inventory. This item will be used for tracking the sales of shop charges. Next, set a group of system controls, most of which define how shop charges are calculated. Then identify the items for which you'll assess shop charges.

To set up shop supplies

1. Add a shop supplies item to the inventory. For this item, complete the following settings. For more information, see [“Adding Items to the Inventory” on page 152](#).
 - ◆ 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 words Shop Charge will appear on your invoices.
 - ◆ For the setting **Inventory (Y/N)**, type **N** for noninventoriable.
 - ◆ Make sure the **Charge Shop Parts** 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.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Product Code' is 39, 'Description' is SHOP CHARGE, and 'Group' is OTHER CHARGES. The 'Inventory (Y/N)' is set to N. The 'Charge Shop' section has 'Parts' and 'Labor' checkboxes unchecked. The 'Category' is SHOP and 'GL' is SHPN. The 'Mfg Code' is ZZZ. The 'Weight' is 0.00. The 'Find', 'Add', 'Edit', 'Delete', and 'Close' buttons are visible at the bottom.

2. Set the shop supplies controls:
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Inventory** tab.

The screenshot shows the 'System Controls (6400)' window with the 'Inventory' tab selected. The 'Description' field is empty and the 'Value' field contains 0.00. The 'SiteNo' field is empty. An arrow points to the 'Inventory' tab in the top navigation bar.

- c. Complete the following settings:

- ◆ To enable shop charges, select **Shop Supplies (Yes or No)** and press **Enter**. Then select **Yes**.
- ◆ To set a maximum amount for shop charges, select **Shop Supplies Amount - Maximum** and press **Enter**. Then type the highest amount to charge and click **OK**.
- ◆ To set a minimum amount for shop charges, select **Shop Supplies Amount - Minimum** and press **Enter**. Then type the lowest amount to charge and click **OK**.
- ◆ To define the shop supplies item, select **Shop Supplies Item - Part#** and press **Enter**. Then look up the shop-supplies item. For more information, see [“Looking Up Inventory Items” on page 185](#).
- ◆ To define the labor price percentage for calculating shop charges, select **Shop Supplies Labor Amount - Percentage (%)** and press **Enter**. Then type the percentage and click **OK**.
- ◆ To define the parts price percentage for calculating shop charges, select **Shop Supplies Parts Amount - Percentage (%)** and press **Enter**. Then type the percentage and click **OK**.

The screenshot shows the 'System Controls (6400)' window with the 'Inventory' tab selected. The table below represents the data shown in the window:

Description	Value	SiteNo
Inventory Cost Method (FIFO, AVG, LIFO)	AVG	1
Inventory Default Category	ZZZZ	1
PO System - Re-Open ordered POs	YES	1
Reorder Reports - Include Transfers	NO	1
Shop Supplies (YES or NO)	NO	1
Shop Supplies Amount - Maximum	19.99	1
Shop Supplies Amount - Minimum	1.99	1
Shop Supplies Item - Part#	39 SHOP CHARGE	1
Shop Supplies Labor Amount - Percentage(%)	2	1
Shop Supplies Parts Amount - Percentage (%)	2	1
Shop Supplies Service Checklist	NO	1

d. Close the System Controls screen.

3. Define which items will include the shop-supplies fee.

- ◆ For a single item, select the **Shop Charge Parts** check box, the **Shop Charge Labor** check box, or both check boxes on the **General** tab of the Inventory Maintenance screen. Repeat for each additional item for which you’ll assess a shop charge. For more information, see [“Adding Items to the Inventory” on page 152](#).

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The fields and checkboxes are as follows:

Product Code: 150797
 Size: LT225/75R16/10 Rim Size: 0.00
 Description: W965 BLIZZAK
 Quick Look: 225751610 Active Discontinued
 Group: TIRES Charge Shop: Parts Labor

- ◆ For multiple items, select the **Shop Parts** check box, the **Shop Labor** check box, or both check boxes on the Inventory List Editing screen. For more information, see “[Updating Information for More than One Item](#)” on page 159.

Part No	Size	Prod Code	Rim	Description	Shop Parts	Shop Labor	Qty
2375	LT215/85R16/10	150770	0	W965 BLIZZAK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10
2602	LT215/85R16/10	191826	0	R500 HD DURAVIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10
2658	LT215/85R16/10	206327	0	R250 DURAVIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10
2709	LT215/85R16/10	214606	0	M700 HD DURAVIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10

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.

Managing 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 type of fuel when both come from the same tank.

Gas Link Maintenance Screen

You can manage your gas links with the Gas Link Maintenance Screen (Figure 46).

Figure 46: Gas Link Maintenance

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.

Item	Description
Gas Item To Link To	Displays the following: <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.

Linking 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 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 47).

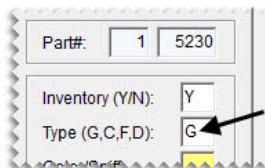
Prod Code	Size	Description	Available	Best	N
GAS001	.	GAS REGULAR - SELF SERV	941.15	2.29	
GAS002	.	GAS REGULAR - FULL SERV	0	2.39	
GAS003	.	GAS PREMIUM - SELF SERV	790.9	2.49	
GAS004	.	GAS PREMIUM - FULL SERV	0	2.59	

Figure 47: Linked Gas Items

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.

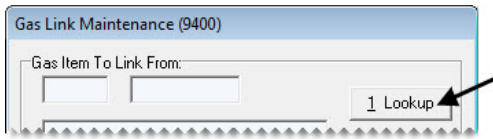
To link gas items

1. Set up at least two gasoline 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.

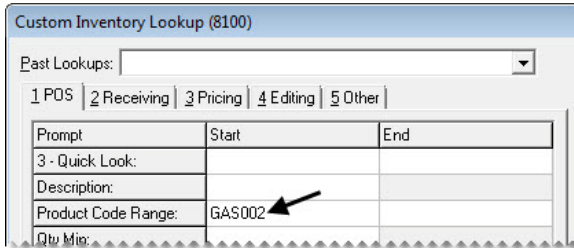


2. From the **Inventory** menu, select **Gasoline Combine**. The Gas Link Maintenance screen appears.
3. Select the gas item that you want to link to another gas item:

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



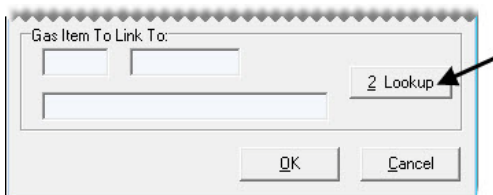
- b. Type the gas item's product code and click **OK**.



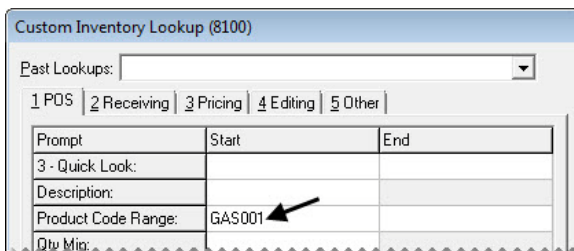
- c. Click **OK** to close the Inventory List. The item is listed toward the top of the Gas Link Maintenance screen.

- 4. Select an item for the first gas item to link to:

- a. Click **2. Lookup**. The Custom Inventory Lookup screen appears.



- 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. Click **OK** to close the Inventory List. The item is listed toward the top of the Gas Link Maintenance screen.

- 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.

Viewing Gas Links

If you need to view a gas link, look up the gas item that is linked to another gas item. Because a list of all gas links is not available, you might want to keep a record of which gas items are linked or name your gas items in a way that will help you identify which ones are linked.

To view a gas link

- From the **Inventory** menu, select **Gasoline Combine**. The Gas Link Maintenance screen appears.
- To find a gas item that's linked to another gas item, click **1. Lookup**. The Inventory Lookup screen appears.
- Type the gas item's product code and click **Product Code**.
Tip: You can use partial size or product codes for the search.
- 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.

Inactivating Gas Links

If you stop selling a particular type of gas (such as full serve) that is linked to another gas item, you can inactivate the gas link. To inactivate the gas link, you need to inactivate the item you no longer want to use for the gas link. For more information, see [“Inactivating an Item” on page 167](#).

Color/Spiff Codes

A spiff is a bonus given to salespeople as incentive to sell particular items and services. You can assign a spiff to an item by inserting a code in the **Color/Spiff** field on the Inventory Maintenance screen.

Inventory (Y/N): Y
 Type (G.C.F.D):
 Color/Spiff: 5
 Commission: A
 Force Option Cost

Figure 48: An Assigned Color/Spiff Code

The code tells TireMaster to include a bonus on the Commission report for the employee who sells the item. When a color/spiff code is assigned to an item, that item is highlighted in the spiff color on the Inventory List (Figure 48).

Prod Code	Size	Description	Available	Best
02009	P215/45R17 87V	MXM4 PRIMACY	4	225.18
02397	LT215/85R16/10	M/S2 LTX	4	241.46
11565	LT215/85R16/10	DT A/T2 LTX	4	241.48
39510	LT215/85R16/10	XPS RIB	4	293.52

Figure 49: An Item Highlighted with a Spiff Color

Tip: In addition to setting up bonuses, you can also use color/spiff codes to help employees identify particular items, such as those that have been discontinued. If you won't be paying a bonus for selling items in this 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 825](#) or [“Spiff Salesperson Report” on page 778](#).

Adding and Updating Color/Spiff Codes

The settings that you assign to a color/spiff code determine how the spiff bonus is calculated and which color is used to identify items assigned to spiff. Spiffs can be either a percentage of an item's selling price or a specific dollar amount. For more information, see [Color/Spiff Codes](#).

To add or update a color/spiff code

1. From the **Inventory** menu, select **Color & Spiff Codes**. The Color/Spiff Code List appears.
2. Do one of the following:
 - ♦ To create a new spiff, click **Add**.
 - ♦ To update an existing spiff, select it and click **Edit**.

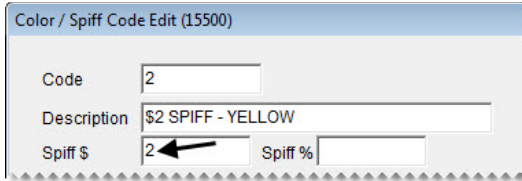


The Color/Spiff Code Edit screen appears.

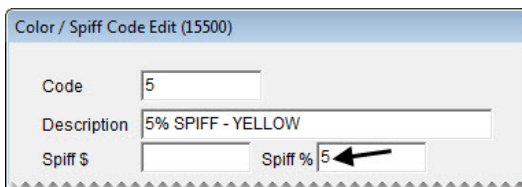
3. If you're adding a new spiff, type a code for it.

Note: Depending on the width of the letters or numbers used, the spiff code can be one or two characters long.

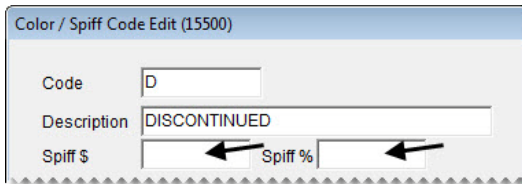
4. Type a description for the color/spiff code.
5. Define the spiff amount if needed:
 - ◆ To pay a set dollar amount each time items assigned the spiff code are sold, type the amount in the **Spiff \$** field.



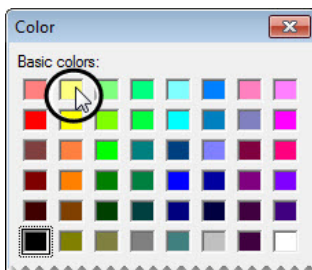
- ◆ To pay a percentage of the selling price each time items assigned the spiff code are sold, type the percentage in the **Spiff %** field.



- ◆ If the spiff will be used to identify particular items, such as those that are discontinued, leave the **Spiff \$** and **Spiff %** fields blank.



6. To select a color for the spiff:
 - a. Click **Select**. The Color screen appears.
 - b. Click one of the swatches in the **Basic Colors** or **Custom Colors** area.



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**.
7. To save the new or updated spiff, click **OK**.

Deleting Color/Spiff Codes

If a color/spiff is not in use, you can delete it. To delete a color/spiff code, select **Color & Spiff Codes** from the **Inventory** menu. Then select color/spiff code that you want to remove, and click **Delete**.


Assigning Color/Spiff Codes

A color/spiff code can be assigned to individual items or a group of items.

Assigning a Color/Spiff Code to an Item

If a color/spiff code needs to be assigned to a single item or a just few items, you can define it along with the item's basic settings.

To assign a color/spiff code to an item

1. Look up the item to which you want to assign a color/spiff code. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. Click **Edit**. The fields on the Inventory Maintenance screen's **General** tab become active.
3. Click the **Color/Spiff** field, and press . The Color/Spiff Code List appears.
4. Select the code you want to assign, and click **OK**.
5. To save your changes and close the Inventory Maintenance screen, click **OK**.

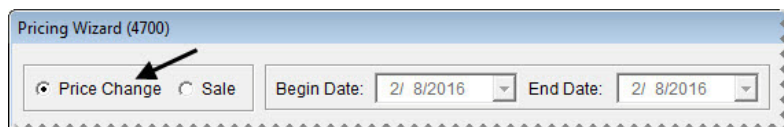
Assigning a Color/Spiff Code to a Group of Items

If you want to use *the same* color/spiff code for a group of items, you can assign the code with the Pricing Wizard.

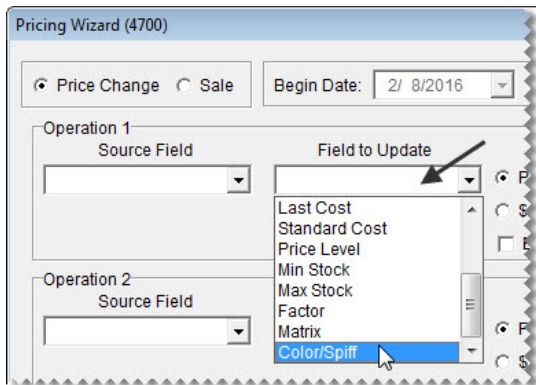
Note: To assign *various* color/spiff codes to a group of items, use Inventory List Editing instead.

To assign color/spiff codes to a group of items

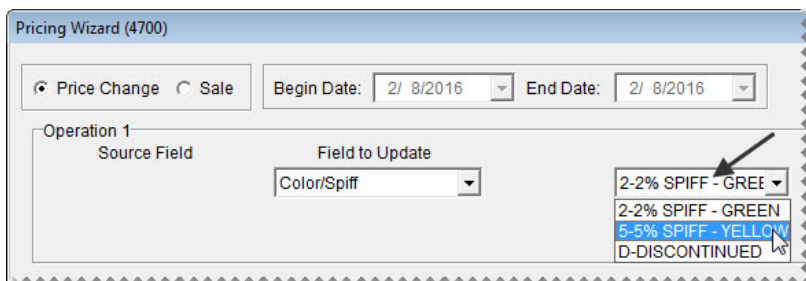
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



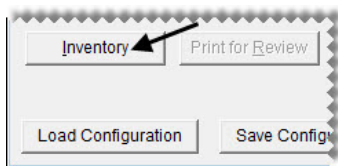
3. From the **Field to Update** drop-down for the operation being used to update the color/spiff code, select Color/Spiff. A second drop-down appears and replaces the price change fields.



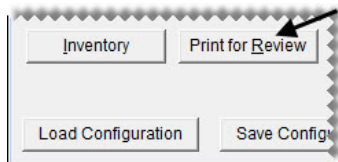
4. Select the color/spiff code you want to assign from the drop-down.



5. Click **Inventory**, and look up the item or items to which you want to assign the color/spiff code. For more information, see [“Looking Up Inventory Items”](#) on page 185.



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.

Costing Methods

How you track an item's cost depends on whether that item is classified as inventoriable or noninventoriable. While you use the same costing method for all inventoriable items, the costing methods used for noninventoriable items vary from item to item. This chapter includes the following topics:

- ◆ [“Inventoriable Costing Methods” on page 219](#)
- ◆ [“Noninventoriable Costing Methods” on page 222](#)

Inventoriable Costing Methods

The inventoriable costing method is used to 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.

For 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 in TireMaster first. The next time you sell one of those tires, a \$50 cost posts to the general ledger and it 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.

For 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 put in TireMaster last. The next time you sell one of those tires, a \$60 cost posts to the general ledger and it 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.

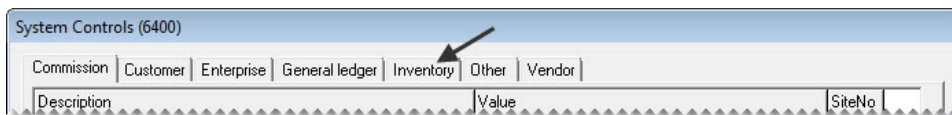
For example, if you receive a tire in January at a cost of \$50 and a tire in February at a cost of \$60, the next cost of the item will be \$55—the average of the two costs. The next time you sell one of those tires, a \$55 cost posts to the general ledger and is used to calculate the value of the tire.

Setting the Inventoriable Costing Method

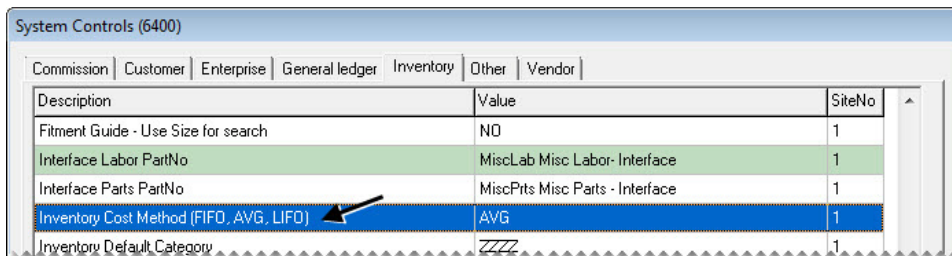
To define the inventoriable costing method, you need to complete a setting in System Controls. The costing method that you choose is used to track the cost of all inventoriable items.

To set the inventoriable costing method

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
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 setting, it cannot be changed.

5. Click **OK**.
6. 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 also uses an item's standard cost as the ordering price for purchase orders and receiving documents when **Base Price - Use Instead of Last Cost in PO/RD Line** is set to **No** on the **Inventory** tab of the System Controls screen. 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.

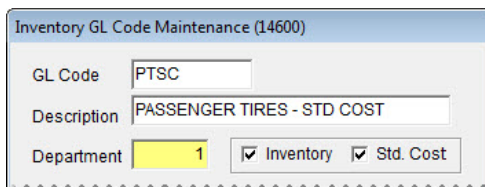
Setting Up Standard Cost Items

To maintain a standard cost for items, you need to do the following:

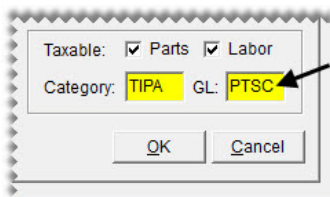
- ◆ Define which GL codes can be used for tracking a standard cost.
- ◆ Assign those GL codes to the items for which you want to track a standard cost.
- ◆ Define the standard cost amount for items that are assigned the GL codes for standard cost.

To set up standard cost items

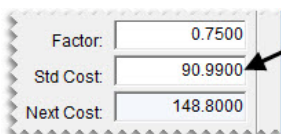
1. Select the **Std. Cost** check box on the Inventory GL Code Maintenance screen for each GL code that will be assigned to standard cost items. See [“Creating GL Codes” on page 172](#) for more information.



2. Assign a standard cost GL code to each item you want to maintain a standard cost for on the Inventory Maintenance screen. See [“Adding Items to the Inventory” on page 152](#).



3. On the Site Prices and Quantity screen, type the standard cost in the **Std. Cost** field.



Noninventoriable Costing Methods

With the noninventoriable costing methods, you determine what amount to use as an item's cost and when to post that cost to the general ledger. Unlike the inventoriable costing method, which is set on the System Controls screen, you specify the costing method for each noninventoriable item with settings on the Inventory Maintenance and the Site Prices and Quantity screens.

There are three noninventoriable costing methods that you can use. You are not required to assign the same noninventoriable costing method to all noninventoriable items.

Expense Method

With the expense method, the cost of an item posts to the general ledger when you buy the item from a vendor. The expense method is often used for low-cost and labor items that will not have a large impact on the income statement.

To set up an expense-method item

1. Add the item to your inventory. For more information, see [“Adding Items to the Inventory” on page 152](#).
2. On the Inventory Maintenance screen, do the following:
 - ◆ Type the letter **N** in the **Inventory (Y/N)** field.
 - ◆ Make sure the **Force Option Cost** check box is clear.

Inventory (Y/N):	N
Type (G,C,F,D):	
Color/Spiff:	Yellow
Commission:	Yellow
<input type="checkbox"/> Force Option Cost	

3. On the Site Prices and Quantity screen, make sure the **Relief %** field is set to 0.00.

Relief %:	0.0000	Flat Rate:	0.0000
Price By: C	Op: D	Factor:	0.0000
Base Price:	0.0000	Std Cost:	0.0000
Last Cost:	0.0000	Next Cost:	0.0000
Core Cost:	0.0000		

Tip: To access the Site Prices and Quantity screen, click the **Qty/Pricing** tab on the Inventory Maintenance screen. Then click **Detail/Edit**.

Relief-Percent Method

With the Relief-Percent Method, an estimated cost for an item posts to the general ledger when it is sold. TireMaster calculates the 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 need to track quantities.

To set up a relief-percent item

1. Add the item to the inventory. For more information, see [“Adding Items to the Inventory” on page 152](#).
2. On the Inventory Maintenance screen, do the following:
 - ♦ Type the letter **N** in the **Inventory (Y/N)** field.
 - ♦ Make sure that the **Force Option Cost** check box is clear.

The screenshot shows a form with the following fields: 'Inventory (Y/N):' with the value 'N', 'Type (G,C,F,D):' with a dropdown menu, 'Color/Spiff:' with a yellow selection, 'Commission:' with a yellow selection, and a checkbox for 'Force Option Cost' which is unchecked. Arrows point to the 'N' and the checkbox.

3. On the Site Prices and Quantity screen, type the percentage of the parts price that you want to use as the item's cost in the **Relief %** field.

The screenshot shows a form with the following fields: 'Relief %:' with the value '80.0000', 'Flat Rate:' with the value '0.0000', 'Price By:' with 'C', 'Op:' with 'D', 'Factor:' with '0.0000', 'Base Price:' with '0.0000', 'Std Cost:' with '0.0000', 'Last Cost:' with '0.0000', 'Next Cost:' with '0.0000', and 'Core Cost:' with '0.0000'. An arrow points to the 'Relief %' field.

Note: This value needs to be as a whole number (for example, 80.00).

Option-Cost Method

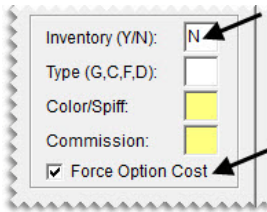
With the Option Cost Method, you enter the item's actual cost, including federal excise tax, at point of sale. The Option Cost Method is used for high-cost nonstock parts and tires that you purchase for special jobs.

Note: If you have set up a cost-replacement code, you can type either the item's cost or letters from the cost-replacement code on the OC Code screen.

To set up items an option-cost item

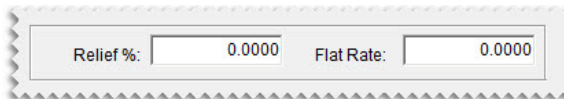
1. Add the item to the inventory. For more information, see [“Adding Items to the Inventory” on page 152](#).
2. On the Inventory Maintenance screen, do the following:
 - ♦ Type the letter **N** in the **Inventory (Y/N)** field.

- ◆ Select the **Force Option Cost** check box.

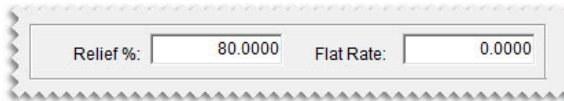


3. On the Site Prices and Quantity screen, do one of the following:

- ◆ Leave the **Relief %** set to 0.0000.



- ◆ Type a relief percent for the item. This value is used to calculate the item's cost when its cost is not entered at point of sale.



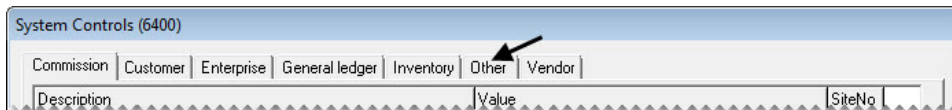
Note: Entering an item's cost is not mandatory when **Force Option Cost Required** is set to **No**. This setting is on the **Other** tab of the System Controls screen.

Force Option Cost Control

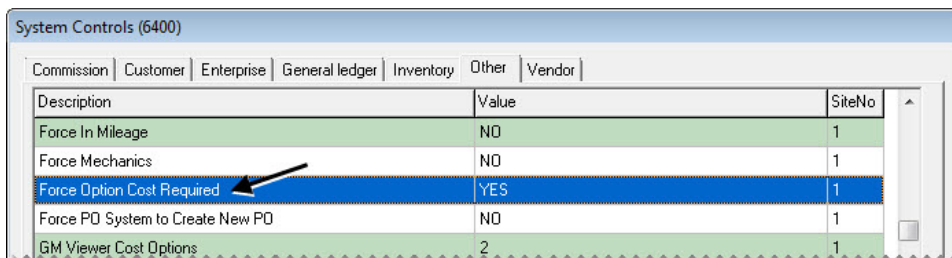
You can use the setting **Force Option Cost Required** to either remind or force users to enter the cost of a noninventoriable item at point of sale.

To set the Force Option Cost control

1. From the **Setup** screen, select **System Controls**. The System Controls screen appears.
2. Click the **Other** tab.



3. Select **Force Option Cost Required** and press **Enter**.



4. Select one of the following:
 - ♦ To require users to enter an item’s cost at point of sale, select **Yes**.

Note: When this control is set to **Yes**, TireMaster prevents you from entering a cost of \$0.00.
 - ♦ To allow users complete an invoice without entering an item’s cost, select **No**.

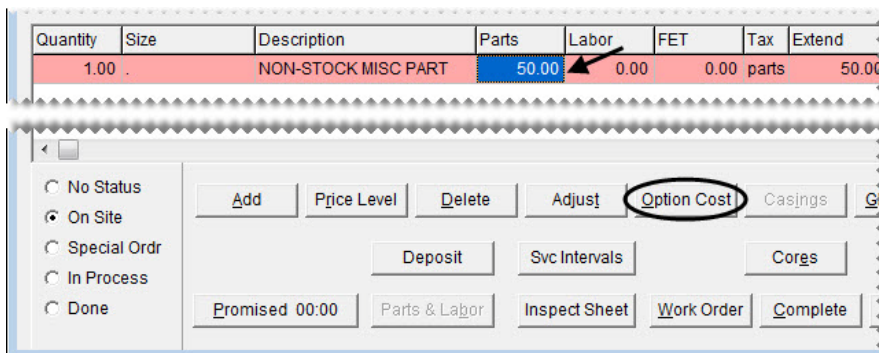
Note: When **No** is selected, users will receive a reminder about entering the item’s cost.
5. Close the System Controls screen.

Entering an Item’s Option Cost

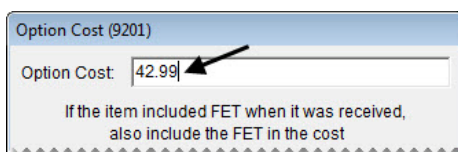
If an item is assigned the option-cost costing method, you need to enter its cost, including federal excise tax, at point of sale.

To enter an item’s option cost

1. Start a work order or open an existing work order.
2. Add an item that’s assigned the option-cost costing method. Then enter the item’s quantity and price. TireMaster prompts you to enter the item’s cost by turning the line pink.
3. Select the line for the item and click **Option Cost**. The Option Cost screen appears.

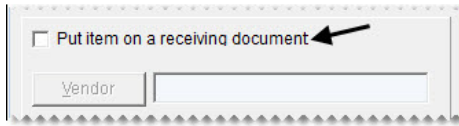


4. Type the item’s cost or its corresponding cost-replacement code. For more information, see [“Cost-Replacement Codes”](#) on page 226. When the system control **Force Option Cost Required** is set to **Yes**, the amount entered must be greater than \$0.00.



Note: If the item included FET when it was received, also include the FET in the cost.

- To create a receiving document for the item or to add it to an existing receiving, select the Put item on a receiving document check box. Otherwise, clear the check box. For more information, see [“Putting Option-Cost Items on a Receiving Document”](#) on page 303.



- Click **OK**.

Cost-Replacement Codes

A cost-replacement code lets you include 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 are used for items set up with the option-cost and relief-percent costing methods. You can enter a cost-replacement code at point of sale for option-cost items.

A cost-replacement code is comprised of a series of ten letters that represent numbers. Each letter in the code must be unique. For example, with the code HEAVYSTOCK, the letter H is 0, the letter E is 1, the letter A is 2, and so on. In TireMaster Corporate, the same cost replacement code is used for all sites.

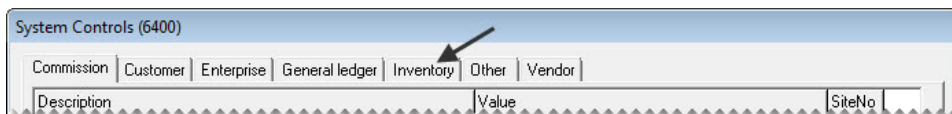
Note: Cost-replacement codes are case sensitive, so whether you type uppercase or lowercase letters at point of sale depends on how you set up your code.

Setting Up a Cost-Replacement Code

The cost-replacement code is set 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. Both cost replacement settings are Corporate controls.

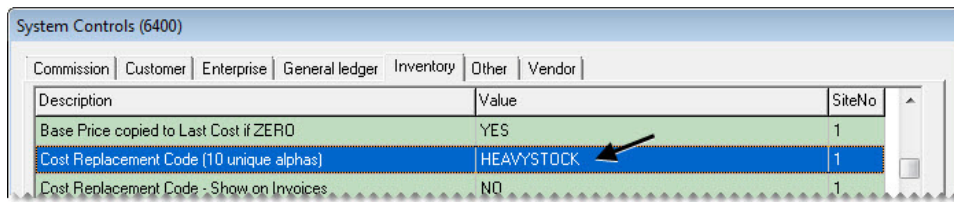
To set up a cost-replacement code

- From the **Setup** menu, select **System Controls**. The System Controls screen appears.
- Click the **Inventory** tab.



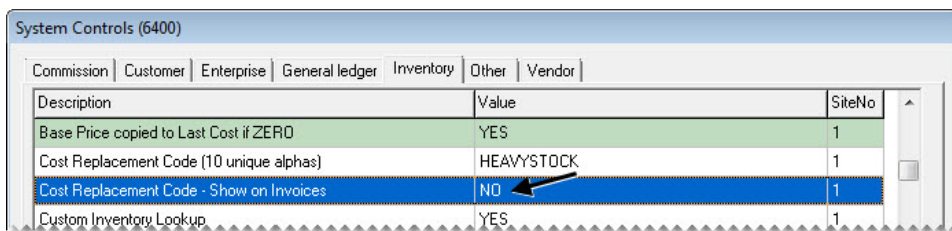
- Define the cost-replacement code:
 - Select **Cost Replacement Code** and press **Enter**.

- 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**.
 - b. Select **Yes** or **No**. Then click **OK**.



- 5. Close the System Controls screen.

Pricing

One of the most important aspects of managing your inventory is deciding how to price items. For some items, you might want to set fixed prices. For others, you might want to use calculated markups or margins instead. In addition to these scenarios, you might also want to offer special prices to specific customers. With TireMaster, all of these pricing methods are possible. This chapter includes the following topics:

- ◆ [“Site Prices and Quantity Screen” on page 229](#)
- ◆ [“Setting a Fixed Price for an Item” on page 233](#)
- ◆ [“Pricing Items with Factor-Based Calculations” on page 234](#)
- ◆ [“Pricing Wizard” on page 241](#)
- ◆ [“Price Levels” on page 254](#)
- ◆ [“A–E Price Levels” on page 263](#)
- ◆ [“Price Matrixes” on page 269](#)

Site Prices and Quantity Screen

You can view and edit an item’s stocking and pricing information on the Site Prices and Quantity screen (Figure 50).

Site Prices and Quantity (1700)

Description: HT WRANGLER : 744826802 : LT235/75R15/6

On Hand: 4.0000	Last FET: 0.0000	Parts: 201.3067
Not Priced: 0.0000	Next FET: 0.0000	Labor: 0.0000
Work Order: 0.0000	Price Matrix: None	EDL: 201.3067
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: 150.9800	Std Cost: 0.0000
Location:	Last Cost: 150.9800	Next Cost: 150.9800
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 Update All Sites OK Cancel

Figure 50: The 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.
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.

Item	Description
Last FET	<p>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.</p> <p>Note: This amount is used on receivings and work orders when the Use Next FET for POS/Receivings is set to No. This setting is on the Inventory tab of the System Controls screen.</p>
Next FET	<p>Displays the system-generated average cost of the item's federal excise tax.</p> <p>Note: This amount is used on receivings and work orders when the Use Next FET for POS/Receivings is set to Yes. This setting is on the Inventory tab of the System Controls screen.</p>
Price Matrix	<p>Lets you assign a price matrix to the item. For more information, see “Price Matrixes” on page 269.</p>
Parts	<p>Lets you set the price, excluding labor, for the item.</p>
Labor	<p>Lets you set a labor price for the item.</p>
EDL	<p>Displays the item's everyday low price, which is total of the parts price and the labor price added together.</p>
Relief %	<p>Lets you define a percentage (as a decimal) that is used to estimate the cost of noninventoriable items.</p> <p>Note: This entry enables the item's cost to post to the general ledger once the invoice is completed.</p>
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 you define that a markup or margin will be calculated 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 with the Pricing Wizard.</p>
Op	<p>Lets you define which factor to use when recalculating the item's price with the Pricing Wizard:</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>

Item	Description
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 Base Price - Use Instead of Last Cost for POs/RDs to Yes. This setting is on the Inventory tab of the System Controls screen.</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, the amount of the base price will be copied into this field.</p>
Core Cost	
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 forces TireMaster to maintain a steady cost for an item because its true cost often fluctuates.</p>
Next Cost	<p>Displays the amount that will be the item's cost the next time it's sold. The next cost is determined by the costing method and is used to calculate the cost of the next item sold.</p>
Sale Begin	<p>Lets you set the date when a sale price for the item will go into effect.</p>
Sale End	<p>Lets you set the date when the item's sale price ends. Normal pricing resumes the next days.</p>
Sale Parts	<p>Lets you set a temporary price for an item, excluding labor.</p>
Sale Labor	<p>Lets you set a temporary price for labor.</p>
Sale Price	<p>Displays the sale price for the item, which is the total of the sale parts and sale labor prices added together.</p>
Levels	<p>Lets you offer special pricing for an item by setting up to five, arbitrary prices. These prices are known as A–E price levels.</p>
Recalculate	<p>Lets you recalculate an item's parts price when the factor, cost, or both are changed.</p>
Update All Sites	<p>Lets you implement the changes you've made (such typing a different amount or recalculating the item's parts price) at the other sites.</p> <p>Note: This button is available only at the corporate site in a multi-store environment.</p>

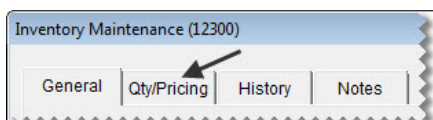
Item	Description
OK	Saves your changes and exits the screen.
Cancel	Exits the screen without saving any changes.

Setting a Fixed Price for an Item

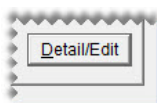
After you add an item to TireMaster, you can set its price. The steps for setting fixed prices are the same for both inventoriable and noninventoriable items.

To set a fixed price an item

1. Look up the item whose price you want to set. For more information, see [“Looking Up Inventory Items”](#) on page 185.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen appears.



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 total of the parts price and the labor price added together in the EDL field.

 A screenshot of the 'Site Prices and Quantity' screen for item '10679 : LT235/80R17/10'. The screen contains several input fields: 'Last FET' (0.0000), 'Next FET' (0.0000), 'Price Matrix' (None), 'Parts' (234.0400), 'Labor' (0.0000), and 'EDL' (234.0400). Arrows point to the 'Parts' and 'Labor' fields.

Note: EDL stands for everyday low.

6. To save the updated prices, click **OK**.



7. Close the Inventory Maintenance screen.

Pricing Items with Factor-Based Calculations

You can calculate the parts price for items with either a markup or a margin. For these types of price calculations, you need to specify a factor, which is a number that's used to calculate the markup or margin. Depending on the pricing method used, 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 settings for an item on the Site Prices and Quantity screen (Figure 51):

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

Last FET:	<input type="text" value="0.0000"/>	Parts:	<input type="text" value="41.6000"/>
Next FET:	<input type="text" value="0.0000"/>	Labor:	<input type="text" value="0.0000"/>
Price Matrix:	<input type="text" value="None"/>	EDL:	<input type="text" value="41.6000"/>
Relief %:	<input type="text" value="0.0000"/>	Flat Rate:	<input type="text" value="0.0000"/>
Price By:	<input type="text" value="B"/>	Op:	<input type="text" value="M"/>
		Factor:	<input type="text" value="1.3000"/>
Base Price:	<input type="text" value="32.0000"/>	Std Cost:	<input type="text" value="0.0000"/>
Last Cost:	<input type="text" value="32.0000"/>	Next Cost:	<input type="text" value="0.0000"/>
Core Cost:	<input type="text" value="0.0000"/>		

Figure 51: An Item's Markup Settings

In Figure 51, 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**. As a result, the new parts price is 41.60.

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

The following table shows you the amount to type in the **Factor** field to calculate various markups:

Table 5: 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, recalculate the item's parts price. For more information, see [“Recalculating Factor-Based Prices” on page 238](#).

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 [“Updating Information for More than One Item” on page 159](#). If you have a group of items for which only the factors need to be updated, you can use the Pricing Wizard instead. For more information, see [“Updating the Factor for a Group of Items” on page 249](#).

Margins

A margin is the difference between your cost and the selling price of an item—or 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 settings for an item on the Site Prices and Quantity screen (Figure 52):

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

The screenshot shows a form with the following fields and values:

Last FET:	0.0000	Parts:	47.5000
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	47.5000
Relief %:	0.0000	Flat Rate:	0.0000
Price By:	B	Op:	D
Base Price:	38.0000	Factor:	0.8000
Last Cost:	38.0000	Std Cost:	0.0000
Core Cost:	0.0000	Next Cost:	170.0000

Figure 52: An Item's Margin Settings

In Figure 52, 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**. As a result, the new parts price is 47.50.

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

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

Table 6: 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 [“Recalculating Factor-Based Prices” on page 238](#).

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 [“Updating Information for More than One Item” on page 159](#). If you have a group of items for which only the factors need to be updated, you can use the Pricing Wizard instead. For more information, see [“Updating the Factor for a Group of Items” on page 249](#).

Assigning a Factor to a Group of Items

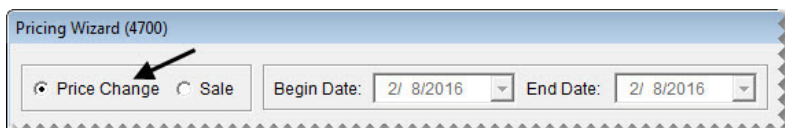
If you want to assign the same factor to a group of items, you can reduce the amount of time this task requires by using the Pricing Wizard.

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.

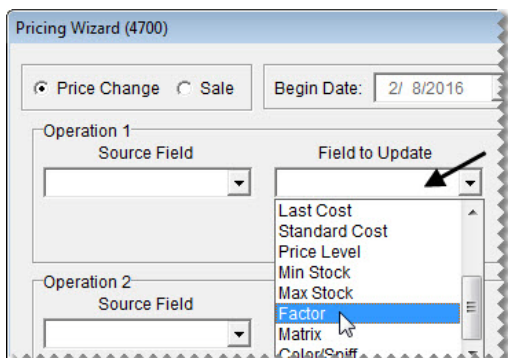
To assign a factor to a group of items

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

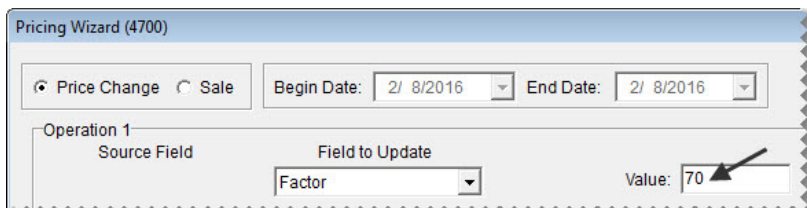
2. Make sure **Price Change** is selected.



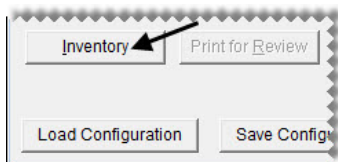
3. Leave the **Source Field** field alone for the operation being used to update factors.
4. From the **Field to Update** drop-down, select **Factor**. The **Value** field appears and replaces the price change fields.



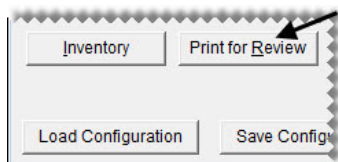
5. Type the factor you want to assign. For example, to assign a 30% margin, type **70**.



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 [“Recalculating Prices for a Group of Items” on page 239](#).
7. Click **Inventory**, and look up the item or items to which you want to assign the factor. For more information, see [“Looking Up Inventory Items” on page 185](#).



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 **List Editing** from the **Inventory** menu, 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.

Recalculating Factor-Based Prices

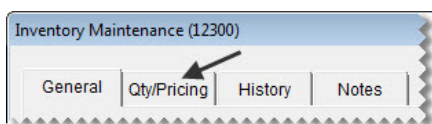
Once an item's factor is assigned or updated, you need to recalculate the item's price. You can recalculate factor-based prices for an individual item or a group of items.

Recalculating 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. Look up the item whose price you want to update. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen appears.



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 229](#).

5. Change the item's factor.

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

Relief %:	0.0000	Flat Rate:	0.0000
Price By:	C	Op:	D
Factor:	0.7000	Std Cost:	0.0000
Base Price:	185.2000	Next Cost:	185.2000
Last Cost:	185.2000		
Core Cost:	0.0000		

6. Click **Recalculate**. Depending on a system controls setting, a confirmation message appears or the item's parts price updates immediately.

The screenshot shows the bottom of the dialog box with the following buttons: Recalculate, Update All Sites, OK, and Cancel. An arrow points to the Recalculate button.

7. Click **OK** to save your changes.

The screenshot shows the bottom of the dialog box with the following buttons: OK and Cancel. An arrow points to the OK button.

8. If you want to implement the changes at all of the other sites, click **Update All Sites**. The changes will take effect at the stores after a replication cycle occurs.

The screenshot shows the bottom of the dialog box with the following buttons: Recalculate, Update All Sites, OK, and Cancel. An arrow points to the Update All Sites button.

Note: If you updated the item's factor, base price, or both, those change can also be sent to the stores depending on a system controls setting. For more information, see [“Update Factor and Base Price at All Sites”](#) on page 860.

9. Close the Inventory Maintenance screen.

Recalculating Prices for a Group of Items

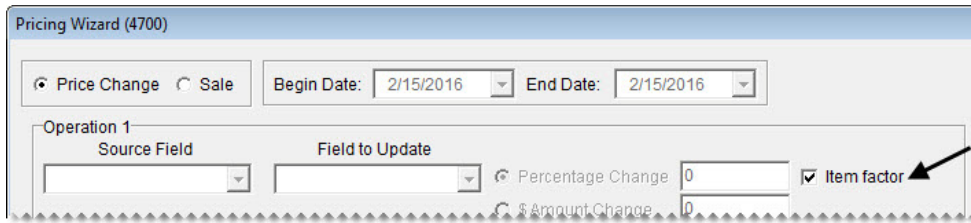
Once the factors have been updated for a group of items, you can use the Pricing Wizard to recalculate the parts prices for the items in that group.

To recalculate factor-based prices for a group of items

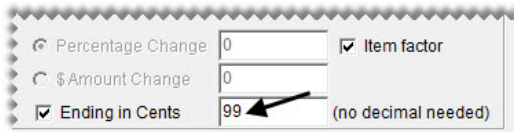
1. If you haven't already done so, define the operator, factor, or both for the items. For more information, see [“Pricing Items with Factor-Based Calculations”](#) on page 234 or [“Assigning a Factor to a Group of Items”](#) on page 236.
2. From the **Inventory** menu, select **Pricing Wizard**. The Pricing Wizard screen appears.
3. Make sure **Price Change** is selected.

The screenshot shows the Pricing Wizard dialog box with the following options: Price Change (selected) and Sale.

4. Select the **Item factor** check box for the operation being used to recalculate prices.

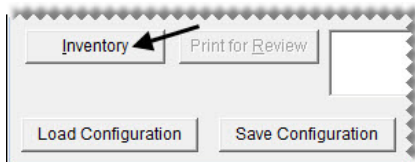


5. If you want to end the prices for all updated items with the same amount after the decimal, select the **Ending in Cents** check box. Then type the cents amount as a whole number.

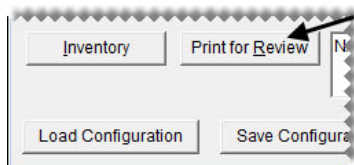


Example: By typing **99**, the prices of all updated items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

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



7. Look up the items whose factor-based prices you want to recalculate. For more information, see [“Looking Up Inventory Items” on page 185](#).
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.

Pricing Wizard

With the Pricing Wizard, you can update price and cost information for a single item or a group of items. The changes include updating your 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 matrixes, 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. The Pricing Wizard is available only to Corporate users who are assigned the appropriate permissions.

Pricing Wizard Screen

The Pricing Wizard (Figure 53) includes tools for updating price information and inventory settings.

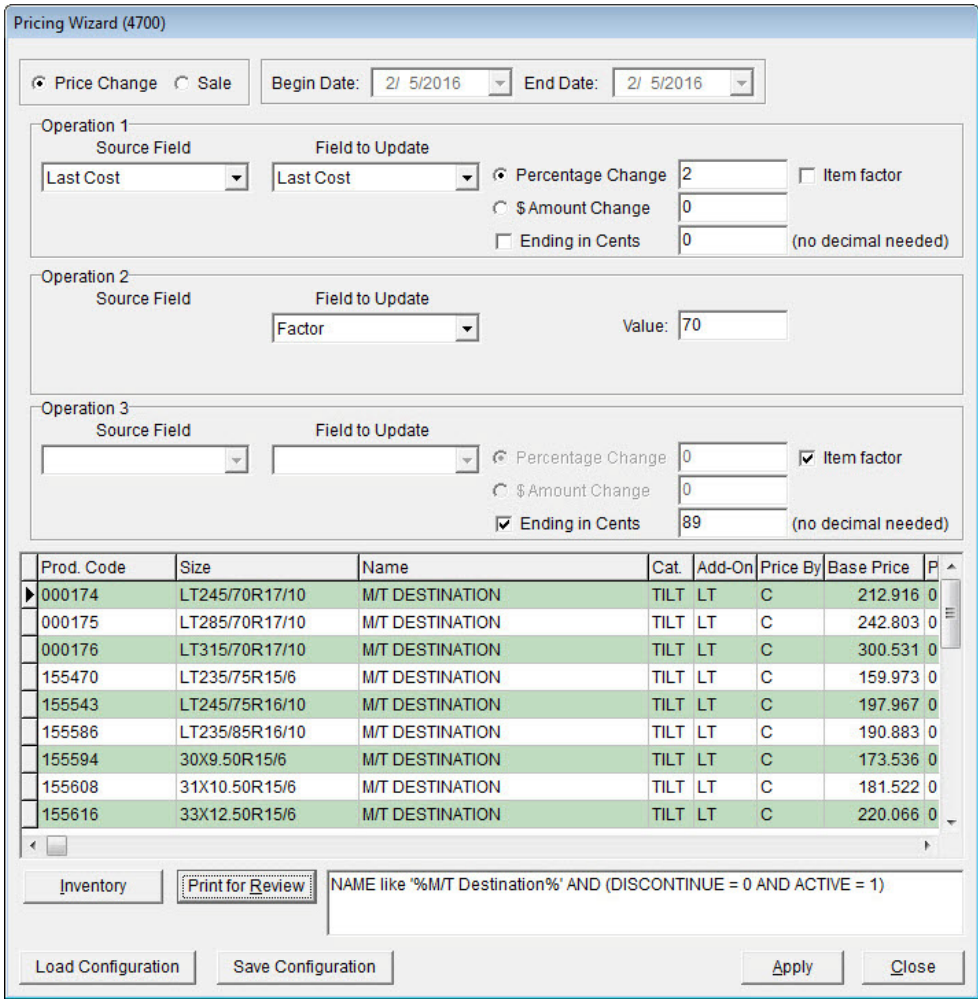


Figure 53: Pricing Wizard

Item	Description
Price Change	Lets you implement price changes or update item 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 or items.
Source Field	<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 ◆ Price Level (A, B, C, D, or E parts or labor price level) <p>This field is available for each of the three operations.</p>

Item	Description
Field to Update	<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 ◆ Price Level (A, B, C, D, or E parts or labor price level) ◆ Min Stock ◆ Max Stock ◆ Factor ◆ Matrix ◆ Color/Spiff <p>This field is available for each of the three operations.</p>
Percentage Change	<p>Lets you update the price of one or more items by a percentage. This 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>
\$Amount Change	<p>Lets you update the price of one or more items by a fixed dollar amount. This 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). This 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 set up with factor calculations. This field is available for each of the three operations.</p>

Item	Description
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>This field is available for each of the three operations.</p> <p>Note: The Value field is available 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 field is available for each of the three operations.</p> <p>Note: This drop-down is available only when Matrix is selected from the Field to Update drop-down.</p>
Prod. Code	Displays the product code for each of the selected items.
Size	Displays the size of each of the selected items.
Name	Displays the descriptions for each of the selected items.
Cat	Displays the inventory categories assigned to each of the selected items.
Add-On	Displays the add-on codes assigned to each of the selected items.
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
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.

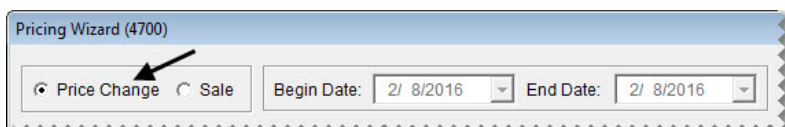
Item	Description
Save Configuration	Lets you save the parameters from an update so they can be retrieved and used for future updates.
Apply	Lets you implement the changes you've defined with the Pricing Wizard.
Close	Lets you exit the Pricing Wizard.

Making Price Changes to 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. The Pricing Wizard is available only to Corporate users who are assigned the appropriate permissions.

To make price changes to a group of items

1. From the **Inventory** menu, select **Pricing Wizard**. The Pricing Wizard screen appears.
2. Make sure **Price Change** is selected.

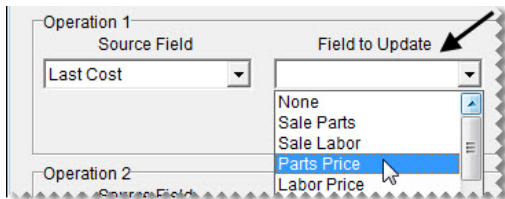


3. From the **Source Field** drop-down for the first operation, select the field that the changes will be based on:
 - ◆ Last Cost
 - ◆ Next Cost
 - ◆ Base Price
 - ◆ Parts Price
 - ◆ Labor Price
 - ◆ Standard Cost
 - ◆ Price Level (Also select a price level from the additional drop-down that appears, and define whether to base the update on the parts or labor price for that level.)



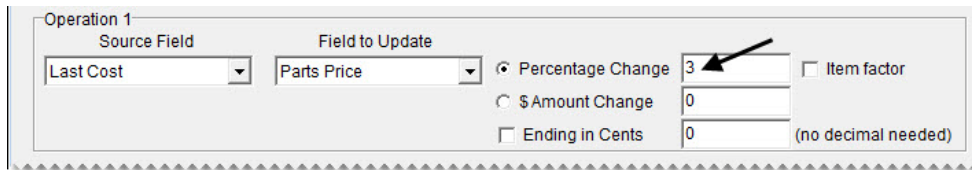
4. From the **Field to Update** drop-down, select the field that will be updated:

- ◆ Sale Parts
- ◆ Sale Labor
- ◆ Parts Price
- ◆ Labor Price
- ◆ Base Price
- ◆ Last Cost
- ◆ Standard Cost
- ◆ Price Level (Also select a price level from the additional drop-down that appears, and define whether to update the parts or labor price for that level.)

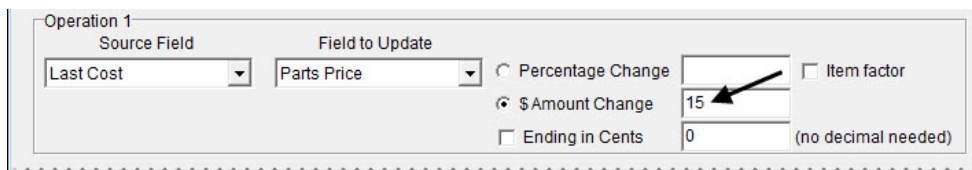


5. Define whether the change will be a percentage or a fixed dollar amount:

- ◆ For a percentage, select **Percentage Change** and type the percentage (with no decimals).

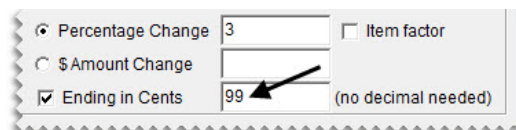


- ◆ For a fixed dollar amount, select **\$ Amount Change** and type the amount.



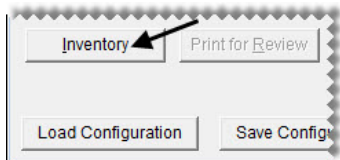
Note: For increases, use positive numbers. For decreases, use negative numbers (such as -2).

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.



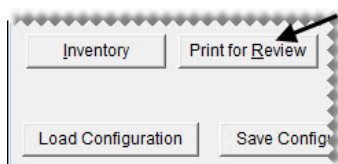
Example: By typing **99**, the prices of all updated items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

7. Click **Inventory**, and look up the item or items you want to update. For more information, see [“Looking Up Inventory Items” on page 185](#).



Warning: Look up only 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. To implement the update, 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 new prices on the Inventory List or by printing an Inventory Master List.

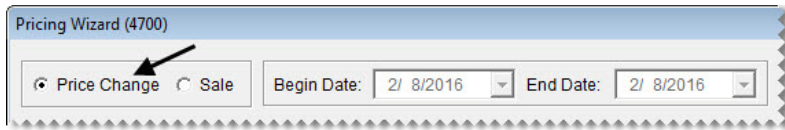
Making Multiple Changes to a Group of Items

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. For example, you would update an item's cost before recalculating its parts price.

To make multiple changes to a group of items

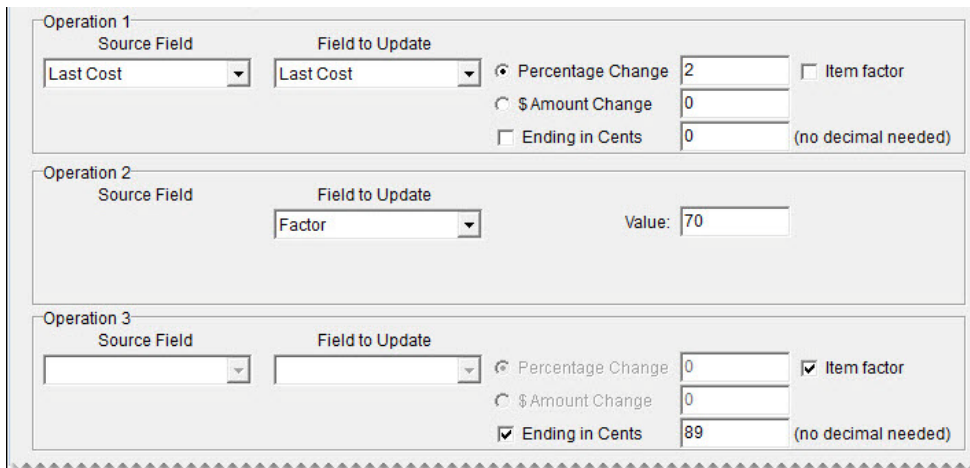
1. From the **Inventory** menu, select **Pricing Wizard**.

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

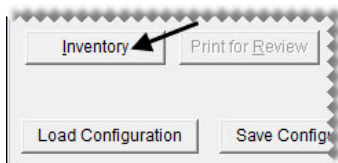


3. Define the criteria for two or three operations. Depending on the types of changes you want to make, refer to the following:

- ◆ “Making Price Changes to a Group of Items” on page 245
- ◆ “Assigning a Factor to a Group of Items” on page 236
- ◆ “Recalculating Factor-Based Prices” on page 238
- ◆ “Assigning a Price Matrix” on page 273
- ◆ “Assigning Stocking Levels to a Group of Items” on page 164
- ◆ “Assigning a Color/Spiff Code to a Group of Items” on page 215

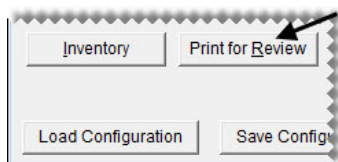


4. Click **Inventory** and look up the items you want to update.



5. 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.
6. To implement the changes, click **Apply**. A confirmation message appears.



7. Click **Yes**. A second message verifies the update has been completed.
8. Click **OK**.

Updating 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 [“Assigning a Factor to a Group of Items” on page 236](#) and [“Recalculating Prices for a Group of Items” on page 239](#).

Updating 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 [“Assigning a Matrix to a Group of Items” on page 274](#).

Updating 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 [“Assigning Stocking Levels to a Group of Items” on page 164](#).

Updating 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 [“Assigning a Color/Spiff Code to a Group of Items” on page 215](#).

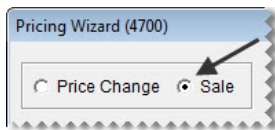
Putting Items on Sale

You can use the Pricing Wizard to set temporary selling prices for a group of items.

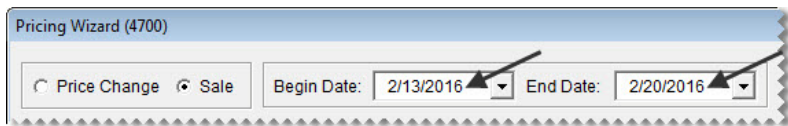
To set up a sale with the Pricing Wizard

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

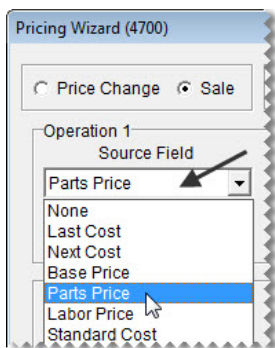
2. Select **Sale**. The **Begin Date** and **End Date** fields become active.



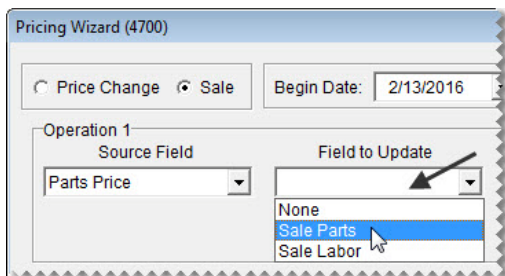
3. Enter the dates when the sale will start and end.



4. From the **Source Field** drop-down for the first operation, select the field that the sale prices will be based on:
 - ◆ Last Cost
 - ◆ Next Cost
 - ◆ Base Price
 - ◆ Parts Price
 - ◆ Labor Price
 - ◆ Standard Cost
 - ◆ Price Level (Also select a price level from the drop-down list, and define whether to base the sale price on the parts or labor price for that level.)



5. From the **Field to Update** drop-down, select Sale Parts or Sale Labor.



6. 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).

The screenshot shows the 'Pricing Wizard (4700)' window. At the top, there are radio buttons for 'Price Change' and 'Sale', with 'Sale' selected. Below this are 'Begin Date' and 'End Date' dropdown menus, both set to 2/13/2016 and 2/20/2016 respectively. Under 'Operation 1', there are two dropdown menus: 'Source Field' set to 'Parts Price' and 'Field to Update' set to 'Sale Parts'. To the right, there are radio buttons for 'Percentage Change' (selected) and '\$ Amount Change'. The 'Percentage Change' field contains '-20', with an arrow pointing to it. There is also an 'Item factor' checkbox which is unchecked.

- ◆ For a fixed dollar amount, select **\$ Amount Change** and type the amount.

This screenshot is similar to the previous one, but the radio button for '\$ Amount Change' is selected. The 'Percentage Change' field now contains '0', and the '\$ Amount Change' field contains '-20', with an arrow pointing to it. The 'Item factor' checkbox remains unchecked.

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.

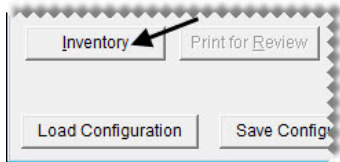
The screenshot shows 'Operation 1' with 'Percentage Change' selected and '-20' entered. The '\$ Amount Change' field contains '0'. The 'Ending in Cents' checkbox is checked, and the field next to it contains '79', with an arrow pointing to it. The text '(no decimal needed)' is visible to the right of the 'Ending in Cents' field. The 'Item factor' checkbox is unchecked.

Example: By typing **99**, the prices of all sale items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

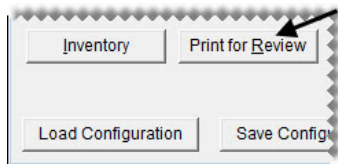
8. If you're putting both parts and labor on sale, repeat steps 4 through 7 for the second operation.

This screenshot shows 'Operation 2' in the Pricing Wizard. The 'Source Field' is 'Labor Price' and the 'Field to Update' is 'Sale Labor'. The 'Percentage Change' radio button is selected with '-10' entered. The '\$ Amount Change' field contains '0'. The 'Ending in Cents' checkbox is checked with '79' entered, and an arrow points to it. The text '(no decimal needed)' is visible to the right. The 'Item factor' checkbox is unchecked.

9. Click **Inventory** and look up the item or items you want to put on sale. For more information, see [“Looking Up Inventory Items” on page 185](#).



10. Review the pending sale prices.
 - 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 sale criteria and the selected items if needed, and print the report again.
11. To implement the sale prices, click **Apply**. A confirmation message appears.



12. Click **Yes**. A second message verifies the update has been completed.
13. 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.

Saving 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

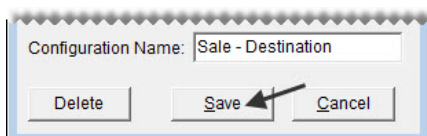
1. On the Pricing Wizard screen, define the parameters you want to use and the items you want to update.

Note: If you don't look up any items, the Pricing Wizard retrieves all items from your inventory.

2. Click **Save Configuration**. The Save/Load Configuration screen appears.



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.

Reusing Pricing Wizard Configurations

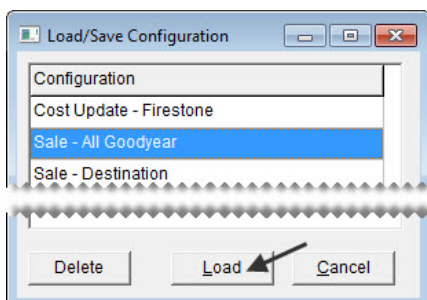
When you save Pricing Wizard configurations, you can easily retrieve and reuse them for updates that are the same or similar to past updates.

To reuse pricing wizard configurations

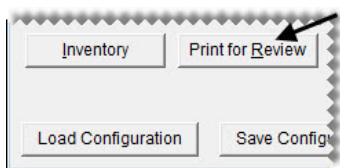
1. If the Pricing Wizard isn't already open, select **Pricing Wizard** from the **Inventory** menu.
2. Click **Load Configuration**. The Save/Load Configuration screen appears.



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.

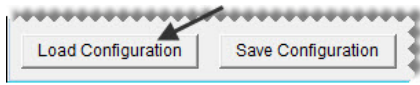


Deleting Pricing Wizard Configurations

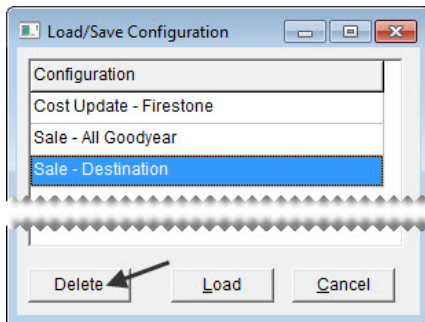
If you no longer need a Pricing Wizard configuration, you can delete it.

To delete a pricing wizard configuration

1. If the Pricing Wizard isn't already open, select **Pricing Wizard** from the **Inventory** menu.
2. Click **Load Configuration**. The Save/Load Configuration screen appears.



3. Select the configuration you want to remove, and click **Delete**. A confirmation message appears.



4. Click **Yes**. The configuration is deleted.
5. To close the Save/Load Configuration screen, click **Cancel**.

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 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 that 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.

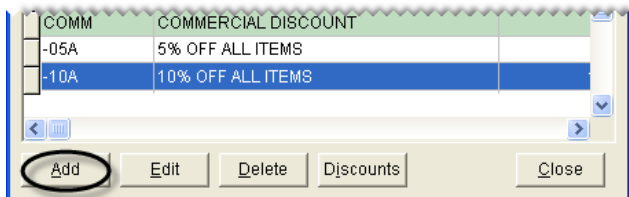
Creating Price Level Codes

The first step in setting up a price level is to create the price level code.

Note: Only Corporate users with the appropriate permissions can create price level codes.

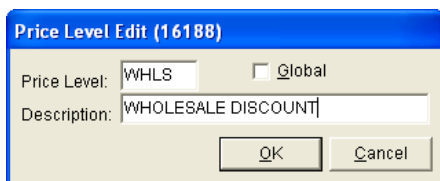
To create a price level code

1. From the **Inventory** menu, select **Price Levels**. The Price Levels screen appears.
2. Click **Add**. The Price Level Edit screen appears.



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 to associate with the code. For more information, see [“Adding Price Level Discounts” on page 255](#).

Adding 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. The price level discount defines which items to sell at a special price and how to set the pricing for those items.

Note: Only Corporate users with the appropriate permissions can add price level discounts.

There are three ways to price the items associated with a price level discount:

- ◆ You can deduct a specific dollar amount from the item’s regular price.

Note: Although price levels are typically used to give customers discounts, they can be also used to increase the prices that some customers pay.

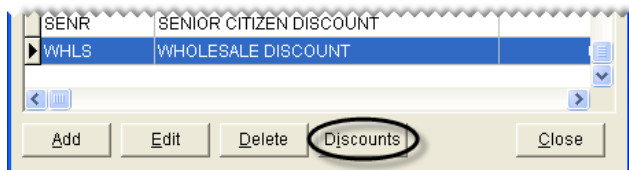
- ◆ You can deduct a percentage of an inventoriable item's EDL (everyday low price), base price, last cost, next cost, or standard cost from its regular price. For noninventoriable items, base this type of price level discount on the EDL only.

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, you should talk to your accountant before setting up price level discounts using last cost or next cost.

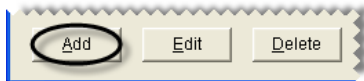
- ◆ You can set a fixed price for parts, labor, or both.

To create a price level discount

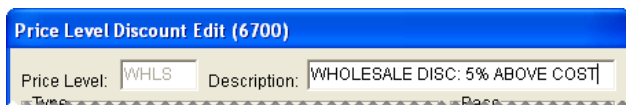
1. Select the price level for which you want to create a price level discount.
 - a. From the **Inventory** menu, select **Price Levels**. The Price Levels screen appears.
 - b. Select the price level whose price level discount you want to create, and click **Discounts**. The Price Level Discounts screen appears.



2. Click **Add**. The Price Level Discount Edit screen appears.

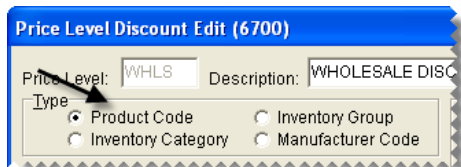


3. Type a description for the price level discount.



Note: For information about the settings available for price level discounts, see [“Price Level Discount Edit Screen”](#) on page 259.

4. Define which items will be eligible for special pricing:
 - a. Define whether to look up items by product code, inventory category, inventory group, or manufacturer code by making a selection in the **Type** area of the screen.



- b. Define whether the special pricing will be available for a range of items or a single product code, category, group, or manufacturer by selecting either **Range Search** or **Single Search**.

- c. Click **1 Lookup** and look up the product code, category, group, or manufacturer for the items that will be eligible for the price level discount. If the price level discount is for a range of items instead, click **1 Lookup** to look up the product code, category, group, or manufacturer for the beginning of the range.
- 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.

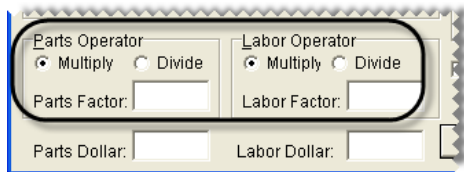
Note: You can also type full or partial product codes, categories, groups, or manufacturer codes in the **Lower Range** and **Upper Range** fields.

5. Decide whether the price level discount will be calculated or a fixed dollar amount:
- ◆ To set up a calculated price level discount, go to step 6.
 - ◆ To set a fixed dollar amount, go to step 7.
6. To set up a price level discount generated by a calculation, do the following:
- a. Define whether the price level discount will be based on an item's price or one of its cost settings by selecting **EDL**, **Base**, **Last Cost**, **Next Cost**, or **Standard Cost** in the **Base** area.

- b. Define whether the calculation will deduct a percentage or a set dollar amount from an item's regular price. To set up a percentage, see step 6c. To set a dollar amount, see step 6d.

Note: Although price level discounts are typically used to give customers a discount, they can be also used to increase the prices that some customers pay.

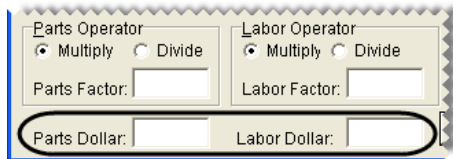
- c. For a percentage, select **Multiply** or **Divide** for the parts operator, labor operator, or both. Then type the parts factor, labor factor, or both. For information about using operators, see “[Markups](#)” on page 234 and “[Margins](#)” on page 235.



Example: To charge wholesale customers 5% above your cost, you’d select **Last Cost** as the base for the price level discount. Then, to set 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 calculate the price level discount.

Note: Disregard setting the *labor* operator if the price level discount is based on base price, last cost, next cost, or standard cost.

- d. For set dollar amount, type the amount in the **Parts Dollar** field, **Labor Dollar** field, or both.



Example: To deduct \$10 from a tire’s everyday low price (the parts and labor prices added together), you’d select **EDL** and type **10** in the **Parts Dollar** field. With these settings, TireMaster would subtract \$10 from the tire’s parts price.

Note: If you want to increase an item’s price instead, type a negative dollar amount.

- 7. For a price level discount that’s a fixed dollar amount, select **Fixed** in the **Base** area. 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.

- 8. To use the price level price, even if the every-day low price or sale price is lower, select **Always Use**.



- 9. To save the price level discount, click **OK**.

Price Level Discount Edit Screen

On the Price Level Discount Edit screen (Figure 54), 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.

Note: Only Corporate users who are assigned the appropriate permissions can set up price-level discounts.

Figure 54: Price Level Discount Edit Screen

Item	Description
Price Level	Displays the price level that the price level discount is assigned to.
Description	Lets you type a name for the price level discount.
Product Code	Lets you offer special pricing on an item with a specific product code or multiple items included within a range of product codes.
Inventory Category	Lets you offer special pricing on items assigned a specific inventory category or multiple items included within a range of inventory categories.
Inventory Group	Lets you offer special pricing on items assigned a specific inventory group or multiple items included within a range of inventory groups.
Manufacturer Code	Lets you offer special pricing on items assigned a specific manufacturer code or multiple items that fall within a range of manufacturer codes.
Range Search	Lets you offer special pricing on a range of items.
Single Search	Lets you offer special pricing to an item with a one product code or all items assigned a the same inventory category, inventory group, or manufacturer code.

Item	Description
Lower Range	<p>Displays the code for the beginning of a range of items.</p> <p>Note: If you selected Inventory Group, you need to type the beginning group name. You can also type product codes, categories, or manufacturer codes in this field.</p>
1 Lookup	<p>Lets you look up the product code, category, or manufacturer code for the beginning of a range of items.</p>
Upper Range	<p>Displays the code selected for the end of a range of items.</p> <p>Note: If you selected Inventory Group, you need to type the ending group name. You can also type product codes, categories, or manufacturer codes in this field.</p>
2 Lookup	<p>Lets you look up the product code, category, or manufacturer code for the end of a range of items.</p>
Multiply (Parts Operator)	<p>Calculates the price level discount by multiplying an item's parts price, base price, last cost, next cost, or standard cost by the parts factor.</p> <p>Note: The price or cost setting used for this calculation is selected in the Base area of the screen.</p>
Divide (Parts Operator)	<p>Calculates the price level discount by dividing an item's parts price, base price, last cost, next cost or standard cost by the parts factor.</p> <p>Note: The price or cost setting used for this calculation is selected in the Base area of the screen.</p>
Parts Factor	<p>Lets you define the factor for calculating an item's parts price.</p>
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 in the Base area of the screen.</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 in the Base area of the screen.</p>
Labor Factor	<p>Lets you define the factor for calculating an item's labor price.</p>

Item	Description
Labor Dollar	Lets you define a dollar amount that will be subtracted from or added to an item's labor price. Note: To increase an item's price, type a negative dollar amount.
EDL	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's parts price, labor price, or both.
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 factor by that item's next cost.
Standard Cost	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's standard cost. Note: Standard cost is available only in the full version of TireMaster.
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 everyday-low price 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 everyday-low price.
OK	Lets you save changes and exit the screen.
Cancel	Lets you exit the screen without saving changes.

Related Topics

[Adding Price Level Discounts](#)

Assigning Price Levels to Customers

By assigning a price level to a customer's record, 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. Click **Edit** on the **General** tab of the Customer Maintenance screen. Then click the **Price Level** field, press , and select a price level from the list.

For more information, see [“Looking Up a Customer”](#) on page 65 and [“Updating One Customer Record”](#) on page 66.

- ◆ For multiple customers, select **List Editing** from the **Customers** menu at Corporate. Then select the customers you’ll assign price levels to, and click **OK**. When the Customer List Editing screen appears, scroll to the **PLEVEL** column and choose a price level from the list for each customer. For more information, see [“Updating Multiple Customer or Vendor Records”](#) on page 66.

Customer List Editing (16266)						
CUCD	SITENO	NAME	TAXLEVEL	LTAXLEVEL	PLEVEL	CUS
138	1	WADE'S SERVICE SHOP	1	1	-05A	3
163	1	WALKER, DAN	1	1		1
232	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 [“Using Price Levels for National-Account Customers”](#) on page 616.

Selecting Price Levels at Point of Sale

With global price levels, you can give customers special pricing at point of sale by assigning price levels to the items that you’ve put on work orders.

To select a price level at point of sale

1. Start a work order. For more information, see [“Starting Work Orders”](#) on page 329.
2. Add an item for which you want to use a price level.

3. Make sure the item is selected and click **Price Level**. The Global Price Levels screen appears.

Quantity	Size	Description	Parts	Labor	FET
1.00	.	LUBE, OIL & FILTER	23.99	10.00	
1.00	.	DISPOSAL - OIL	3.99	0.00	
4.00	P235/70R15	Bridgestone Dueler AT 695	162.99	0.00	
4.00	.	COMPUTER BALANCE - LT	0.00	9.95	
4.00	.	VALVE STEM	2.50	0.00	
4.00	.	STATE TIRE TAX	2.00	0.00	
4.00	.	ROAD HAZARD WARRANTY	16.30	0.00	
4.00	.	DISPOSAL - LIGHT TRUCK T	3.00	0.00	

No Status
 On Site
 Prts Ordered
 In Process
 Done

Note: If no price levels appear on the Global Price Levels screen, none of your price levels include the highlighted item.

4. Select the price that you want to charge the customer and click **OK**.

Level	Descr	Parts	Labor	Total	Current
-10A	-10% ALL ITEMS	146.69	0.00	146.69	
-05A	-5% ALL ITEMS	154.84	0.00	154.84	
NEW	NEW CUST -5% PARTS/-	154.84	0.00	154.84	
SENR	SENIOR CITIZEN DISCOI	154.84	0.00	154.84	

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 (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 (that is, 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.

Assigning 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. A–E prices can be set at the Corporate site only and are effective at all stores.

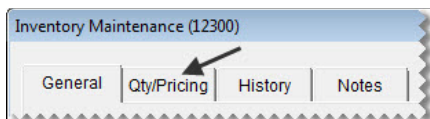
Note: The first time you set A–E prices for an item, TireMaster automatically creates up to five new price levels (named A, B, C, D, and E). These price levels are listed along with any other price levels that you use on the Price Levels screen.

Assigning A–E Prices to a Single Item

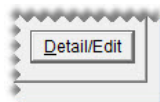
If you need to assign A–E prices to a single item or only a few items, you can set the A–E prices for each item one at a time.

To assign A–E prices to a single item

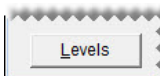
1. Look up an item to whom you want to assign A–E price levels. For more information, see [“Looking Up Inventory Items”](#) on page 185.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen appears.



4. Click **Levels**. The A–E Price Levels screen appears.



- Type up to five parts and labor prices for the item.

- Click OK.

Assigning A–E Prices to Multiple Items

If you have many items whose A–E prices need to be set, you can complete those settings on the Inventory List Editing screen.

To assign A–E Prices to multiple items

- From the **Inventory** menu, select **List Editing**. The Custom Inventory Lookup screen appears.
- Look up the items whose A–E prices you want to set. The Inventory List Editing screen appears. For more information, see [“Looking Up Inventory Items”](#) on page 185.
- Scroll to the **A Parts** column, and type the item’s level A parts price.

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
- Move to the **A Labor** price column, and type the item’s level A labor price.
- Type parts and labor prices in the B–E columns.

Offset	Active	Width	Weight	Force OC	A Parts	A Labor	B Parts	B Labor	C Parts	C Labor
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	50.79	0.00	52.55	0.00	54.89	0.00
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	70.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	55.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	62.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	30.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	50.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	79.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	65.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	65.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	75.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	55.79	0.00				
	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>	41.79	0.00				

Product Code: 402531073 Description: Goodyear Integrity 81S B03

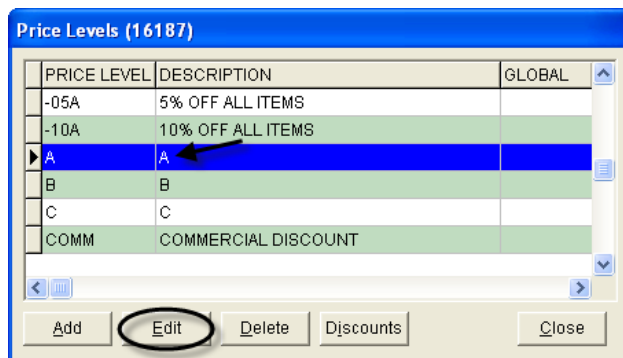
6. Close the Inventory List Editing screen.

Updating 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 description of these new price levels. You can also define whether you want any of your A–E price levels to be available to all customers at point of sale.

To edit A–E Price Levels

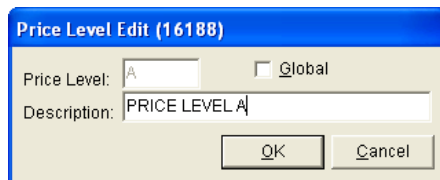
1. From the **Inventory** menu, select **Price Levels**. The Price Levels screen appears.
2. Select price level **A** and click **Edit**. The Price Level Edit screen appears.



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 clear.



5. Click **OK**.
6. Repeat steps 2 through 5 for price levels B, C, D, and E.

Creating 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 [“Adding Price Level Discounts” on page 255](#).

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 55).



Figure 55: Price A Replaced by the Price Level Discount Amount

Note: Whether A–E prices are displayed on the Inventory Lists depends on how the controls **how Price Levels** and **Show Price Level Question** are set.

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.

Assigning 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 multiple customers with Customer List Editing. For more information, see [“Updating One Customer Record” on page 66](#) or [“Updating Multiple Customer or Vendor Records” on page 66](#)

Viewing 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 some of the time, all of the time, or never (Figure 56).



Figure 56: A–E Prices Displayed on 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

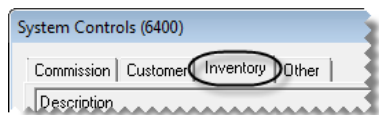
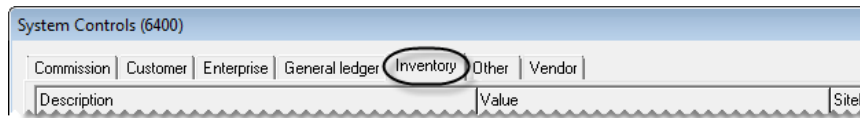
You can define whether the A–E prices are included on the Inventory by setting a pair of controls. For details on setting these controls, see [“Showing and Hiding A–E Prices” on page 268](#).

Showing and Hiding 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. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
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**.

Shop Supplies Amount - Percentage (%)	1	3
Shop Supplies Item - Part#	1	SRV-SHP SHOP CHARGE
Show Price Level Question	1	NO
Show Price Levels	1	YES
Track Casings	1	NO
Use Next FET for POS/Receivings	1	YES

- ◆ 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**.

Shop Supplies Amount - Percentage (%)	1	3
Shop Supplies Item - Part#	1	SRV-SHP SHOP CHARGE
Show Price Level Question	1	YES
Show Price Levels	1	NO
Track Casings	1	NO
Use Next FET for POS/Receivings	1	YES

- ◆ 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**.

Shop Supplies Amount - Percentage (%)	1	3
Shop Supplies Item - Part#	1	SRV-SHP SHOP CHARGE
Show Price Level Question	1	YES
Show Price Levels	1	YES
Track Casings	1	NO
Use Next FET for POS/Receivings	1	YES

- ◆ If you never want to show price levels, set **Show Price Level Question** to **No** and set **Show Price Levels** to **No**.



Shop Supplies Amount - Percentage (%)	1	3
Shop Supplies Item - Part#	1	SRV-SHP SHOP CHARGE
Show Price Level Question	1	NO
Show Price Levels	1	NO
Track Lasings	1	NO
Use Next FET for POS/Receivings	1	YES

To set a control, select it and press **Enter**. Then select **Yes** or **No**.

4. Close the System Controls screen.

Price Matrixes

With a price matrix, an item's selling price is updated by calculating a markup based on where the item's cost (the amount the vendor charges you) falls within a set of ranges. For 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 next cost for items. If an item doesn't have a next cost, its last cost is used for the calculation instead.

Working with price matrixes includes the following steps. First, create your matrixes. For each matrix, define one or more cost ranges and the percentages or dollar amounts by which selling prices will change. Next, assign the matrixes to items. A price matrix can be assigned to individual items or a group of items. Then update prices. For this step, there is nothing for you to do. Prices are updated upon the assignment of a matrix and when the cost of items is changed as they're being received into inventory.

Setting 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.

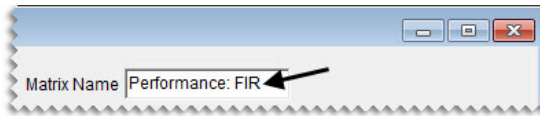
To set up a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears with the first matrix on the list selected (unless none have been set up).
2. Click **Clear Matrix** to reset the screen.



Note: This step is unnecessary for the first matrix you set up.

3. Type a name for the matrix.



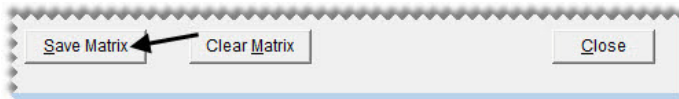
4. For *each* range in the matrix, do the following:
 - a. Define the low and high cost amounts.

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.

Range	Low Cost	High Cost	Percent	Amount
Range 1	0.00	100.00	35	
Range 2	100	200	25	
Range 3	200	300	15	

5. When you're finished setting up the matrix ranges, click **Save Matrix**.



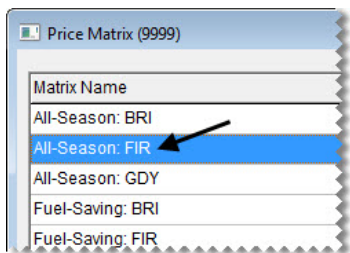
Updating a Price Matrix

If you need to adjust the way in which a matrix calculates prices, update the matrix.

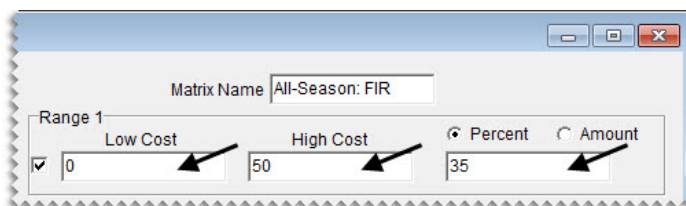
To update a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.

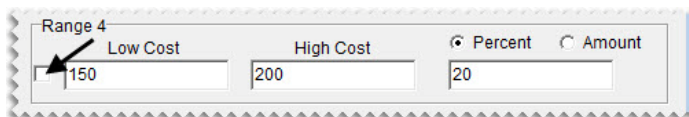
2. Select the name of the matrix you want to update. The cost ranges and price change information appears.



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, defining the cost amounts, the pricing method, and the percentage or dollar amounts.
5. To remove a range from the matrix, clear its check box.



6. Click **Save Matrix**.

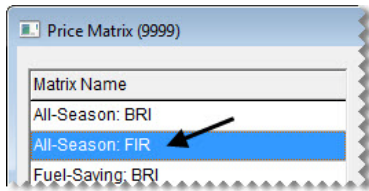
Copying a Price Matrix

If many of the settings for an existing price matrix are similar to those that you want to assign to a new matrix, make a copy of the existing matrix and then make the needed changes.

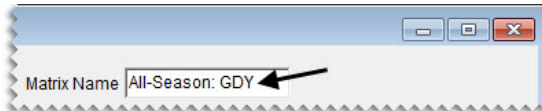
To copy a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.

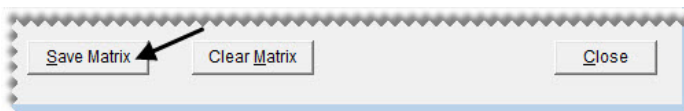
2. Select the name of the matrix you want to copy.



3. Change the matrix name to 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 [“Updating a Price Matrix” on page 270](#).
5. Click **Save Matrix**. The name of the new matrix is added to the list.

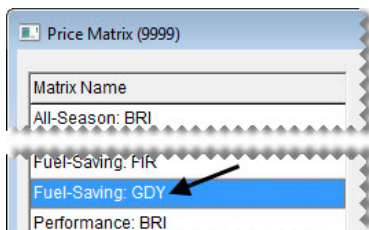


Deleting a Price Matrix

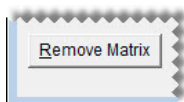
When you no longer use a price matrix, you can delete it. When a matrix is deleted, it is also removed from any items it was assigned to.

To delete a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.
2. Select the name of the matrix you want to delete.



3. Click **Remove Matrix**. A confirmation message appears.



4. Click **Yes**. The matrix is deleted.

Assigning a Price Matrix

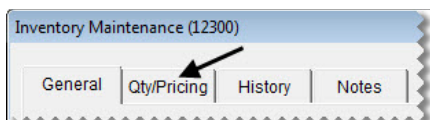
A matrix can be assigned to individual items or a group of items.

Assigning a Matrix to a Single Item

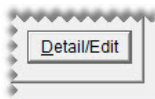
If a price matrix needs to be assigned to a single item or a just few items, you can define the matrix in the price and quantity settings.

To assign a matrix to a single item

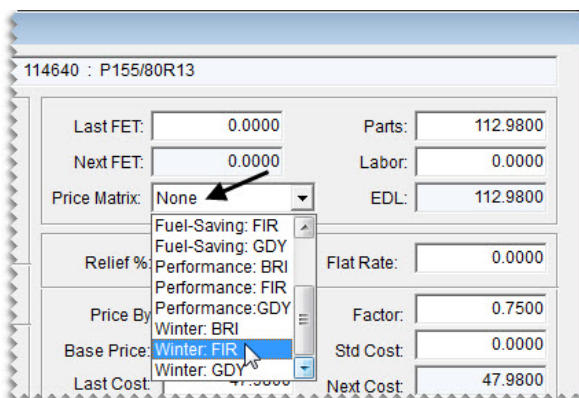
1. Look up the item to which you want to assign a matrix. For more information, see [“Looking Up Inventory Items”](#) on page 185.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices and Quantity screen appears.



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.



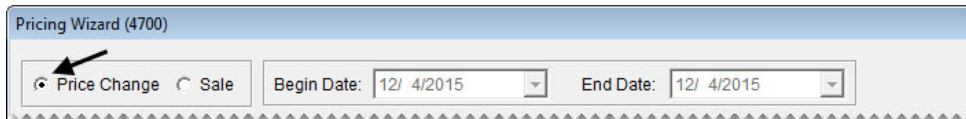
Note: To see the updated price, reopen the Site Prices and Quantity screen.

Assigning a Matrix to a Group of Items

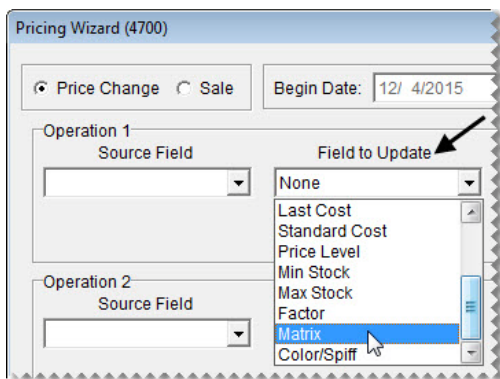
If assigning price matrixes to individual items is not practical, you can assign a matrix to a group of items with the Pricing Wizard.

To assign a matrix to a group of items

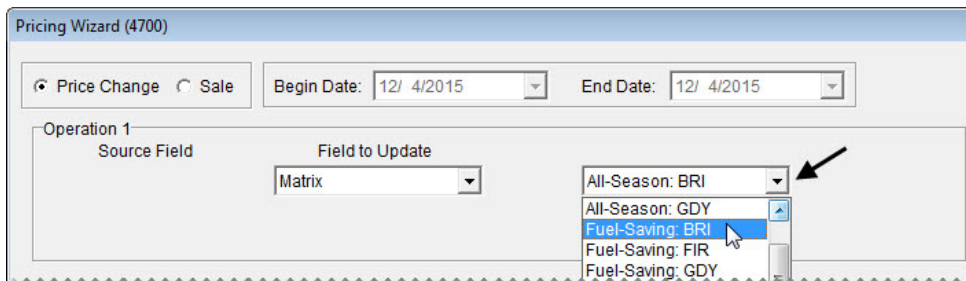
1. Select **Pricing Wizard** from the **Inventory** menu. The Pricing Wizard screen appears.
2. Make sure **Price Change** is selected.



3. Select **Matrix** from the **Field to Update** drop-down for the operation being used to update matrixes. A second drop-down that lists the available matrixes appears.



4. 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**. The Custom Inventory Lookup screen appears.



- b. Look up the items. For more information, see [“Looking Up Inventory Items”](#) on page 185.

6. Click **Apply**. A confirmation message appears.



7. Click **Yes**. The update notification message appears.
8. Click **OK**. The parts prices for the selected items are updated based on the calculations set up in the assigned matrix.
9. Close the Pricing Wizard, or repeat steps 3 through 8 to assign a matrix to other items.

Note: To verify price changes 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. You can also look up the items and review the entries in the **Best** column on the Inventory List. The amount in the **Best** column, however, is the sum of an item's parts and labor prices.

Updating 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, the items were previously assigned price matrixes.)

To see prices 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. You can also look up the items and review the entries in the **Best** column on the Inventory List. The amount in the **Best** column, however, is the sum of an item's parts and labor prices.

Replenishing Inventory

Ordering and receiving in TireMaster are done through the purchase order or PO system. All purchasing and receiving functions can be controlled with system controls at the Corporate site. The amount of access stores can have to different functions is also affected by setting controls. This chapter includes the following topics:

- ◆ [“PO System Screen” on page 277](#)
- ◆ [“Ordering Items” on page 283](#)
- ◆ [“Receiving Inventory” on page 293](#)
- ◆ [“Performing Inventory Returns” on page 307](#)
- ◆ [“Looking Up Historical Vendor Invoices” on page 318](#)
- ◆ [“Handling FET on POs and Receivings” on page 319](#)

PO System Screen

In TireMaster, you can manage the ordering and receiving of items with the PO System screen.

Corporate users with the appropriate permissions can view purchase orders, receiving documents, and vendor invoice documents (VIDs) for all sites. A user at a particular store can view only the purchase orders, receiving documents, and vendor invoice documents created at that store.

Purchase Orders Tab

The ordering process begins on the **Purchase Orders** tab (Figure 57).

Note: Corporate users with the appropriate permissions can view purchase orders for all sites. A user at a store can view only the purchase orders created at that store.

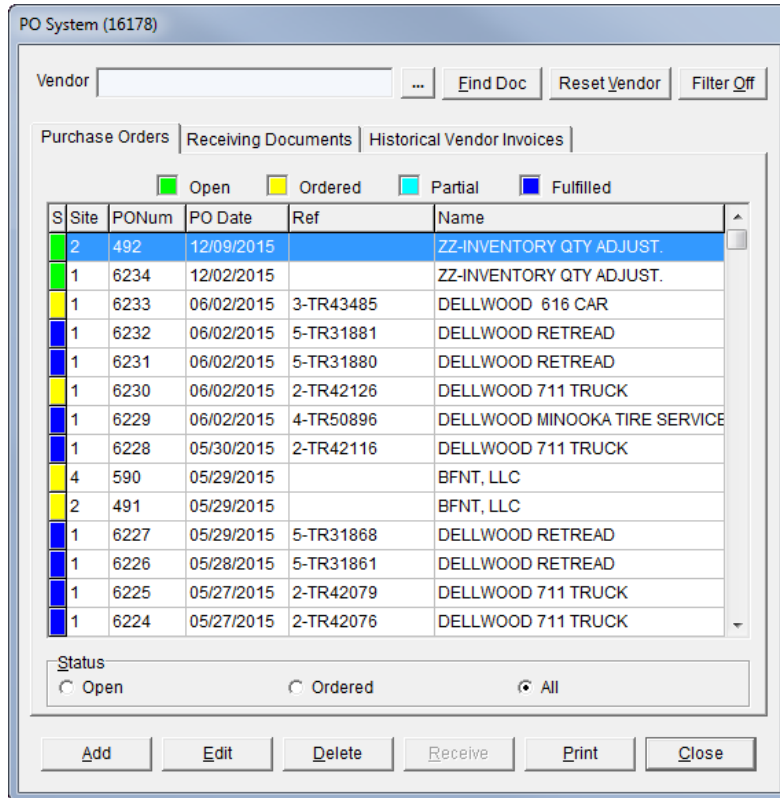



Figure 57: The PO System Screen's Purchase Orders Tab

Item	Description
Vendor	Displays only the purchase orders for the selected vendor.
	Clicking this button lets you display only the purchase orders for a specific vendor.
Find Doc	Lets you search for a purchase order by entering its reference number or its system-generated document number.
Reset Vendor	Lets you remove the name entered in the Vendor field, so you can view purchase orders for all vendors.
Filter Off	Disregards the setting for the maximum number of documents displayed on the screen. The maximum number of documents is defined by a system control. For more information, see “Grid Control - Limit 2” on page 868. Note: When you close and re-open the screen, the filter that limits the number of documents is turned back on.
Open (green)	Means items on the purchase order have not yet been ordered.
Ordered (yellow)	Means items on the purchase order have been ordered but not received.
Partial (light blue)	Means some items on the purchase order have been received.
Fulfilled (dark blue)	Means all items on the purchase order have been received.

Item	Description
S	Shows the status of the purchase order.
Site	Displays the site where the purchase order was created. In single-store and TireMaster Point of Sale systems, this number is always 1.
PONum	Displays purchase order's system-assigned document number.
PODate	Displays the date a purchase order was created.
Ref	Displays purchase order's reference number.
Name	Displays the vendor's name.
Open	Displays only purchase orders whose status is open (for the selected vendor or all vendors).
Ordered	Displays only purchase orders whose status is ordered or partially-received (for the selected vendor or all vendors).
All (option)	Displays all purchase orders regardless of their status (for the selected vendor or all vendors).
Add	Lets you create a new purchase order.
Edit	Lets you do one of the following: <ul style="list-style-type: none"> ◆ View and update the item's on an open purchase orders ◆ View the items on ordered purchase orders
Delete	Lets you delete open purchase orders.
Receive	Lets you receive items on a purchase order.
Print	Displays the purchase order in the Report Window so you can print it.
Close	Exits the screen.

Receiving Documents Tab

Orders for which items have been delivered are displayed on the **Receiving Documents** tab (Figure 58). Sometimes, items are delivered although a purchase order was never created for them. On such occasions, you can create a receiving document.

Note: Corporate users with the appropriate permissions can view receiving documents for all sites. Users at a store can view only the receiving documents created at that store.

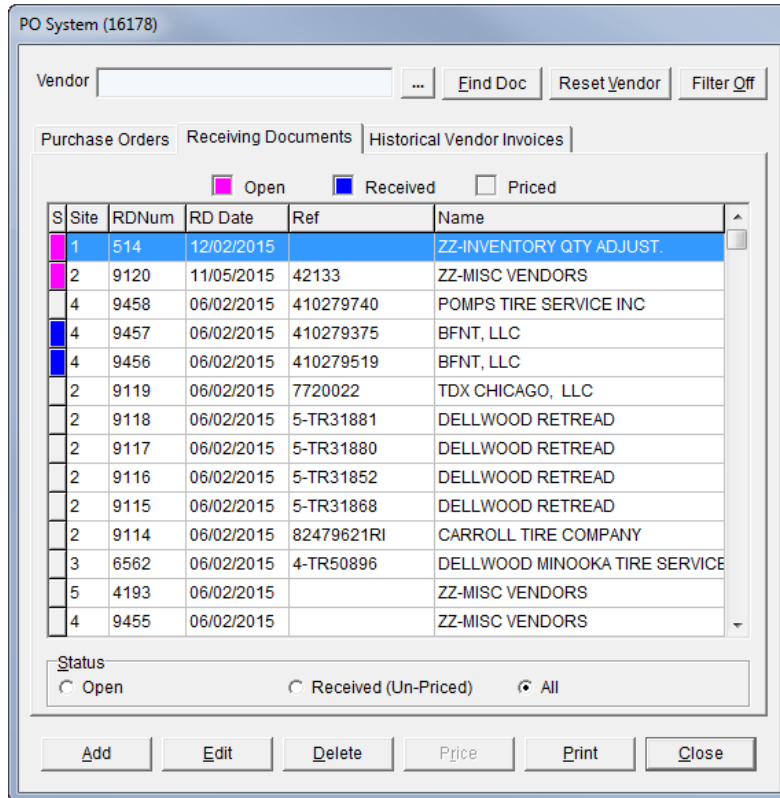



Figure 58: The PO System Screen's Receiving Documents Tab

Item	Description
Vendor	Displays only the receiving documents for the selected vendor.
	Clicking this button lets you display only the purchase orders for a specific vendor.
Find Doc	Lets you search for a receiving document by entering its reference number or its system-generated document number.
Reset Vendor	Lets you remove the name entered in the Vendor field, so you can view receiving documents) for all vendors.
Filter Off	Disregards the setting for the maximum number of documents displayed on the screen. The maximum number of documents is defined by a system control. For more information, see “Grid Control - Limit 2” on page 868. Note: When you close and re-open the screen, the filter that limits the number of documents is turned back on.
Rev. RD	Lets you reverse receiving documents for orders that haven't been priced. This button is visible only when the status Received (Un-priced) is selected.
Open (magenta)	Means items on a receiving document have been ordered but not received.
Received (dark blue)	Means items on a receiving document have been received but not priced.

Item	Description
Priced (gray)	Means items on a receiving document have been received and priced.
S	Shows the status of a receiving document.
Site	Identifies the site at which a receiving document was created. In single-store and TireMaster Point of Sale systems, this number is always 1.
RDNum	Displays the system-assigned number for a receiving document.
RDDate	Displays the date a receiving document was created.
Ref	Displays the reference number for a receiving document.
Name	Displays the vendor's name.
Open	Displays receiving documents with items that have not been received (for the selected vendor or all vendors).
Received (Un-Priced)	Displays receiving documents for items that have been received but have not been priced (for the selected vendor or all vendors).
All (option)	Displays all receiving documents (for the selected vendor or all vendors).
Add	Lets you create a new receiving document.
Edit	Lets you view a receiving document.
Delete	Lets you delete open receiving documents. Once items on a receiving document have been received, this button is disabled.
Price	Lets you price items on a receiving document.
Print	Displays the selected receiving document in the Report Window so you can print it.
Close	Exits the screen.

Historical Vendor Invoices Tab

Vendor invoice documents (VIDs) for completed orders are displayed on the **Historical Vendor Invoices** tab (Figure 59).

Note: Corporate users with the appropriate permissions can view vendor invoice documents for all sites. Users at a store can view only the vendor invoice documents created at that store.

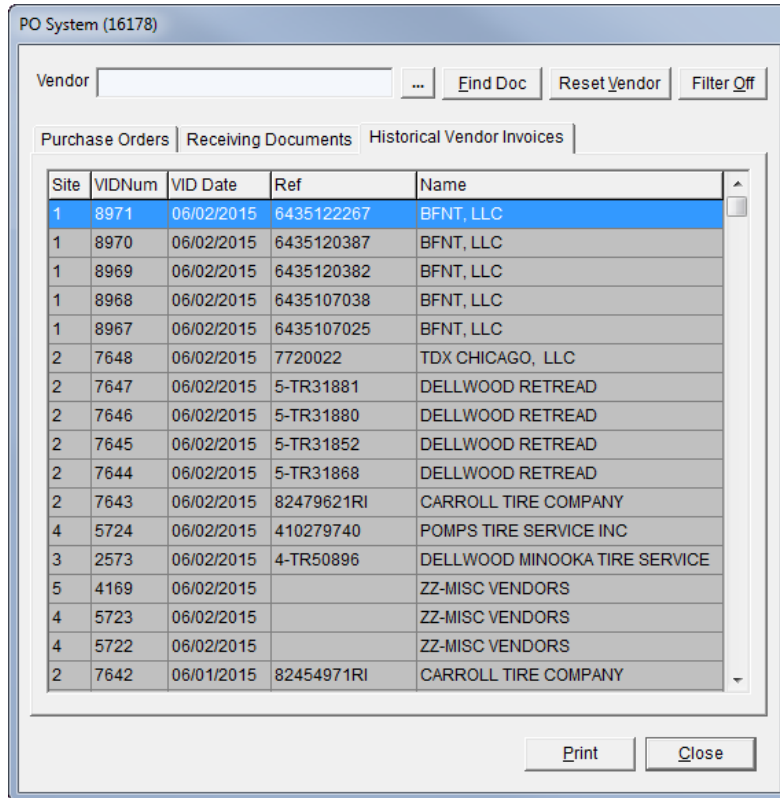



Figure 59: The PO System Screen's Historical Vendor Invoices Tab

Item	Description
Vendor	Displays only the historical vendor invoices for the selected vendor.
	Clicking this button lets you display only the vendor invoice documents for a specific vendor.
Find Doc	Lets you search for a vendor invoice document by entering its reference number or its system-generated document number.
Reset Vendor	Lets you remove the name entered in the Vendor field, so you can view historical vendor invoices) for all vendors.
Filter Off	Disregards the setting for the maximum number of documents displayed on the screen. The maximum number of documents is defined by a system control. For more information, see “Grid Control - Limit 2” on page 868 . Note: When you close and re-open the screen, the filter that limits the number of documents is turned back on.
SiteNo	Identifies the site at which a vendor invoice document was created. In single-store and TireMaster Point of Sale systems, this number is always 1.
VIDNum	Displays the document number of the vendor invoice document.
VIDDate	Displays the date that this vendor invoice document was created.

Item	Description
Ref	Displays the reference number for this vendor invoice document.
Name	Displays the vendor's name.
Print	Displays the selected vendor invoice document in the Report Window so you can print it. .
Close	Exits the screen.

Ordering Items

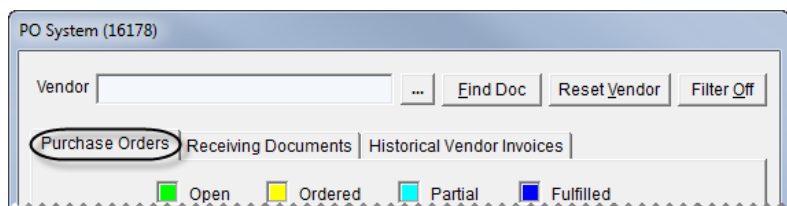
To order items, you need to create a purchase order and add items to it. The Corporate and store sites can have different levels of control for the purposes of replenishing inventory. For example, the Corporate site could be set up to create purchase orders for all stores, while a store would only be able to create purchase orders for itself. For more information about the System Controls related to ordering and receiving items in a multi-store system, see [“Purchasing” on page 719](#).

Creating a Purchase Order

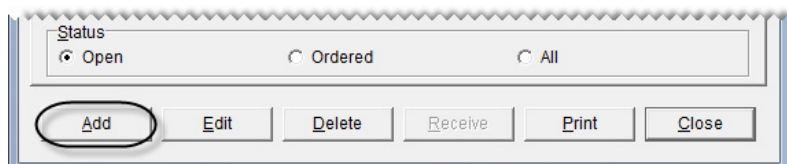
The first step to replenishing inventory is to create purchase orders. These purchase orders later become receiving documents for the items your vendors deliver.

To create a purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Select the **Purchase Orders** tab.

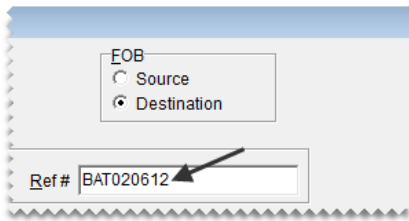


3. Click **Add**. The Lookup screen appears.

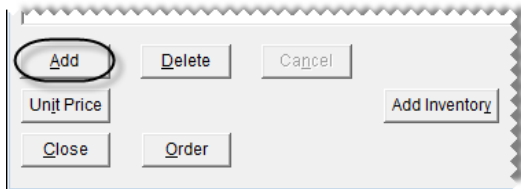


4. Select the vendor you want to order from and click **OK**. The Purchase Order screen appears.

5. If you have it, type the reference number for the purchase order.



6. For each item that you want to order, click **Add** and look up the item or scan its bar code. For more information, see [“Looking Up Inventory Items”](#) on page 185 or [“Entering Bar Codes on Purchase Orders and Receiving Documents”](#) on page 170.



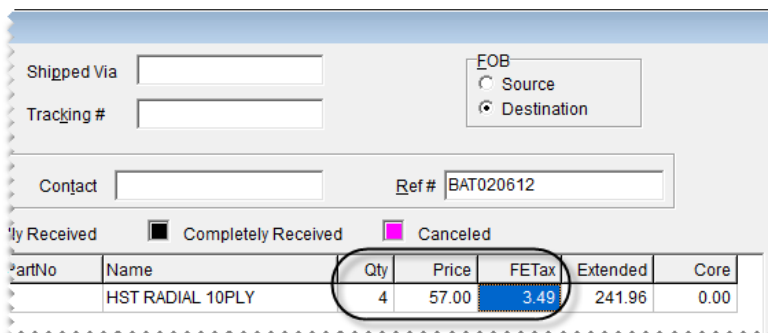
Tip: You can also use the down-arrow lookup method to add items to the purchase order. For more information, see [“Using the Down-Arrow Lookup Method”](#) on page 11.

7. For each item that you’ve added to the purchase order, do the following:

- a. Type the quantity.
- b. 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 [“Calculating an Item’s Per-Unit Cost”](#) on page 287.

- c. Change the federal excise tax if needed.



Note: Depending on how **Use Next FET for POS/Receivings** is set in System Controls, 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.

8. Complete the following shipping and handling information:

- a. Type the shipping method or courier’s name, along with the tracking number if needed.
- b. In the **FOB** area, select **Source** if you will pay for the freight or **Destination** if the vendor will pay for the freight.

- c. If you have it, type the contact person's name.

The screenshot shows a software form with the following fields and options:

- Shipped Via:** Cagney Courier
- Tracking #:** CC0933109-B112
- Contact:** Big Al
- Ref #:** BAT020612
- FOB:** Radio buttons for Source and Destination.

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**.



Adding and Ordering Items at the Same Time

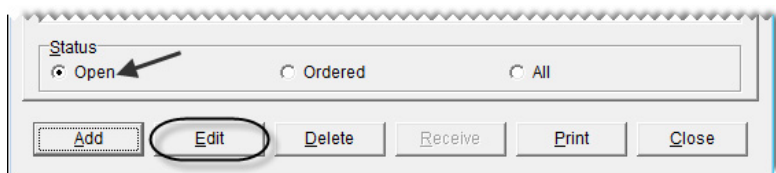
If you need to order an item that isn't in your inventory, you can add it to TireMaster and the purchase order at the same time. Because this process is almost the same as adding items to TireMaster and a receiving document, see [“Adding and Receiving Items at the Same Time” on page 305](#) for instructions.

Removing an Item from a Purchase Order

If you accidentally add an item that you don't want to order, you can remove it from the purchase order.

To remove an item from a purchase order

1. If the purchase order isn't already open, do the following:
 - a. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
 - b. Select the **Purchase Orders** tab.
 - c. Select the status **Open** to display all orders that haven't yet been placed.
 - d. Select the purchase order that you want to remove the item from and click **Edit**.



2. Select the item you want to remove and click **Delete**. The following message appears:

“Delete item?”

Lines	InvNo	Size	VendPartNo	Name	Qty
	68146	ST22575R15 E		HST RADIAL 10PLY	4
	008637	22560R15 96H		FUZION TOURING	8
	1908113	P22560R15 95T		SOLUS KR21 BSW	8
	008960	22560R17 99H		FUZION TOURING	4

Open / Unreceived
 Partially Received
 Completely Received

3. Click **Yes**.
4. Add new items to the purchase order if needed or close the Purchase Order screen.

Completing an Open Purchase Order

In many cases, you might not start and complete a purchase order at the same time. You can edit an open purchase order at any time until the order is placed.

To complete an open purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Select the **Purchase Orders** tab.

PO System (16178)

Vendor ...

Open
 Ordered
 Partial
 Fulfilled

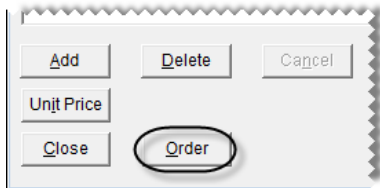
3. Select the status **Open** to display all open purchase orders.
4. Select the purchase order you want to complete and click **Edit**.

Status

Open
 Ordered
 All

5. Add items to or delete items from the purchase order if needed.

- Click **Order**. The Report Window opens and displays a copy of the purchase order.



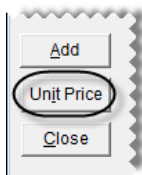
- Click **Print** and close the Report Window. The status displayed on the Purchase Orders tab changes to **Ordered**.

Calculating 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

- Start a purchase order or receiving document. For more information, see [“Creating a Purchase Order” on page 283](#) or [“Creating a Receiving Document” on page 301](#).
- Select the item whose per-unit cost you want to calculate and click **Unit Price**. The Per Unit Price screen appears.



- Type your cost for a case of the item in the **Parts Price** field.
- 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.

 A screenshot of a dialog box titled 'Per Unit Price (16285)'. It contains the following information:

- Product Code: 68146
- Size: ST22575R15 E
- Parts Price: 228 (text input field)
- Quantity: 4 (text input field)
- Per Unit Price: \$57.0000 (displayed in a shaded box)
- Buttons: OK and Cancel

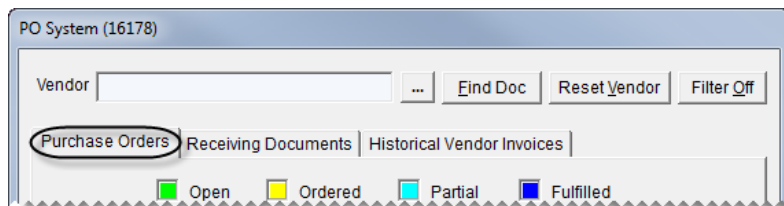
- Click **OK**. The per-unit quantity and cost information is added to the purchase order.

Changing the Vendor on a Purchase Order

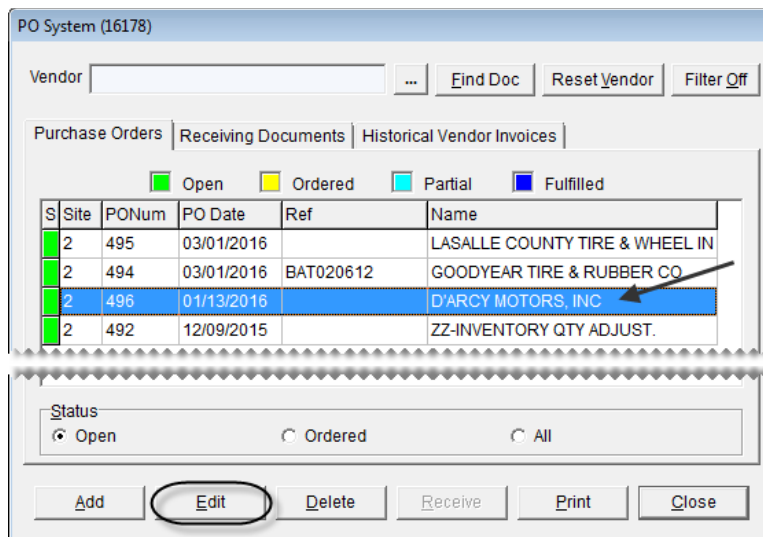
In some cases, you might need to change the vendor assigned to a purchase order. As long as you haven't placed the order (that is, clicked the **Order** button on the Purchase Order screen), you can select another vendor.

To change the vendor on a purchase order

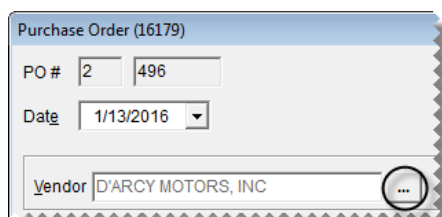
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected.



3. Select the status **Open**. TireMaster displays all open purchase orders.
4. Select the purchase order that you want to assign a different vendor to and click **Edit**. The Purchase Order screen appears.



5. Next to the **Vendor** field, click **...**. The Lookup screen appears.



6. Select the correct vendor for this purchase order and click **OK**. The following message appears:
 “You have selected a different vendor for this PO. Are you sure you want to change vendors?”

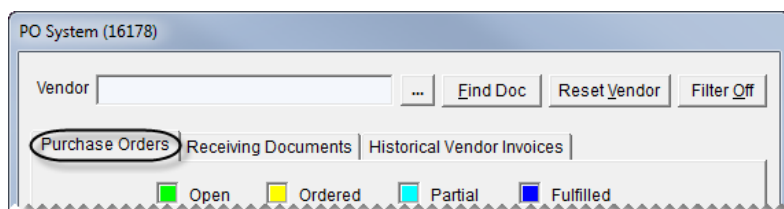
7. Click **Yes**.
8. If you want to place the order, click **Order**. Otherwise, click **Close**.

Canceling an Item from a Purchase Order

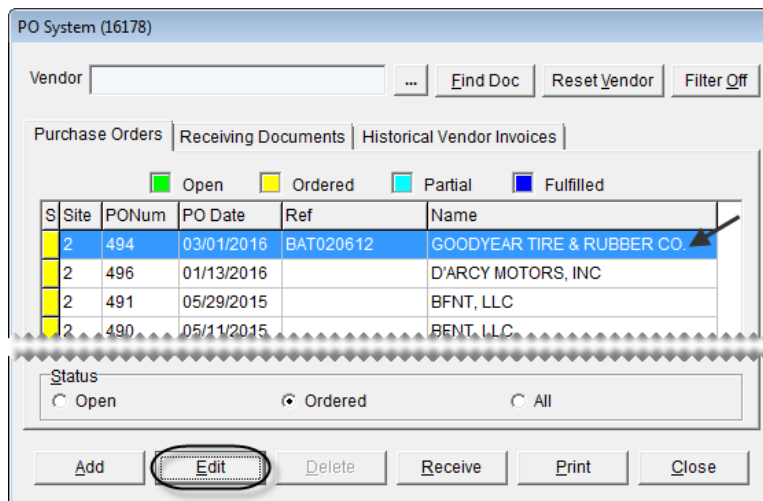
If you've placed an order and then find out that an item won't be shipped, you can cancel the item from the order.

To cancel items on a purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected.



3. Select the status **Ordered**. TireMaster displays all open purchase orders.
4. Select the order that includes the item that won't be shipped, and click **Edit**. The Purchase Order screen appears.



Note: items can be canceled only from purchase orders with the status color yellow (for ordered).

5. Select the item that won't be shipped, and click **Cancel**. A confirmation message appears.

S	InvNo	Size	VendPartNo	Name	Qty
	68146	ST22575R15 E		HST RADIAL 10PLY	4
	008637	22560R15 96H		FUZION TOURING	8
	1908113	P22560R15 95T		SOLUS KR21 BSW	8
	008960	22560R17 99H		FUZION TOURING	4

Buttons: Add, Delete, **Cancel**, Add Inventory, Close, Order

6. Click **Yes**. The status of the item changes to Canceled (C).
7. Close the Purchase Order screen. When you create a receiving document for this order, the canceled item will no longer be on the order.

Re-opening and Updating Orders

If your TireMaster system is set up to allow purchase orders to be re-opened and edited, you can make changes to an order that has already been placed. By re-opening 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. In other words, re-opening a PO can reduce the time it takes to receive an order, because you won't need to back order items or add items to a receiving document.

Note: The ability to re-open and edit orders is defined by a system control setting. For more information, see [“PO System - Re-Open Ordered POs”](#) on page 864.

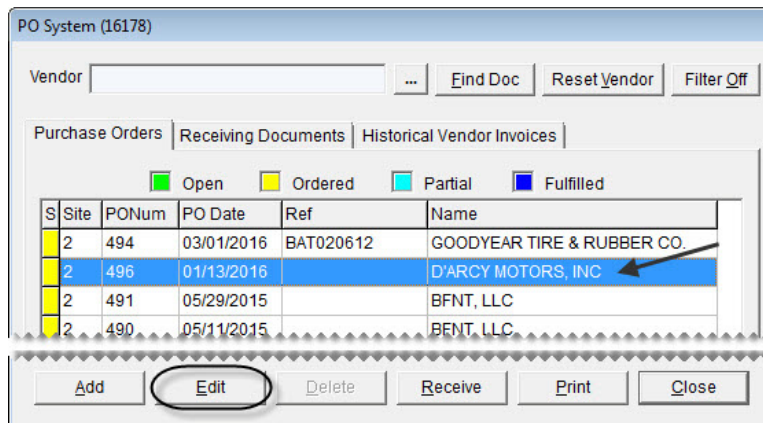
To re-open and update an order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Select the status **Ordered**.

Status: Open **Ordered** All

Buttons: Add, Edit, Delete, Receive, Print, **Close**

3. Select the purchase order you want to update, and click **Edit**. The Purchase Order screen appears.



4. Click **Re-Open**. TireMaster closes the Purchase Order screen and returns to the main PO System screen.



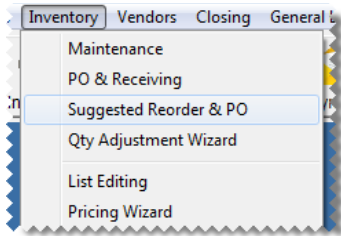
5. Make sure the purchase order you want to update is selected, and click **Edit**.
6. Add items to or delete items from the re-opened order.
7. Update the prices of items on the order if needed.
8. Click **Order**. The Report Window opens and displays a copy of the purchase order.
9. Print the purchase order and close the Report Window.

Reordering 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 then create a purchase order based on its results.

To generate a Suggested Reorder

1. From the **Inventory** menu, select **Suggested Reorder & PO**. The Custom Inventory Lookup screen appears.



2. Look up a group of items that you to include on the report. For more information, see [“Looking Up Inventory Items” on page 185](#). The Suggested Reorder Report appears in the Report Window.
3. Click **Print**.
4. Write the quantities that you want to order on the report.
5. Close the Report Window. The following message appears:

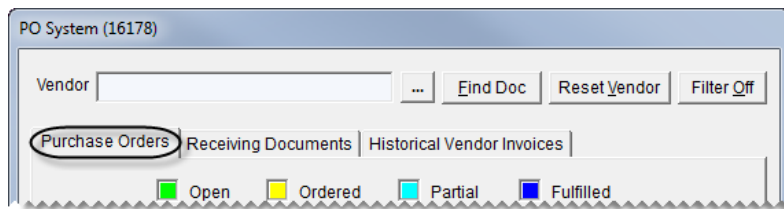
“Do you want to place these items on a purchase order? NOTE: Only items from this store (or the selected store) can be ordered. Items from other stores will not be added to a PO.”
6. Do one of the following:
 - ♦ To create a purchase order based on the Suggested Reorder Report, click **Yes**. The Name Lookup/Entry screen appears.
 - ♦ If you do not want to create a PO yet, click **No** and disregard the rest of this procedure.
7. Look up the name of the vendor you want to order from. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#). The Purchase Order screen appears. 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:
 - a. Add items to and delete items from the purchase order.
 - b. Change the quantities and prices.
 - c. 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**.

Canceling a Purchase Order

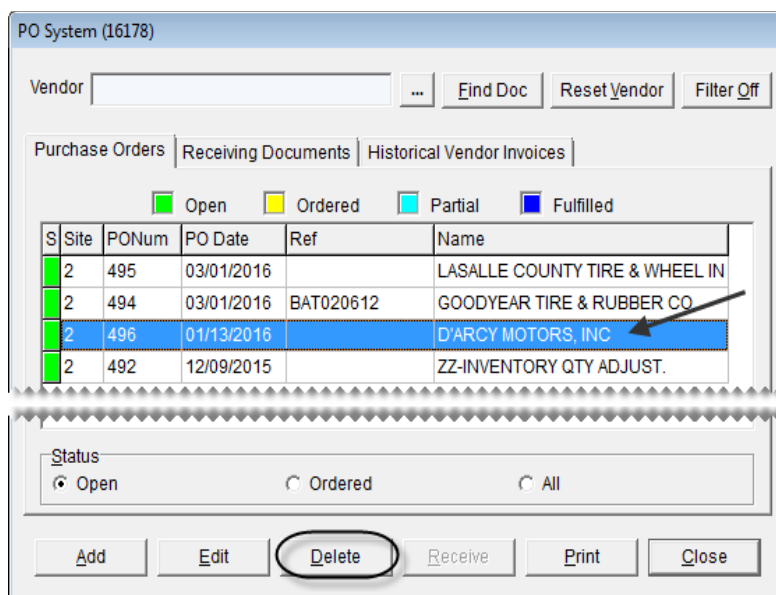
In some cases, you might start an order only to find that it is unnecessary later. You can cancel purchase orders if the items on it have not been ordered or received.

To cancel a purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
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 that you want to cancel and click **Delete**. A confirmation message appears.



5. Click **Yes**.
6. Close the PO System screen.

Receiving Inventory

When an order is delivered, you need to record the receiving in the PO System. Most orders you receive have a corresponding purchase order. Sometimes, however, you might need to receive items that you didn't put on a purchase order. On such occasions, you can create a receiving document.

Note: To create a receiving document without a pre-existing purchase order, **Force PO System to Create New PO** needs to be set to No. This setting is on the **Other** tab of the System Controls screen.

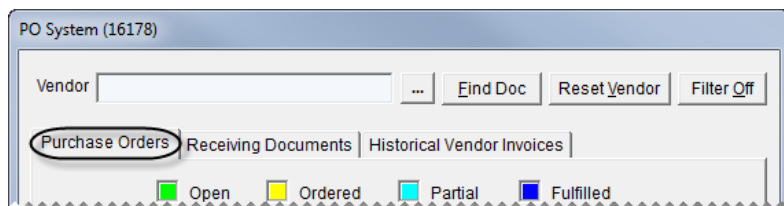
Receiving Items on a Purchase Order

When you receive an order, TireMaster creates a receiving document that duplicates the items and quantities on the original purchase order.

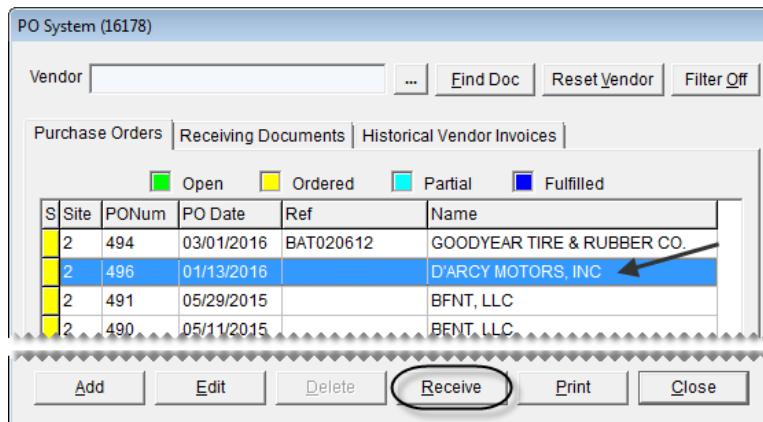
Note: When you do not have a purchase order for a shipment, you need to create a receiving document. For more information, see [“Creating a Receiving Document” on page 301](#).

To receive items on a purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected.



3. Select the status **Ordered**. TireMaster displays the purchase orders for ordered items.
4. Select the purchase order for the delivery that you want to receive and click **Receive**. The Receiving Document screen appears.



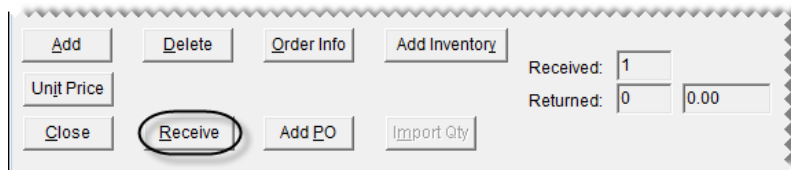
Note: If a receiving document already exists for an order, TireMaster asks if you want to create another receiving document. Write down the RD number on the message and click **No**. Then click the **Receiving Documents** tab and select the receiving document that was referenced on the message.

5. Update the reference number and the shipping and contact information if needed.
6. Update the quantities, cost, and federal excise tax for the items if needed.

Note: If you've ordered items in bulk, such as valve stems, TireMaster can calculate the cost for each item. For more information, see [“Calculating an Item's Per-Unit Cost” on page 287](#).

Tip: To view the quantity and cost used for an item on the original purchase order, select the item and click **Order Info**.

7. If you want to receive items (from this vendor) that are on a different purchase order, click **Add PO**. Then select the order that includes those items, and click **OK**.
8. 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.
 - ♦ 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. You can select the freight vendor when you price the receiving document.
9. Click **Receive**. The following message appears: Do you want to price this RD now?"



Note: Depending on your system control settings, you might be required to add a reference number if you haven't already.

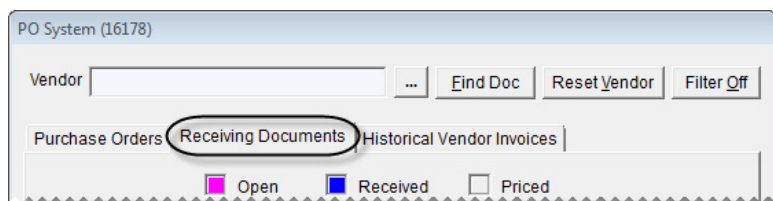
10. Do one of the following:
 - ♦ To price the items on the receiving document, click **Yes**. For further instructions, see [“Pricing Items on a Receiving Document”](#) on page 295.
 - ♦ If you do not want to price the items, click **No**. The receiving document appears in the Report Window. Print a copy of the receiving document and close the Report Window. The items that you just received will not be added to the inventory until you price them.

Pricing Items on a Receiving Document

Before you begin selling items that you've received, you should price them. This process updates the last cost and next cost for each of the items that have been received. Users at a store can price items for their store only, as long the settings in System Controls allow it.

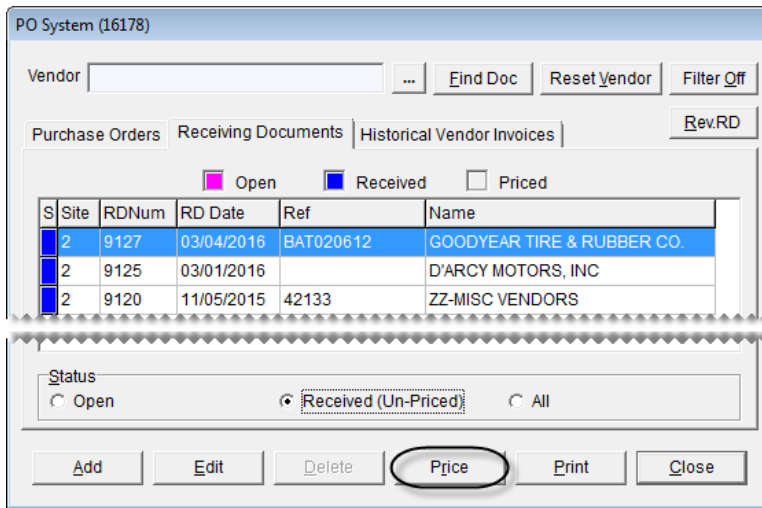
To price items on a receiving document

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.

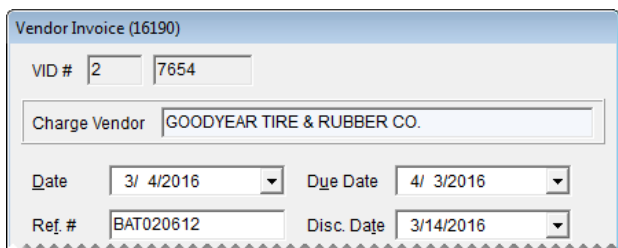


3. To display receiving documents that include unpriced items, select the status **Received (Un-Priced)**.

4. Select the receiving document that includes the items you want to price and click **Price**. The Vendor Invoice screen appears.



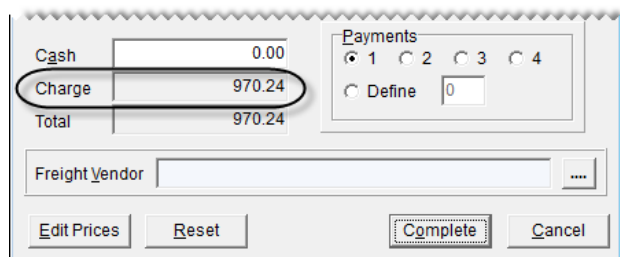
5. Update the receiving date, default due date, discount date, and reference number, if needed.



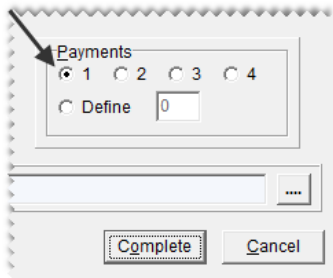
Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

6. If you need to update the prices (your cost) for any 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.
7. Complete the following payment information:
 - ♦ To pay with cash, type the amount of the cash payment in the **Cash** field.


Note: If you pay the entire amount, the amount in the **Charge** field is recalculated to zero when you complete the order. If you make a cash down payment, the amounts in the **Charge** field and the **Discount** field are recalculated.
 - ♦ To charge the total amount of the vendor invoice, leave the amount in the **Charge** field alone.

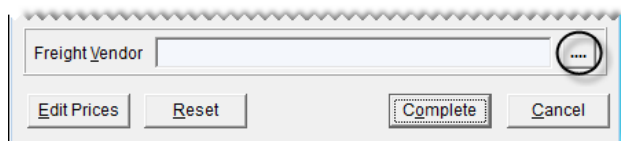


- ◆ To change the number of payments, select **1**, **2**, **3**, **4**, or select **Define** and type the number of payments.



Note: This setting affects the number of entries that post to the vendor's accounts-payable ledger.

8. If you entered a shipping charge when receiving the items, identify the freight vendor by clicking  and selecting a name from the list.



Note: A vendor charge (for the amount entered when you received the order) posts to the selected vendor's subledger and the general ledger's freight account.

9. To finish pricing the items, click **Complete**. One of the following happens:
 - ◆ If you must pay the entire amount at one time, the vendor invoice appears in the Report Window.
 - ◆ If you can make multiple payments to the vendor, the Vendor Payment Schedule screen appears.
10. Accept or change the payment amounts and dates. Then click **OK**. The vendor invoice 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 VID before the order can be priced.
11. Print the vendor invoice. The status color for the receiving document changes to gray in the **S** column of the **Receiving Documents** tab. The vendor invoice document for the completed order is also displayed on the **Historical Vendor Invoices** tab.

Putting Items on Back Order

When the number of items that were 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.

Putting Partial Quantities on Back Order

In some cases, you might receive only part of your order. When this occurs, you can receive part of the order and place the remaining quantities on back order.

To put partial quantities on back order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected and select the status **Ordered**.

PO System (16178)

Vendor: [] ... EInd Doc Reset Vendor Filter Off

Purchase Orders Receiving Documents Historical Vendor Invoices Rev.RD

Open Ordered Partial Fulfilled

S Site PONum PO Date Ref Name

Status: Open Ordered All

Add Edit Delete Receive Print Close

3. Select a purchase order and click **Receive**. The Receiving Document screen appears.

Status: Open Ordered All

Add Edit Delete Receive Print Close

4. For each item that you need to put on back order, enter the quantity that was actually received.

Receiving Document (16180)

RD # 2 9128 Shipped Via Cagney Courier

Date 3/ 4/2016 Tracking # CC093109-B112

Vendor Big Al's Tire Supply Contact Big Al

S	InvNo	Size	VendPartNo	Name	Qty	Price
P	189633	LT23585R16 E		TRANSFORCE A/T BW	2	141.60
P	189582	LT24575R16E		TRANSFORCE A/T BW	3	133.21
P	205222	LT24575R17 E		TRANSFORCE A/T OWL	2	160.32
P	200190	LT26570R17 E		TRANSFORCE A/T OWL	4	162.59

Tip: To view the quantity and cost used for an item on the original purchase order, select the item and click **Order Info**.

5. Click **Receive**. The following message appears: “Do you want to price this RD now?”

Add Delete Order Info Add Inventory

Unit Price

Received: 11

Returned: 0 0.00

Close Receive Add PO Import Qty

Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

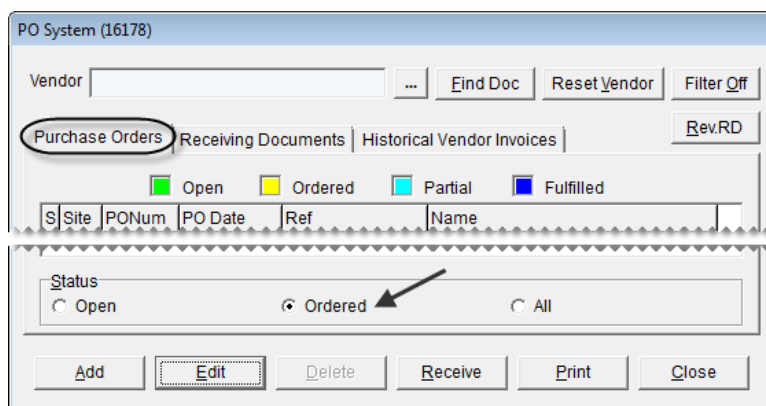
6. Do one of the following:
 - ♦ If you want to price the items now, click **Yes**.
 - ♦ To price the items later, click **No** and print the receiving document. The following message appears: "There are items associated with POs that are only partially received. Do you want to cancel the rest of the quantities on these POs?"
7. To back order the items, click **No**. One of the following occurs:
 - ♦ The Vendor Invoice screen appears, and you can price the items. For more information, see ["Pricing Items on a Receiving Document"](#) on page 295.
 - ♦ If you'll price the items later, the receiving document is added to the Receiving Documents tab on the PO System screen.
8. Close the PO System screen.

Putting All Quantities on Back Order

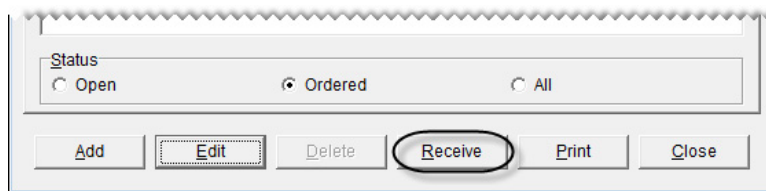
When one of the items on a purchase order is not delivered, you can place all quantities of that item on back order.

To place all quantities of an item on back order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected and select the status **Ordered**.



3. Select a purchase order and click **Receive**. The Receiving Document screen appears.



- Select the item you need to put on back order and click **Delete**. The following message appears: “Delete item?”

Receiving Document (16180)

RD # 2 9130 Shipped Via

Date 3/ 4/2016 Tracking #

Vendor AMERICAN TIRE DISTRIBUTORS Contact Ref

Lines Manual / No PO Line From PO PO Line Exception Std. Return Re

S	InvNo	Size	VendPartNo	Name	Qty	Price
P	63963	ST22575R15 D		HST RADIAL	4	55.50
P	096025	P22575R15 102S		PRIMEWELL PS850 BW	4	57.46

Add Delete Order Info Add Inventory

Received: 8

Returned: 0 0.00

Close Receive Add PO Import Qty

Tip: To view the quantity and cost used for an item on the original purchase order, select the item, and click **Order Info**.

- Click **Yes**. The following message appears: “This item is from a PO do you want to cancel the PO item?”
- To place the item on back order, click **No**. The item is removed from the receiving document.
- To receive the remaining items on the receiving document, click **Receive**. The following message appears: “Do you want to price this RD now?”

Note: Depending on how the system controls are set, you might be required to add a reference number if you haven’t already.

- Do one of the following:
 - If you want to price the items now, click **Yes**.
 - To price the items later, click **No** and print the receiving document.

The following message appears: “There are items associated with POs that are only partially received. Do you want to cancel the rest of the quantities on these POs?”

- To back order the items, click **No**. One of the following occurs:
 - The Vendor Invoice screen appears, and you can price the items. For more information, see [“Pricing Items on a Receiving Document” on page 295](#).
 - If you’ll price the items later, the receiving document is added to the Receiving Documents tab on the PO System screen.
- Close the PO System screen.

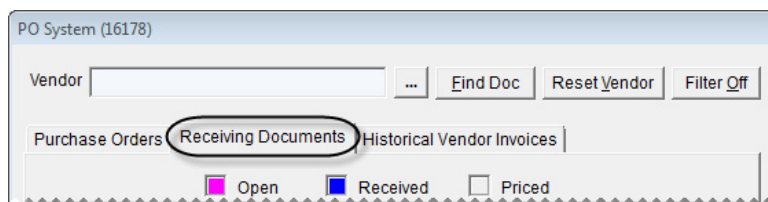
Creating a Receiving Document

If you need to receive items that you didn't order, you can skip the ordering stage and create a receiving document from scratch.

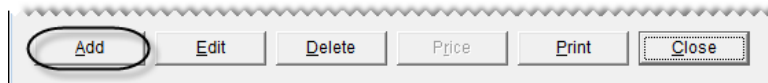
Note: To create a receiving document without a pre-existing purchase order, **Force PO System to Create New PO** needs to be set to No. This setting is on the **Other** tab of the System Controls screen.

To create a receiving document

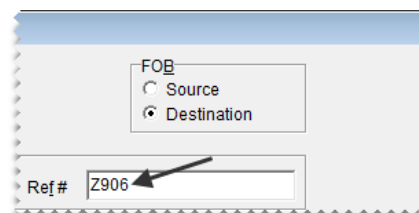
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.



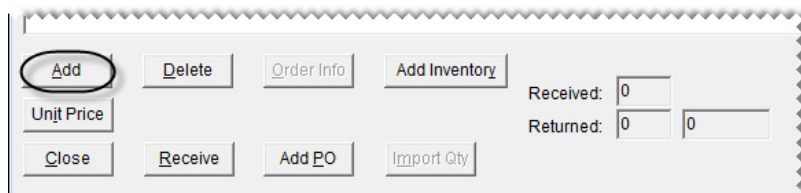
3. Click **Add**. The Lookup screen appears.



4. Look up the vendor who sent you the shipment. The Receiving Document screen appears.
Note: You can change the vendor for a receiving document until you complete the receiving.
5. If you have it, type the reference number for the receiving.



6. For each item that you've received, click **Add** and look up the item or scan its bar code. For more information, see [“Looking Up Inventory Items”](#) on page 185 or [“Entering Bar Codes on Purchase Orders and Receiving Documents”](#) on page 170.

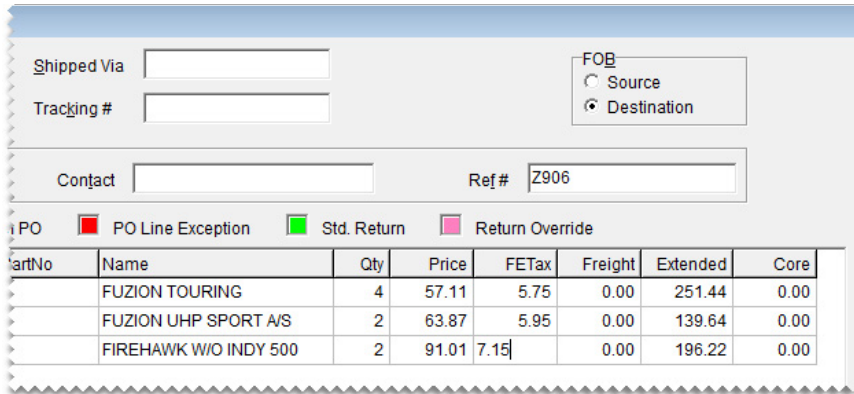


7. For each item that you've added to the receiving document, do the following:
 - a. Type the quantity.

b. 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 [“Calculating an Item’s Per-Unit Cost” on page 287.](#)

c. Change the federal excise tax if needed.

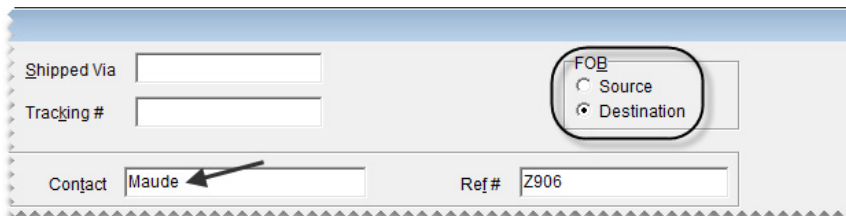


PartNo	Name	Qty	Price	FETax	Freight	Extended	Core
	FUZION TOURING	4	57.11	5.75	0.00	251.44	0.00
	FUZION UHP SPORT A/S	2	63.87	5.95	0.00	139.64	0.00
	FIREHAWK W/O INDY 500	2	91.01	7.15	0.00	196.22	0.00

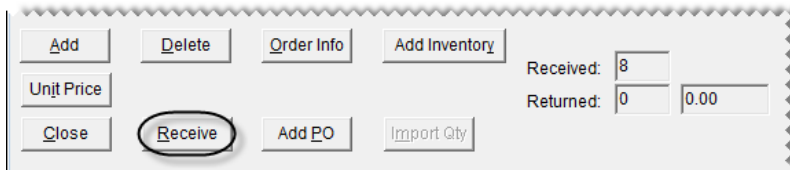
Note: Depending on how the control **Use Next FET for POS/Receivings** is set, the **FETax** column displays either the average cost of an item’s federal excise tax or the FET used the last time the item was received.

8. Complete the following shipping and handling information:

- a. In the **FOB** area, select **Source** if you will pay for freight or **Destination** if the vendor will pay for freight.
- b. If you have it, type the contact person’s name.



9. Click **Receive**. The following message appears: “Do you want to price this RD now?”



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 want to price the items now, click **Yes**. The Vendor Invoice screen appears, and you can price the items. For more information, see [“Pricing Items on a Receiving Document” on page 295.](#)

- ◆ To price the items later, click **No** and print the receiving document. The receiving document is added to the **Receiving Documents** tab on the PO System screen.

11. Close the PO System screen.

Putting Option-Cost Items on a Receiving Document

When you enter the cost of items at point of sale, you can also add them to a new receiving document or an existing receiving document.

To put option-cost items on a receiving document

1. Start a work order or open an existing work order. For more information, see [“Creating a Regular Work Order” on page 329](#).
2. Add each option-cost item to the work order. TireMaster prompts you to enter an item’s cost by turning its line pink.

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
1.00	.	SERPENTINE BELT	50.67	0.00	0.00	parts	50.67	FG
1.00	.	WATER PUMP	30.84	0.00	0.00	parts	30.84	FG
2.00	.	WIPER BLADES	14.34	0.00	0.00	parts	28.68	FG

Note: The quantity entered on the work order will be used on the receiving document.

3. For each option-cost item, *except the last one*, do the following:
 - a. Select the line for an item and click **Option Cost**. The Option Cost screen appears.

- b. Type the item’s cost or its corresponding cost replacement code in the **Option Cost** field. For more information, see [“Cost-Replacement Codes” on page 226](#).

Note: If the item included FET when it was received, also include the FET in the cost.

- c. Make sure the **Put Item on a Receiving Document** check box is selected.

Note: TireMaster enters the invoice number in the **Reference** field.

- d. Click **Vendor**, and look up the name of the vendor who sent the item. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#). One of the following occurs:
- ♦ Information for a newly-created receiving document is added to the Option Cost screen.
 - ♦ The Open Receiving Documents screen appears. To add the option-cost item to an existing receiving document, select one of the receiving documents listed and click **OK**. To put the item on a new receiving document, click **Cancel** instead.
- e. Change the reference number for the receiving document, if needed.
- f. Click **OK** to save your changes and close the Option Cost screen.
4. For the *last* option-cost item on the work order, do the following:
- a. Repeat steps 3a through 3e.
 - b. Select the **Receive and Price** check box.

- c. Click **OK**. The Receiving Document screen appears.
5. Receive the items.
- a. Click **Receive**. TireMaster prompts you to price the order.
 - b. If you want to price the order now, click **Yes** and complete the vendor invoice document. For more information, see [“Pricing Items on a Receiving Document” on page 295](#). To price the items later, click **No**. When you’re done with the receiving, the Invoice Entry screen appears.
6. Exit the work order or complete the invoice.

Note: Receiving documents created when entering an item’s cost are not updated automatically when the work order or information on the Option Cost screen is changed (for example, if you delete an item off the work order). Therefore, if you make a change at point of sale, you need to go to the PO system to update the receiving document. Likewise, if you change the receiving document, you might also need to update the work order or the entries on the Option Cost screen.

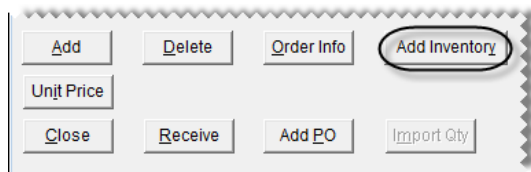
Adding and Receiving Items at the Same Time

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 [“Creating a Receiving Document” on page 301](#) or [“Receiving Items on a Purchase Order” on page 294](#).
2. Click **Add Inventory**. The Custom Inventory Lookup screen appears.



3. Do one of the following:
 - ◆ Look up an item with settings similar to the item you need to add. For more information, see [“Looking Up Inventory Items” on page 185](#).

Tip: Looking up a similar item saves time, because you can reuse many of its settings for the new item.
 - ◆ Click **Cancel**. Then click **Add** on the Inventory Maintenance screen.
4. Type the product code for the new item and click **OK**. The Inventory Maintenance screen appears.
5. Complete the settings for the new item. Then click **OK**. The following message appears: “View and edit the prices for this new item?” For more information, see [“Adding Items to the Inventory” on page 152](#).
6. Click **Yes**. The Site Prices and Quantity screen appears.
7. Complete the price settings for the item. Then click **OK**.
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.
10. Update the existing items along with the shipping and handling information as needed.
11. Receive the items and price the receiving document. For more information, see [“Receiving Items on a Purchase Order” on page 294](#) and [“Pricing Items on a Receiving Document” on page 295](#).

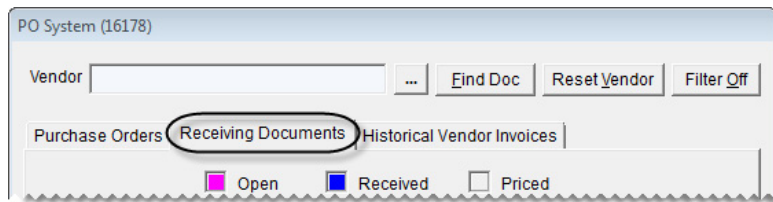
Reversing a Receiving Document

If an order was incorrectly received, you can reverse the receiving document for it as long as the order has not been priced.

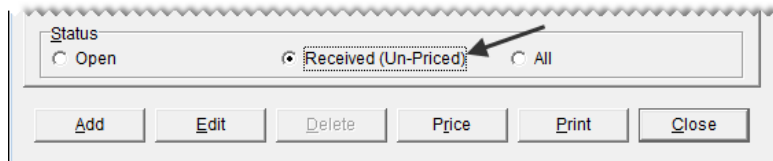
Note: Negative receiving documents that have been created for vendor returns can also be reversed, as long as they haven't been priced.

To reverse a receiving document

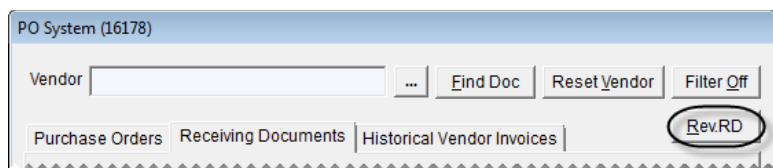
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.



3. 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.



4. Select the receiving document you want to reverse and click **Rev. RD**. A message similar to the following appears: "Are you sure you want to reverse RD# 1-18?"



Tip: If you cannot see the **Rev. RD** button, make sure **(Received Un-priced)** is selected.

5. Click **Yes**. The reversed receiving document is added to the PO System screen, and the status for both the original and reversed receivings is set to priced.

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.

Performing Inventory Returns

If you need to send items back to a vendor or make corrections for items that you received in error, you need to perform an inventory return. The inventory-return process includes the following:

- ♦ **Creating a negative receiving document**, which removes the item from the inventory and records the cost and federal excise tax of the returned item. When you create the negative receiving, you can use the item's system-generated next cost and federal excise tax, or you can use the cost and FET 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.

- ♦ **Creating a negative vendor charge**, which records the credit or reimbursement that will reduce the vendor's balance. TireMaster can create the charge automatically or you can create it manually.

Note: When the negative vendor charge is created automatically, it posts to the vendor's subledger and includes a reference number such as VID:1-13.

Once the negative vendor charge is created, either automatically or manually, you need to apply it to one or more invoices in the vendor's subledger.

While the process of performing inventory returns is generally the same for all items, you will encounter slight differences depending on whether returned items are inventoriable or noninventoriable. You can also return items and receive new ones at the same time.

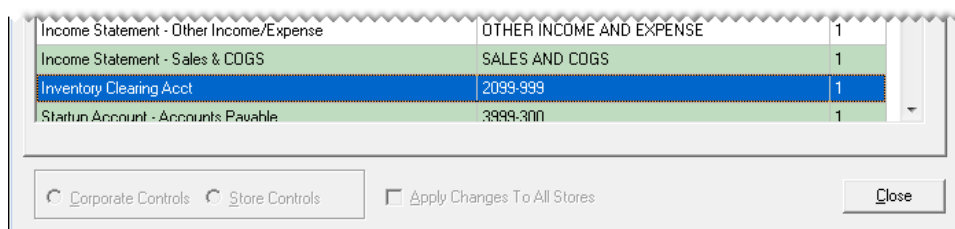
Defining an Inventory Clearing Account

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 by setting a system control.

Note: Defining the inventory clearing account is necessary for successfully validating the database.

To define the inventory clearing account

1. From the **Setup** menu, select **System Controls**.
2. Click the **General Ledger** tab.
3. Select **Inventory Clearing Acct** and press **Enter**.



4. Select the account that you want to use for tracking inventory returns from the chart of accounts and click **OK**.
5. Close the System Controls screen.

Returning Inventoriable Items

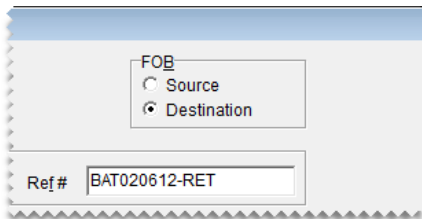
When you return an inventoriable item to a vendor, you can post one of the following to the general ledger:

- ◆ The item’s next cost and next FET
- ◆ The cost and FET of your choice

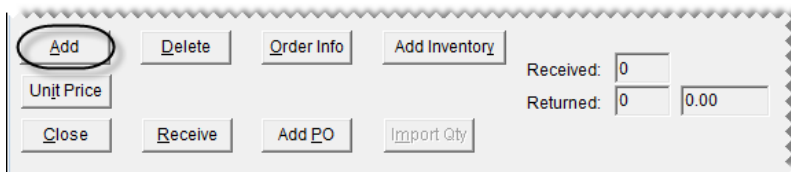
Note: You can return noninventoriable items on the same receiving document as inventoriable items. For more information, see [“Returning Noninventoriable Items” on page 311](#).

To return inventoriable items

1. Start a receiving document for the vendor who sold you the item. For more information, [“Creating a Receiving Document” on page 301](#).
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 [“Looking Up Inventory Items” on page 185](#) or [“Entering Bar Codes on Purchase Orders and Receiving Documents” on page 170](#).



4. Type the returned item’s quantity as a negative number and press **Enter**. The **Price** and **FETax** fields turn green.

		Qty	Price	FETax	Freight	Extended	Core
<input type="checkbox"/> PO Line Exception	<input checked="" type="checkbox"/> Std. Return						
	<input type="checkbox"/> Return Override						
Name		-1	0.00	0.00	0.00	0.00	5.00
PRIMEWELL PS850 BW							

5. Define how to post the cost and FET of the returned item to the general ledger:

- ◆ To post the return at the item’s next cost and next FET (if any) make sure that the **Price** and **FETax** fields are green and the amount in both is \$0.00.

Qty	Price	FETax	Freight	Extended
-1	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 general ledger’s inventory accounts.

- ◆ To post the return at 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.

Qty	Price	FETax	Freight	Extended
-1	72.00	0.00	0.00	-72.00

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 general ledger’s inventory accounts.

- To return additional items, repeat steps 3 through 5.
- Click **Receive**. The following message appears: “Do you want to price this RD now?”

- Click **Yes**. The Vendor Invoice screen appears.
- Click **Complete**. The Create Correct 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.

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 calculated by TireMaster, select **Create VC with system generated amount**.

Vendor: AMERICAN TIRE DISTRIBUTORS
 VID: 2-7656 Vendor Charge: 2-VC7675

Create VC with system generated amount \$72.00
 Create VC with User defined amount 0.00

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.

Vendor: AMERICAN TIRE DISTRIBUTORS
 VID: 2-7656 Vendor Charge: 2-VC7675

Create VC with system generated amount \$72.00
 Create VC with User defined amount 75.00

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**.

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

- ◆ To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [“Creating Individual Vendor Charges”](#) on page 545.

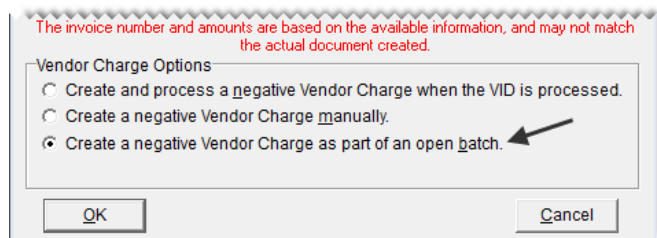
The invoice number and amounts are based on the available information, and may not match the actual document created.

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

- ◆ 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.



Note: This option is not available when a Corporate user is pricing a receiving document for a store.

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 [“Applying Payments and Vendor Credits” on page 559](#).

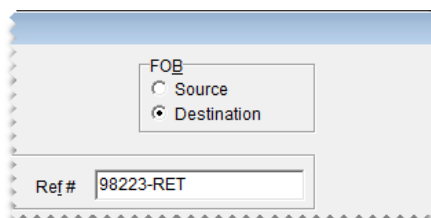
Returning Noninventoriable Items

When you return noninventoriable items to a vendor, you need to enter your cost or estimated cost on the receiving document.

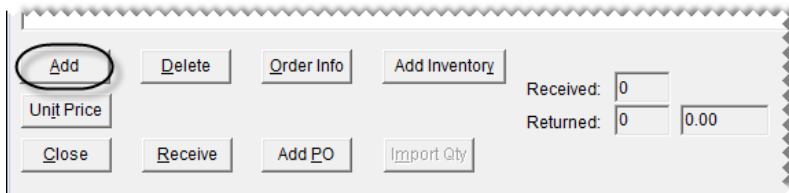
Note: You can return inventoriable items on the same receiving document as noninventoriable items. For more information, see [“Returning Inventoriable Items” on page 308](#).

To return noninventoriable items

1. Start a receiving document for the vendor who sold you the item. For more information, see [“Creating a Receiving Document” on page 301](#).
2. Enter a reference number for the return, if needed.



- Click **Add** and look up the item you want to return or scan the item's bar code. For more information, see [“Looking Up Inventory Items” on page 185](#) or [“Entering Bar Codes on Purchase Orders and Receiving Documents” on page 170](#).



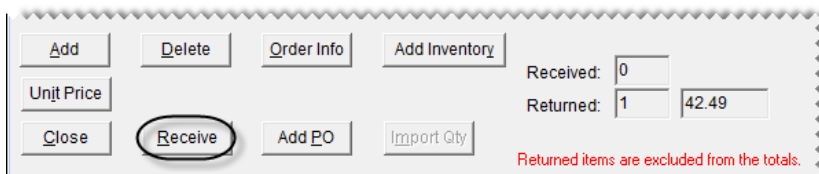
- Change the item's description, if needed.
- Type the returned item's quantity as a negative number.
- Enter the item's cost using one of the following methods:
 - For relief-percent items, type the estimated cost (Parts Price x Relief Percent) in the **Parts** field.

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
Napa Ceramic Front Brake Pa	-1	42.49	0.00	0.00	-42.49	0.00

Note: The cost or estimated cost of a returned item is not included in the receiving document's total.

- To return additional items, repeat steps 3 through 6.
- Click **Receive**. The following message appears: “Do you want to price this RD now?”



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.

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:

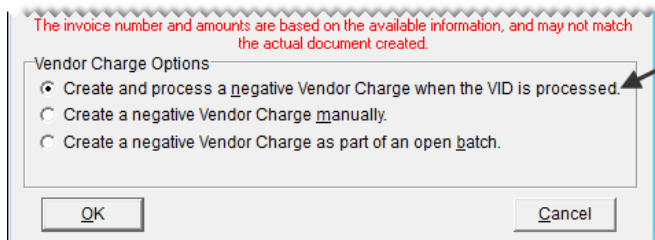
- ◆ For a vendor charge based on the next cost and next FET calculated by TireMaster, select **Create VC with system generated amount**.

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.

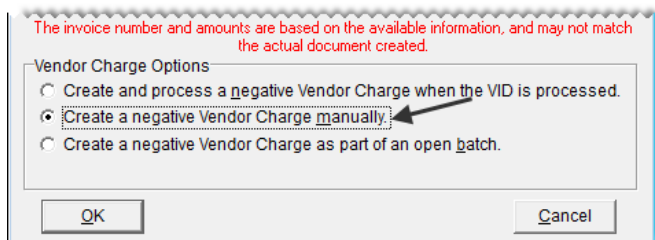
- ◆ For a vendor charge amount of your choice, select **Create VC with User defined amount** and type the charge amount.

12. Select a method for processing the vendor charge:

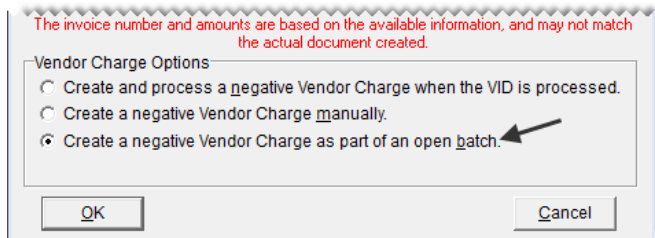
- ◆ To automatically create the vendor charge and post it to the vendor's subledger, select **Create and process a negative Vendor Charge when the VID is processed**.



- ◆ To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [“Creating Individual Vendor Charges” on page 545](#).



- ◆ 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.



Note: This option is not available when a Corporate user is pricing a receiving document for a store.

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.

After the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [“Applying Payments and Vendor Credits” on page 559](#).

Combining Inventory Returns and Receivings

You can perform an inventory return at the same time as when you receive items from a vendor. This type of return is accomplished by including items with both negative and positive quantities on a receiving document.

To combine inventory returns and receivings

1. Start a receiving document for the vendor. For more information, see [“Creating a Receiving Document”](#) on page 301.
2. Type a reference number for the receiving.

FOE
 Source
 Destination

Ref# BATS7820

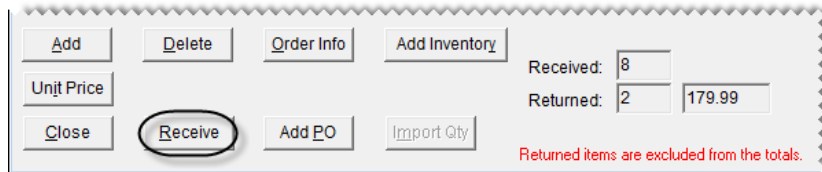
3. Add each item that you're receiving from the vendor, along with its quantity, price (your cost), and FET.

	PO Line Exception	Std. Return	Return Override				
Name	Qty	Price	FETax	Freight	Extended	Core	
HST RADIAL 10PLY	4	57.00	0.00	0.00	228.00	0.00	
PRIMEWELL PS850 BW	4	63.73	0.00	0.00	254.92	0.00	

4. Add each item that 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 [“Returning Inventoriable Items”](#) on page 308.
 - ◆ 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 [“Returning Noninventoriable Items”](#) on page 311.

	PO Line Exception	Std. Return	Return Override				
Name	Qty	Price	FETax	Freight	Extended	Core	
HST RADIAL 10PLY	4	57.00	0.00	0.00	228.00	0.00	
PRIMEWELL PS850 BW	4	63.73	0.00	0.00	254.92	0.00	
FUZION TOURING	-1	0.00	0.00	0.00	0.00	0.00	
SOLUS KR21 BSW	-1	179.99	0.00	0.00	-179.99	0.00	

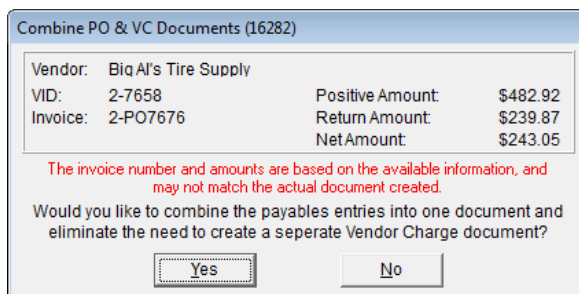
5. Click **Receive**. The following message appears: “Do you want to price this RD now?”



Returned items are excluded from the totals.

Note: Depending on how the system controls are set, you might be required to add a reference number if you haven't already.

6. Click **Yes**. The Vendor Invoice screen appears.
7. Click **Complete**.
8. 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



Vendor: Biq AI's Tire Supply
 VID: 2-7658
 Invoice: 2-PO7676

Positive Amount:	\$482.92
Return Amount:	\$239.87
Net Amount:	\$243.05

The invoice number and amounts are based on the available information, and may not match the actual document created.

Would you like to combine the payables entries into one document and eliminate the need to create a separate Vendor Charge document?

Note: The amounts are subject to change if other transactions involving returned items are completed before you finish the combined receiving and return.

9. Define whether you want to combine the payable entries into one document:
- ◆ To post the listed amounts to the general ledger and skip creating a vendor charge for the cost of the returned items, click **Yes** and 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 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**.

Create Correcting VC (16283)

Vendor: Biq AI's Tire Supply
VID: 2-7659 Vendor Charge: 2-VC7677

Create VC with system generated amount \$239.87

Create VC with User defined amount 0.00

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.

Create Correcting VC (16283)

Vendor: Biq AI's Tire Supply
VID: 2-7659 Vendor Charge: 2-VC7677

Create VC with system generated amount \$239.87

Create VC with User defined amount 240.00

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**.

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

- ◆ To create the vendor charge yourself, select **Create a negative Vendor Charge manually**. For more information, see [“Creating Individual Vendor Charges” on page 545](#).

The invoice number and amounts are based on the available information, and may not match the actual document created.

Vendor Charge Options

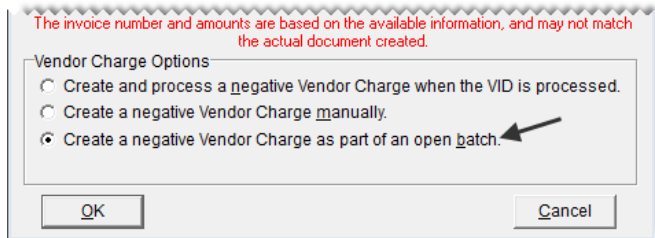
Create and process a negative Vendor Charge when the VID is processed.

Create a negative Vendor Charge manually.

Create a negative Vendor Charge as part of an open batch.

OK Cancel

- ◆ To have TireMaster 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.



Note: This option is not available when a Corporate user is pricing a receiving document for a store.

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.

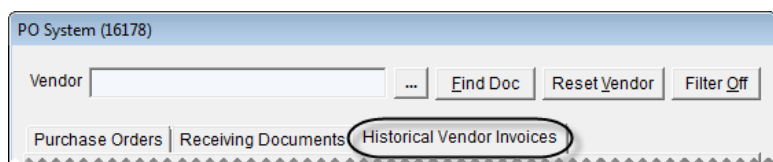
After the negative charge is created, apply it to the vendor's subledger to reduce the vendor's balance. For more information, see [“Applying Payments and Vendor Credits” on page 559](#).

Looking Up 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.

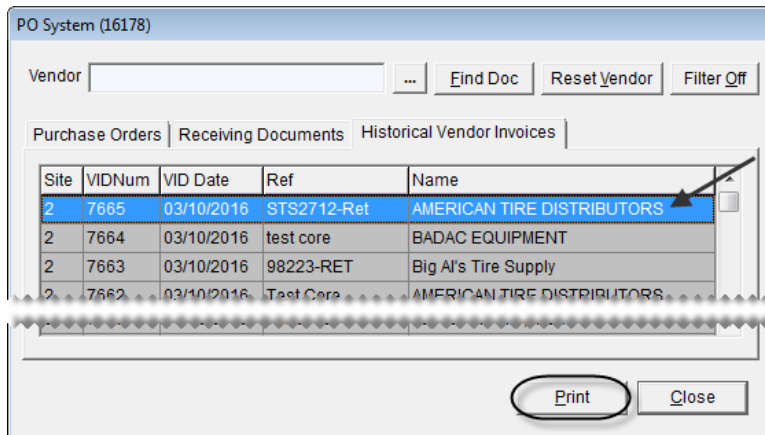
To look up a historical vendor invoice

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Historical Vendor Invoices** tab.

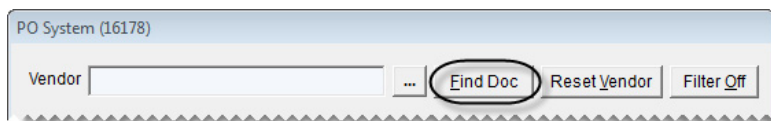


3. To look up a document by vendor name:
 - a. Click **...** and select the vendor's name from the list.

- b. Select the vendor invoice document 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. Look up a document by document number or reference number:
- a. Click **Find Document**.



- b. Type the document number or a reference number when prompted and click **OK**.
- c. Click **Print**. The Report Window opens.
- d. Print a copy of the vendor invoice document, if needed, and close the Report Window.
5. To to display vendor invoice documents from all vendors again, click **All**.

Handling FET on POs and Receivings

If federal excise tax is assessed on 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

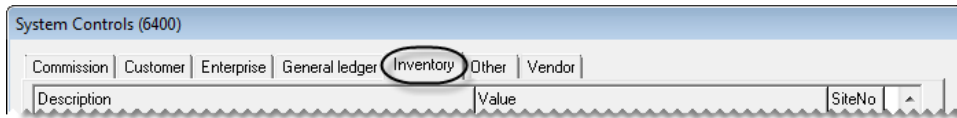
To define which value to use, set the control **Use Next FET for POS/Receivings**. In addition to identifying how FET is handled on purchase orders and receivings, this setting also determines which value to use as the FET for items added to quotes or work orders.

Note: By default, TireMaster uses the average cost of an item's federal excise tax as its FET.

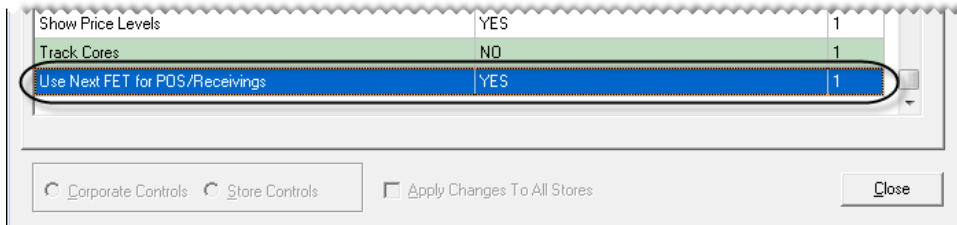
To set FET handling

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.

- Click the **Inventory** tab.



- Select **Use Next FET for POS/Receivings** and press **Enter**.



- 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**.
- Click **OK**.
- 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 settings. The last FET is the amount of federal excise tax you paid for the item the last time it was received. The next FET is the average cost of the item's federal excise tax.

Work Orders & Invoices

Most of the day-to-day tasks that you do in TireMaster are done in the invoicing area of the program. This chapter explains the various parts of the invoicing module and how to use them. The following topics are covered:

- ◆ [“Open Work Order List” on page 321](#)
- ◆ [“Invoice Entry Screen” on page 325](#)
- ◆ [“Customer Transactions” on page 328](#)
- ◆ [“Viewing At-a-Glance Sales History” on page 341](#)
- ◆ [“Accessing Gross Profit Information” on page 341](#)
- ◆ [“Deposits” on page 343](#)
- ◆ [“Transferring Inventory” on page 346](#)
- ◆ [“Creating Paidouts” on page 349](#)

Open Work Order List

All customer transactions can be started on the Open Work Order List (Figure 60).

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.

Tip: To view additional columns, scroll to the right.

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. By default, the newest work orders are displayed at the top of the screen. You also have the option to move and resize the screen’s columns. For more information, see [“Moving and Resizing Open Work Order List Columns” on page 324](#).

S	Promised	Date	Invoice	Name	Yr	Make	Model
D	10:30 AM 09/16	09/16	160	ZIMER, BRANDY	07	MINI	ECLIPSE
D	10:30 AM 09/16	09/16	161	GRANT, FRED	14	ACURA	MDX
D	11:00 AM 09/16	09/16	162	BROWN ELECTRIC	08	CHEVROLET	COLORADO
D	11:30 AM 09/16	09/16	163	FALCON RANCH	06	CHEVROLET	SUBURBAN 2500
D	11:00 AM 09/16	09/16	164	IMAN, NORMAN	98	HYUNDAI	ELANTRA
D	11:30 AM 09/16	09/16	166	GREEN, DON	12	FORD	MUSTANG
D	11:30 AM 09/16	09/16	167	GILBERT, JOYCE	07	HONDA	CIVIC
P	Waiting	09/16	168	JAMES, DONNA	14	FIAT	500
S	12:00 PM 09/16	09/16	169	ALLEN'S APPLIANCES	02	DODGE	RAM 2500 PICKUP
P	12:00 PM 09/16	09/16	170	HART, DR. KEN	09	LEXUS	RX350
O	12:30 PM 09/16	09/16	171	JONES, KRIS	01	HONDA	CR-V
O	12:30 PM 09/16	09/16	172	MICROWAVE PRO INC.	11	CHEVROLET	SILVERADO 1500
P	01:30 PM 09/16	09/16	173	CARL'S AUTO			
P	01:00 PM 09/16	09/16	174	SCOTT, JAMES	03	MAZDA	PROTEGE
S	01:30 PM 09/16	09/16	175	RAY, JOHN	08	FORD	MUSTANG
S	01:30 PM 09/16	09/16	176	SMITH, JAY	06	NISSAN	ALTIMA
S	02:00 PM 09/16	09/16	177	TURNER, JOHNNY & ANNE	13	JEEP	WRANGLER
		09/16	178	UNITED PARCEL SERVICE	08	Sprinter	Walk-in Van
		09/16	181	JONES, JEFF	12	DODGE	DURANGO

Figure 60: The 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.
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 433.

Item	Description
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 single-store and TireMaster Point of Sale systems, this number is always 1.
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 e-mail 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.

Item	Description
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.

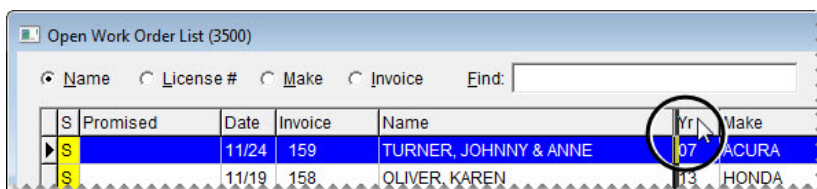
Moving and Resizing Open Work Order List Columns

You can customize the layout of the Open Work Order List by moving and resizing the columns.

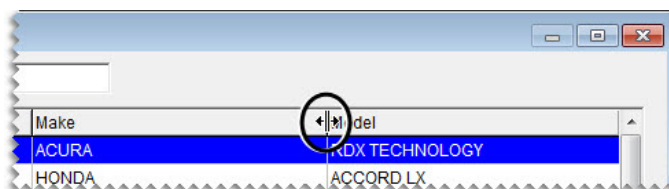
Note: The new layout affects only the workstation on which changes were made. Therefore, the columns on the Open Work Order List can be moved and resized differently for each computer.

To move and resize Inventory List columns

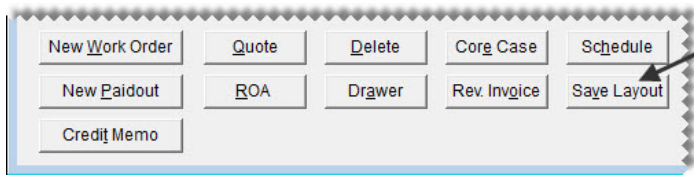
1. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



2. To resize a column, move the pointer (mouse) to the boundary for the column heading. When the pointer turns into a double-headed arrow, drag the boundary to the new width.



- 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: Unlike the Inventory List, 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.

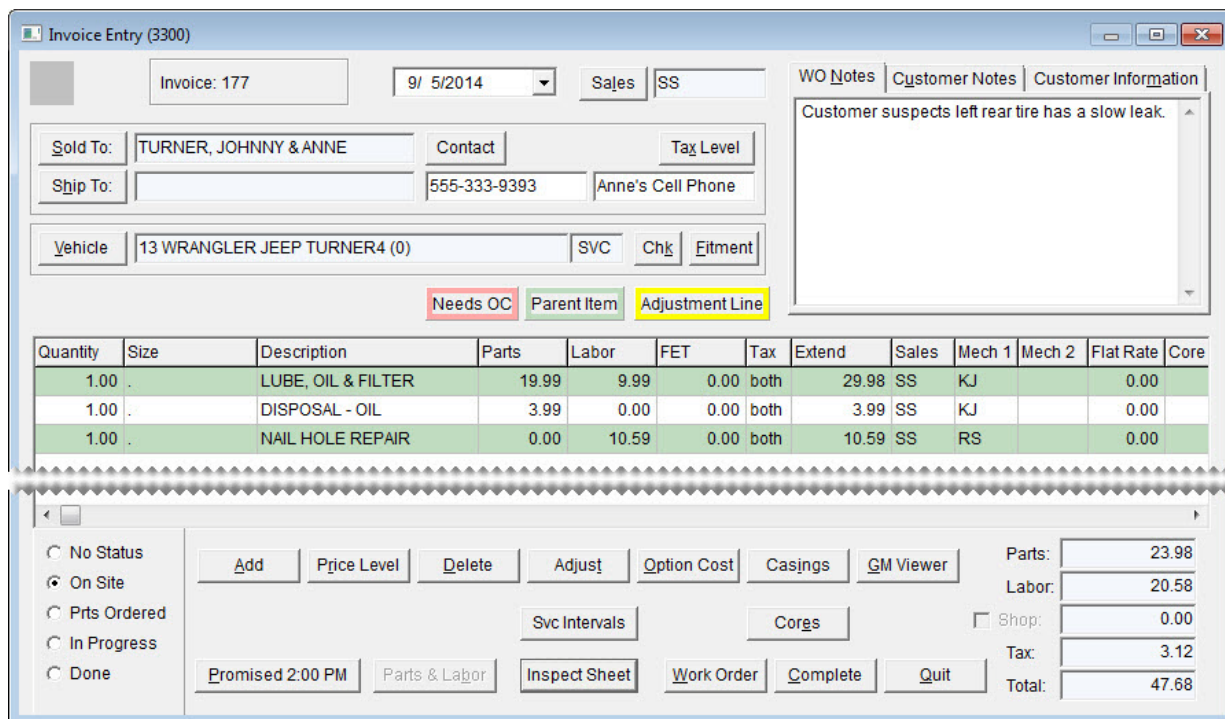


Figure 61: The Invoice Entry Screen

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.

Item	Description
Sales	Displays the user ID for the salesperson who started the work order.
Sold To	Displays the name of the customer. If you selected the wrong customer when starting the work order, you can click this button and look up the correct customer.
Contact	Lets you select a phone number or e-mail 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 “Creating a Service Call Work Order” on page 333 for more information.
Unlabeled Contact Fields	Displays the phone number or e-mail 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, along with a description, in these fields. (For 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 399 .
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 of the Information tab on the Customer Maintenance screen. These notes can be updated on the Customer Maintenance screen only.
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.

Item	Description
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 <input type="button" value="↻"/> 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 “Calculating Mechanic Productivity” on page 652 .
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 “Recording Core Charges” on page 680 . 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.
Work Order Status Settings (lower-left corner)	Lets you select the status of the services and repairs associated with the work order. (For example, In Progress or Done.) Work order statuses can be customized for each dealer. For more information, see “Work Order Status Indicator” on page 433 .
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.
Option Cost	Lets you enter the actual cost, including federal excise tax, of noninventoriable items. For more information, see “Option-Cost Method” on page 223 .

Item	Description
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 (also known as Acquirint) 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	Lets you access integrated parts and labor guides, such as those distributed by Mitchell 1 [®] and Epicor [®] . 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.
Inspect Sheet	Lets you access an inspection sheet for the selected vehicle on systems that are integrated with the Epicor [®] ISE [™] .
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.

Customer Transactions

TireMaster lets you handle numerous types of customer transactions, including sales, returns, and transfers.

Starting Work Orders

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. Work orders can only be created at stores.

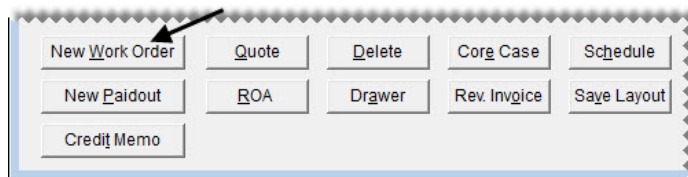
Note: If you've created a quote for a customer, you can turn that quote into a work order. You can also use information from a scheduled appointment to create a work order. For more information, see [“Turning an Appointment into a Work Order” on page 430](#) or [“Turning Quotes into Work Orders” on page 373](#).

Creating a Regular Work Order

When a sale requires little or no special handling, you can create a regular work order. Creating a work order includes gathering customer and vehicle information and defining which items to sell. Work orders can be created at stores only. However, invoices for completed sales can be viewed by users at the Corporate site.

To create a regular work order

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **New Work Order**. The Name Lookup/Entry screen appears.



3. Enter the customer information:
 - ♦ For a returning customer, look up the customer. For more information, see [“Looking Up a Customer” on page 65](#)
 - ♦ For a new customer, click **Cancel** and add the customer. For more information see, [“Adding a Customer” on page 62](#).

- Click **OK** to close the Customer Maintenance screen. If TireMaster prompts you for a vehicle, go to step 5. If the Work Order screen appears instead, go to step 6.

Note: If there is already at least one open work order for the customer, TireMaster prompts you to you select an existing work order from a list that appears or to create a new work order for the customer.

- Enter vehicle information, if needed:
 - For a returning customer, select a vehicle from list and click **OK**.
 - For a new customer, click **Add** and set up the vehicle. Then click **OK** to continue. For more information, see [“Adding a Customer’s Vehicle” on page 85](#).

Year	Make	Model	Unit #	License	Mileage	Site	VIN	Veh #
05	DODGE	DAKOTA		DONSTRK 0		1		225
12	FORD	MUSTANG		DONSCAR 0		1		205

- If the customer is buying only tires or parts, click **OK** to continue.

Note: Whether the Vehicle List appears at point of sale depends on the settings for the type assigned to the customer. For more information, see [“Adding Customer Types” on page 75](#) and [“Customer Type Edit Screen” on page 74](#).

6. Enter the following information on the Work Order screen as needed, and then click **OK**:
- ◆ Your user ID in the **Starting Salesperson** field. To enter this information, press and select a name from the list.
 - ◆ PO number
 - ◆ Reference number
 - ◆ License plate number
 - ◆ The vehicle's mileage

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 867](#).

- ◆ Comments or notes about the job. (Up to four thousand characters are allowed.)

7. If you need to change the contact information, click **Contact** and make a selection from the list that appears or type the customer's phone number in the **Contact** field.
8. Add an item to the work order on the Invoice Entry screen, using one of the following methods:
- ◆ Click **Add** and look up an item or scan its bar code. For more information, see [“Looking Up Inventory Items” on page 185](#), or [“Entering Bar Codes on Work Orders” on page 169](#).

- ◆ Press and type an item's quick-look (or another) code or scan its bar code. For more information, see [“Using the Down-Arrow Lookup Method” on page 11](#).

- Click **Fitment** to look up tires for the vehicle (only if you have a subscription to Tire Guide Pro Plus). For more information, see [“Looking Up Tire Sizes at Point of Sale” on page 404](#).

The screenshot shows a form with the following fields and buttons:

- Sold To:** GREEN, DON
- Contact:** [Empty]
- Tax Level:** [Empty]
- Ship To:** [Empty]
- 208-555-4979**
- Cell Phone:** [Empty]
- Vehicle:** 12 MUSTANG FORD DONSCAR (31246)
- SVC:** [Empty]
- Chg:** [Empty]
- Fitment:** [Button, highlighted with a black arrow]

- Type the item’s quantity, and press to see if any add-on items are assigned to it. For more information, see [“Add-Ons” on page 200](#).

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
4.00	235/50ZR18 97W	Goodyear Eagle GT	112.00	0.00	0.00	parts	448.00	SS
4.00	.	COMPUTER BALANCE - PAS	0.00	8.95	0.00	both	35.80	SS
4.00	.	VALVE STEM	2.50	0.00	0.00	parts	10.00	SS
4.00	.	STATE TIRE TAX	2.00	0.00	0.00	both	8.00	SS
4.00	.	DISPOSAL - PASSENGER TIR	2.50	0.00	0.00	both	10.00	SS
4.00	.	ROAD HAZARD WARRANTY	11.20	0.00	0.00	both	44.80	SS

Note: If you want to remove an item from the work order, select the item and press the **Delete** key.

- To put additional items on the work order, repeat steps 8 and 9.
- Change the parts price, labor price, and FET for any of 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 865](#).
- Assign salespeople and mechanics to the items as 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 is set, the user ID will be entered for additional rows. For more information, see [“Work Orders - Mechanic Autofill” on page 871](#)
 - 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.

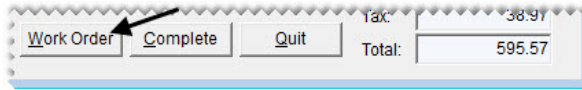
- Set a promised time and the status for the job, if needed. For more information, see [“Setting the Promised Time” on page 437](#) and [“Changing a Vehicle’s Job Status” on page 436](#).

The screenshot shows a form with the following elements:

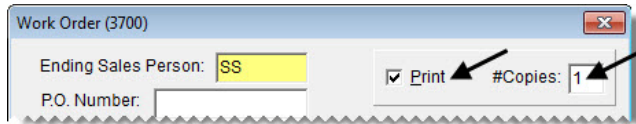
- Radio buttons for status:**
 - No Status
 - On Site
 - Prts Ordered
 - In Process
 - Done
- Buttons:** Add, Price L
- Promised Time:** Promised 4:00 PM (circled in red)

14. Follow the steps below to print a copy of the work order or click **Quit**:

- a. Click **Work Order**. The Work Order screen appears.



- b. Make sure the **Print** check box is selected and type the number of copies you need.



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**.

You can add and remove items from the work order as needed. To update the work order, select it on the Open Work Order List and click **Select**. When work on the vehicle is done, you can complete the invoice. For more information, see [“Completing an Invoice” on page 336](#).

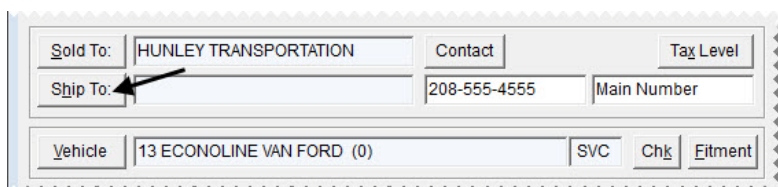
Creating a Service Call Work Order

Creating work orders for service calls differs from creating work orders for customers who come into the 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.

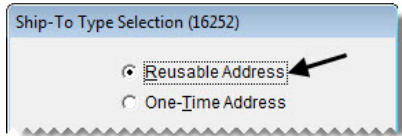
To create a service call work order

1. Start a work order and add items to it. For more information, see [“Creating a Regular Work Order” on page 329](#).
2. Record the address of the service call location:
 - a. Click **Ship To**. The Ship-To Type Selection screen appears.

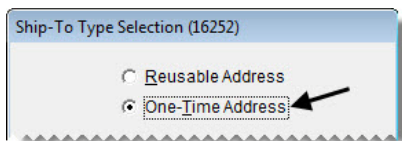


b. Select one of the following:

- ◆ 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.

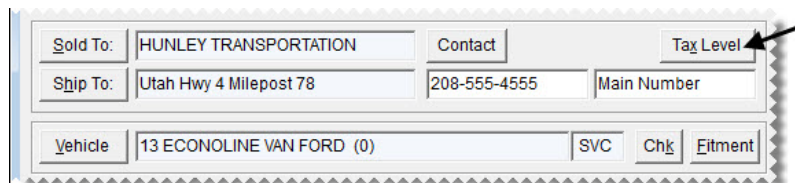


- ◆ If the service call occurred at a location that's not on the customer's Ship-To List, select **One-Time Address** and click **OK**. Then type the temporary address on the Ship-To Maintenance screen, and click **OK**.



3. Change the tax level if needed:

- a. Click **Tax Level**. The Invoice Tax Level Selection screen appears.



- b. Click **...** and select the appropriate tax level 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 sales tax.

4. Make additional changes to the work order if needed, print it, or complete the invoice. For more information, see [“Completing an Invoice” on page 336](#).

Completing 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: To activate this feature, **Enforce BAR for Work Orders** needs to be set to Yes. This setting is on the **Other** tab of the System Controls screen.

To complete a BAR change entry

1. After making a change to a work order, click **Quit** or **Complete**. The BAR Change Entry screen appears and displays the work order's original and updated prices.
2. 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: 11/24/2015 Time: 23:59

Original
Parts: 10.99 Labor: 12.99

Modified
Parts: 80.78 Labor: 92.99

Reason:
Needed to add water pump.

Original Total: 24.64
Total Difference: 153.98
New Total: 178.62

Authorization:
Contact: Anne Turner Phone#: 208-555-9393

Signature Acquired

OK Cancel

5. To save the BAR change entry, click **OK**.

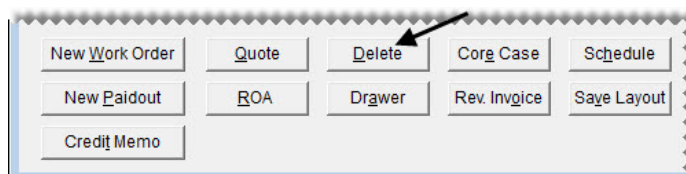
Deleting Work Orders

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 872 and [“Work Orders - Print When Deleting”](#) on page 872.

To delete a work order

1. Click **Invoicing**. The Open Work Order List appears.
2. Select the work order you want to delete and click **Delete**.



3. If the Deleted Work Order Comment screen appears, 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.

Completing an Invoice

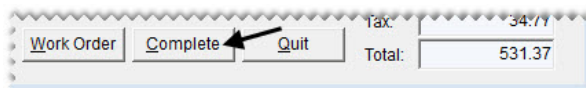
In most cases, you create a work order when a customer arrives and leave it open while the work is performed. When the work is finished, you need to complete the work order to create the final invoice.

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 appears.



- 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 [“Calculating Mechanic Productivity” on page 652](#).
 3. Click **Complete**. The Invoice Completion screen appears.



- Note:** If you use the DOT Interface, you'll be prompted to enter tire identification numbers for tire sales. For more information, see [“Recording Tire Identification Numbers” on page 413](#).
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 [“Processing Payment Cards” on page 591](#) 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**.
9. Click **OK**. The following message appears:

“Complete and print this invoice?”

10. Click **Yes**.

Selling 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 [“Creating a Regular Work Order” on page 329](#).
2. Type total amount sold in the **Extend** column and press **Enter**. The number of gallons used appears in the **Quantity** column.

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Sales
11.32	.	Gas - Unleaded	2.30	0.00	0.00	both	26.02	dm

3. Add any additional items to the work order and complete it as usual. For more information, see [“Completing an Invoice” on page 336](#).

Processing 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 customers return items, you can flag the items 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.

To process a return or trade-in

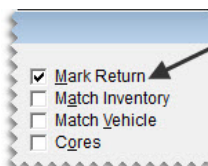
1. Start a work order. For more information, see [“Creating a Regular Work Order” on page 329](#).
2. Click **Add** and look up item being returned or traded in.
3. In the **Quantity** column, type - followed by the quantity of the item being returned or traded in and press **Enter**.

Quantity	Size	Description	Parts	Labor	FET
-1	.	NON-STOCK WATER PUMP	0.00	0.00	

Example: If you need to return 1 item, type **-1**.

The Customer Sales History screen appears. It lists the items the customer previously bought, returned, or traded-in. Items highlighted in yellow were flagged during previous returns.

4. If the item is being returned and you want to flag it, make sure the **Mark Return** check box is selected. Otherwise, clear the check box and go to step 7.



5. Locate the item that you want to flag.
 - ◆ To display only the item that's 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.

Invoice	Date	Qty	Description	Mileage	Vehicle
120	09/29/2015	1	LUBE, OIL & FILTER < 5QTS	0	01-HONDA CIVIC LX
157	11/24/2015	4	INTEGRITY	0	01-HONDA CIVIC LX
157	11/24/2015	4	COMPUTER BALANCE - PASS.	0	01-HONDA CIVIC LX
157	11/24/2015	4	RUBBER VALVE STEM	0	01-HONDA CIVIC LX
157	11/24/2015	4	STATE TIRE TAX (FEE)	0	01-HONDA CIVIC LX
157	11/24/2015	4	PASS ROAD HAZARD WARRANTY	0	01-HONDA CIVIC LX
157	11/24/2015	4	TIRE DISPOSAL - PASS.	0	01-HONDA CIVIC LX
161	11/24/2015	1	Master Pro Water Pump	0	01-HONDA CIVIC LX

Note: If you accidentally select the wrong item, clear the **Mark Return** check box. Then reselect the check box and select the correct item.

7. Depending on type of transaction, click **Return** or **Trade-In**.



8. If a noninventoriable item is being returned, type its selling price. If the item's cost is tracked with the option-cost method, also enter the item's cost. For more information, see [“Entering an Item's Option Cost” on page 225](#).
9. Press  to display the add-on items associated with the item that's being returned or traded in. The add-ons are added to the work order in negative quantities.
10. Delete the add-on items as needed.
11. To process additional returns or trade-ins, repeat steps 2 through 10.
12. Click **Complete**. Then complete the invoice as usual. For more information, see [“Completing an Invoice” on page 336](#).

Reversing Invoices

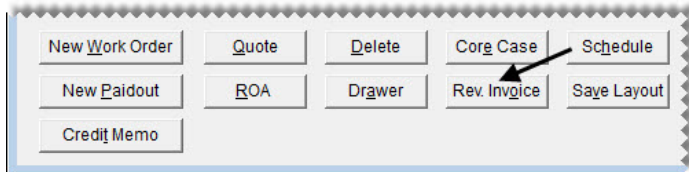
If you make an error on a customer's invoice, you can reverse it. Then you can automatically create a new work order with the same items and quantities if needed.

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 [“Processing Returns and](#)

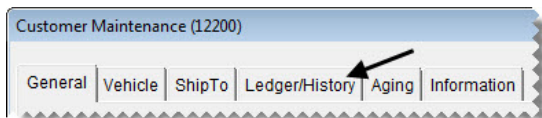
[Trade-Ins](#)” on page 338, [“Transferring Inventory”](#) on page 346 or [“Transferring Inventory Between Stores”](#) on page 723.

To reverse an invoice

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **Rev. Invoice**. The following message appears: “Would you like to look up a customer’s invoice to reverse?”

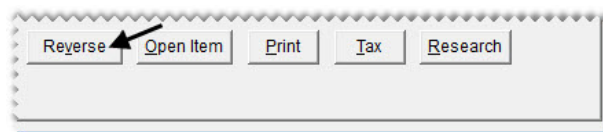


3. Click **Yes**. The Name Lookup/Entry screen appears.
4. Look up the customer whose invoice you want to reverse. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer”](#) on page 65.
5. Click the **Ledger/History** tab.



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**. The following message appears: “Would you like 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 in the general ledger.

Note: Reversed invoices remain in the customer’s historical subledger.

Viewing 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 in the same screen that's used for tracking returns and trade-ins.

To view at-a-glance sales history

1. From the Invoice Entry screen, press **F8**. The Customer Sales History screen appears.
2. 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
3. To exit the customer's history, click **Cancel**.

Accessing Gross Profit Information

In TireMaster, gross profit information is available for individual work orders, the current day's work orders, and the current day's completed invoices.

Viewing a Work Order's Gross Profit Margin

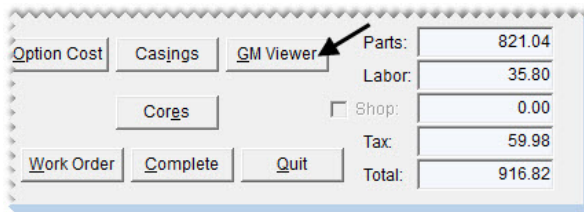
If you want to know the profit that a sale will generate, you can view the gross profit margin at point of sale.

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 868](#).

To view a work order's gross profit margin

1. If the Invoice Entry screen isn't already open, select the work order whose gross profit margin you want to view from the Open Work Order List.

- On the Invoice Entry screen, click **GM**. The **GM Viewer** screen appears.



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.

The screenshot shows a window titled 'GM Viewer (15400)' containing a table with the following data:

OQTY	SIZE	Description	Cost	Extend	GM \$	GM %	Percent
4.00	225/50R17	CS4 Touring HV 94V BLK	115.43	720.96	259.24	35.96	0.00
4.00	.	COMPUTER BALANCE - PASS	0.00	35.80	35.80	100.00	0.00
4.00	.	VALVE STEM	2.00	10.00	2.00	20.00	80.00
4.00	.	STATE TIRE TAX	0.00	8.00	8.00	100.00	0.00
4.00	.	DISPOSAL - PASSENGER TIRE	0.00	10.00	10.00	100.00	0.00
4.00	.	ROAD HAZARD WARRANTY 1 YE	0.00	72.08	72.08	100.00	0.00

At the bottom of the window, there are fields for 'GM \$: 387.12' and 'GM %: 45.18', along with a 'Cancel' button.

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.

- To close the viewer, click **Cancel**.

TireMaster Dashboard

Gross-profit dollar and gross-profit percent information for all open work orders and invoices completed today is readily available on the TireMaster Dashboard.

The screenshot shows a window titled 'TireMaster Dashboard - Beta (16390)' with the following information:

Date and Time: 12-23 11:50

Work Orders	Invoices
Number: 13	Number: 0
Total Parts: 4179.75	Total Parts: 0.00
Total Labor: 268.79	Total Labor: 0.00
GP\$: 1731.56	GP\$: 0.00
GP%: 38.92	GP%: 0.00

Buttons for 'Print' and 'OK' are located at the bottom of the window.

Figure 62: TireMaster Dashboard

To open the TireMaster Dashboard, press **F9**. For a hard copy of the values displayed, click **Print**. The TireMaster Dashboard can be opened at any time, regardless of whether another screen is open. Hard copies are generated on your operating system's default printer.

Note: The permission **Gross Margin Viewer** affects the availability of gross profit information on the Dashboard. The gross profit dollar and gross profit percentage for work orders and invoices is shown only for users who belong to security groups assigned the permission.

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.

Preparing to Take Deposits

Before you can accept deposits at point of sale, you need to do the following:

- ◆ Add a clearing account for deposits to your general ledger (TireMaster Point of Sale and TireMaster Corporate). This account is typically a liability account, because it's used for tracking unearned revenue. For more information, see [“Creating a Liability Account” on page 488](#).
- ◆ Define the deposit clearing account in System Controls (TireMaster Point of Sale and TireMaster Corporate). For more information, see [“Deposit - Clearing Account” on page 861](#).

Note: To pass the data validation in TireMaster Plus and TireMaster Corporate, the clearing account for deposits must be defined in System Controls.

- ◆ Define a minimum dollar amount for deposits in System Controls. For more information, see [“Deposit - MIN Dollar Amount” on page 857](#).
- ◆ Define a minimum percentage for deposits in System Controls. For more information, see [“Deposit - MIN Percentage \(%\)” on page 857](#).

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 also want to add an inventory item for assessing service charges (such as restocking fees) when customers back out of purchases and ask for refunds of their deposits. For more information, see [“Adding Items to the Inventory” on page 152](#) and [“Setting Up Fees” on page 158](#).

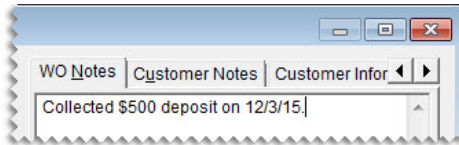
Processing Deposits

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 857](#) and [“Deposit - MIN Percentage \(%\)” on page 857](#).

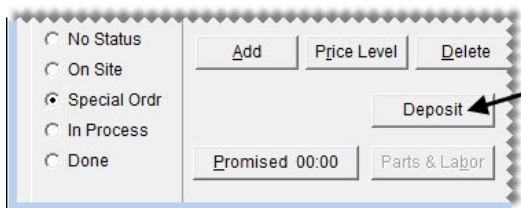
To process deposits

1. Start a work order and add items to it, or look up an existing work order. For more information, see [“Starting Work Orders” on page 329](#).
2. On the **WO Notes** tab, type a comment about the payment being collected.

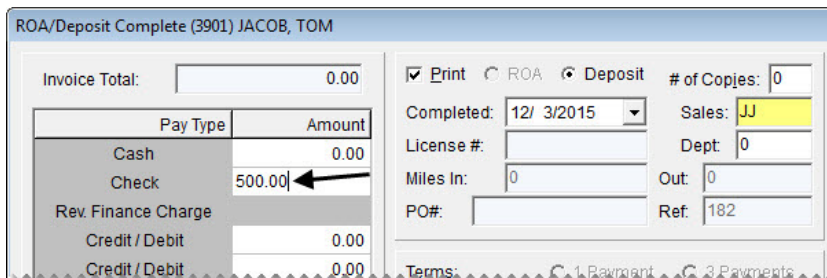



Note: Adding a comment about the deposit is not required. However, this type of note can be helpful, because the total on the screen does not include any deposits.

3. Click **Deposit**. The ROA/Deposit Complete screen appears.



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.

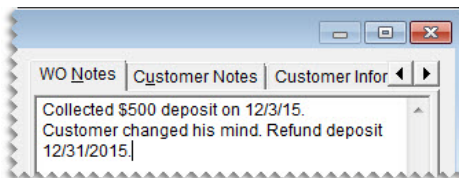
Note: To see which customers have made deposits for pending purchases, generate an Open Work Order Deposits Report. For instructions, see [“Open Work Order Deposits” on page 764](#).

Refunding 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.

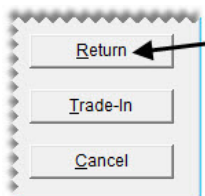


Note: Adding a comment is not required. However, this type of note can be helpful for research.

3. Perform a return for each item the customer was purchasing.
 - a. Look up the item and enter the quantity as a negative number. The Customer Sales History screen appears.

Quantity	Size	Description	Parts	Labor
4.00	P225/65RF17	RFT H/L 422+ ECOPIA	239.99	
-4	P225/65RF17	RFT H/L 422+ ECOPIA	239.99	

- b. Click **Return**.

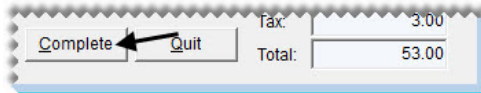


Note: The items should be listed twice on the work order to show that the customer intended to buy them (positive quantities) and then backed out of the purchase (negative quantities).

4. If you assess a service charge (such as a restocking fee), add it to the work order.

Quantity	Size	Description	Parts	Labor	FE
4.00	P225/65RF17	RFT H/L 422+ ECOPIA	239.99	0.00	
-4.00	P225/65RF17	RFT H/L 422+ ECOPIA	239.99	0.00	
1.00	.	Restocking Fee	50.00	0.00	

5. Click **Complete**.



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 an AR easy check to the customer. Then apply the easy check to the credit that posted to the customer's open-item ledger when you completed the invoice. For more information, see [“Generating AR Easy Checks” on page 579](#).

For payment card reimbursement, process the card. The customer's account with the card company will be credited for the refund amount.

Transferring Inventory

Stores that are part of a chain or that 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. Charges for transfers post to a special account in the general ledger, and transfer sales are separated from other sales on the income statement.

Before you can create transfer invoices, you need to complete various settings. First, make sure that a transfer customer type exists. Then set two system controls and create customer records for your transfer customers.

Transfer Customer Type

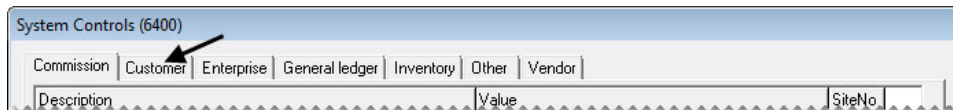
The startup database that ships with new TireMaster systems includes type T, which is a customer type for transfer customers. You can use this setting or add your own customer type to handle transfer customers. For more information, see [“Adding Customer Types” on page 75](#).

Setting Transfer Sale Controls

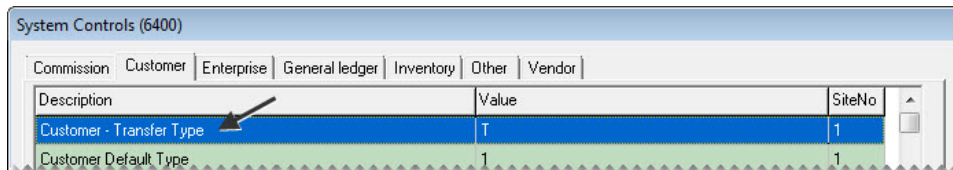
Before you add transfer customers and perform any transfer sales, you need to verify that two system controls are set correctly.

To set the transfer sale controls

1. From the **Setup** menu, select **System Controls**.
2. Set the customer type control.
 - a. Click the **Customer** tab.



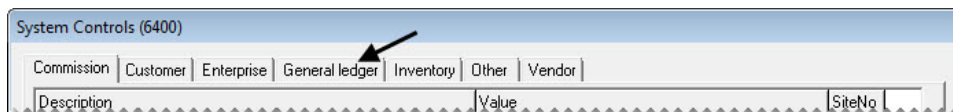
- b. Select **Customer - Transfer Type**. By default, the control is set to type T.



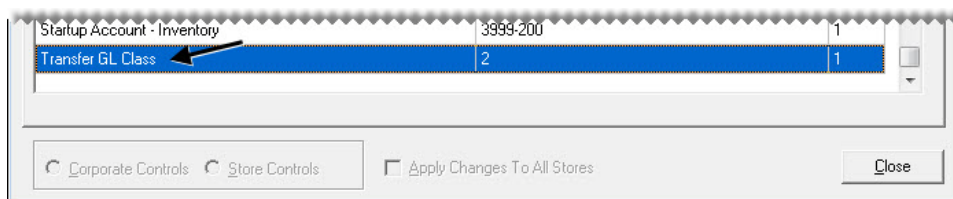
- c. If you do not want to use type T as the default transfer customer type, press **Enter** and select a different type from the list. Otherwise, leave it alone.

3. Set the transfer GL class control:

- 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 that you want to use. Otherwise, leave it alone. For more information, see [“GL Classes” on page 510](#).

4. Close the System Controls screen.

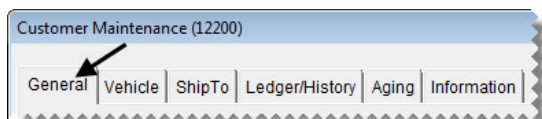
Adding Transfer Customers

A transfer customer is usually a buying group or another store in a multistore chain.

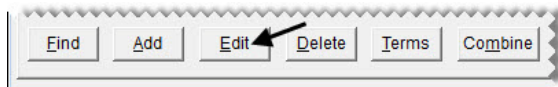
Note: You should check with your accountant to determine whether transfer customers should be taxable or nontaxable. In the settings for transfer customers, we recommend leaving the **Taxable** check box selected on the Customer Maintenance screen and assigning an exempt tax level. The result is that all transactions appear on your sales tax reports.

To add a transfer customer

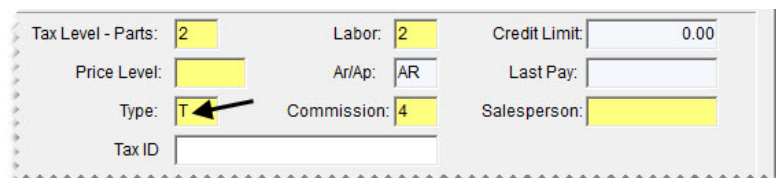
1. Create a customer record for the transfer customer. For more information, see [“Adding a Customer” on page 62](#).
2. Assign the transfer customer type to the new customer:
 - a. If it’s not already visible, select the **General** tab on the Customer Maintenance screen.



- b. Click **Edit**.

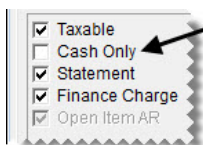


- c. Click the **Type** field and press . Then select customer type for transfer customers from the list.



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 [“Adding Customer Types” on page 75](#).

3. Clear the **Cash Only** check box.



4. Add additional information to the transfer customer’s record if needed.
5. To save the transfer customer, click **OK**.

Performing 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 [“Creating a Regular Work Order” on page 329](#) and [“Completing an Invoice” on page 336](#).

Receiving Transferred Inventory

When you receive transferred inventory, you create a work order and treat it as a trade-in. TireMaster prices trade-ins from transfer customers at your last cost.

To receive transferred inventory

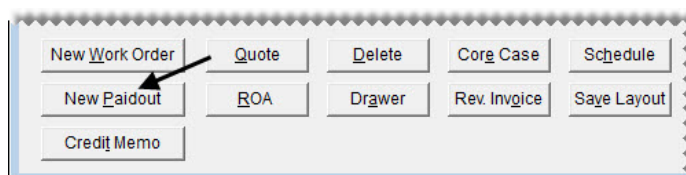
1. Start a work order for the transfer customer who sold you the items. For more information, see [“Creating a Regular Work Order” on page 329](#)
2. On the Invoice Entry screen, click **Add** and look up item being returned or traded in.
3. In the **Quantity** column, type - followed by the quantity of transfer items being received.
Example: To receive 2 tires, type **-2**.
The Invoice Receive screen appears.
4. Click **Trade-In**. The items are added to the work order at your cost, as well as any federal excise tax for each item.
5. Complete the work order as usual. For more information, see [“Completing an Invoice” on page 336](#).

Creating Payouts

In some cases, you might need to pay for a miscellaneous expense directly from the till. This type of transaction is called a payout.

To create a payout

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **New Payout**. The Cash Payout screen appears.



3. Type a description of the expense.

Cash Payout (15300)

Description / Notes:

Pizza for employee meeting

4. Record the offsetting entry for the payout:
 - a. Click **Add**. A new line is added in the **GL Offset** field.
 - b. Click the **Major** column, press , and select the account you want the expense to post to.
Example: If you're paying for shipping, you might select **Freight - Misc Expense**.
 - c. Type the account name in the **Descr** column.
 - d. Type the payment amount, and press **Enter**.

Site	Dept	Major	Minor	Description	Amount	CL
1	1	6260	0	Meals & Entertainment	22.14	1

5. Click **OK**. TireMaster prompts you to complete the payout.
6. Click **Yes**.

Quotes, Estimates, and Inspections

In TireMaster, you can write quotes and estimates and track the results of vehicle inspections in one centralized area. You can also set up one or more service checklists for storing vehicle inspection information and quickly provide prices by giving quick quotes. This chapter includes the following topics:

- ◆ “Quote and Estimate Writer Screen” on page 351
- ◆ “Quote and Estimate List” on page 359
- ◆ “Working with Quotes” on page 361
- ◆ “Selling Maintenance and Repairs” on page 374
- ◆ “Managing Your Quotes and Estimates” on page 382
- ◆ “Managing Your Service Checklists” on page 388
- ◆ “Mileage-Based Services” on page 395
- ◆ “Giving Quick Quotes” on page 397

Quote and Estimate Writer Screen

With the Quote and Estimate Writer, 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 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**.

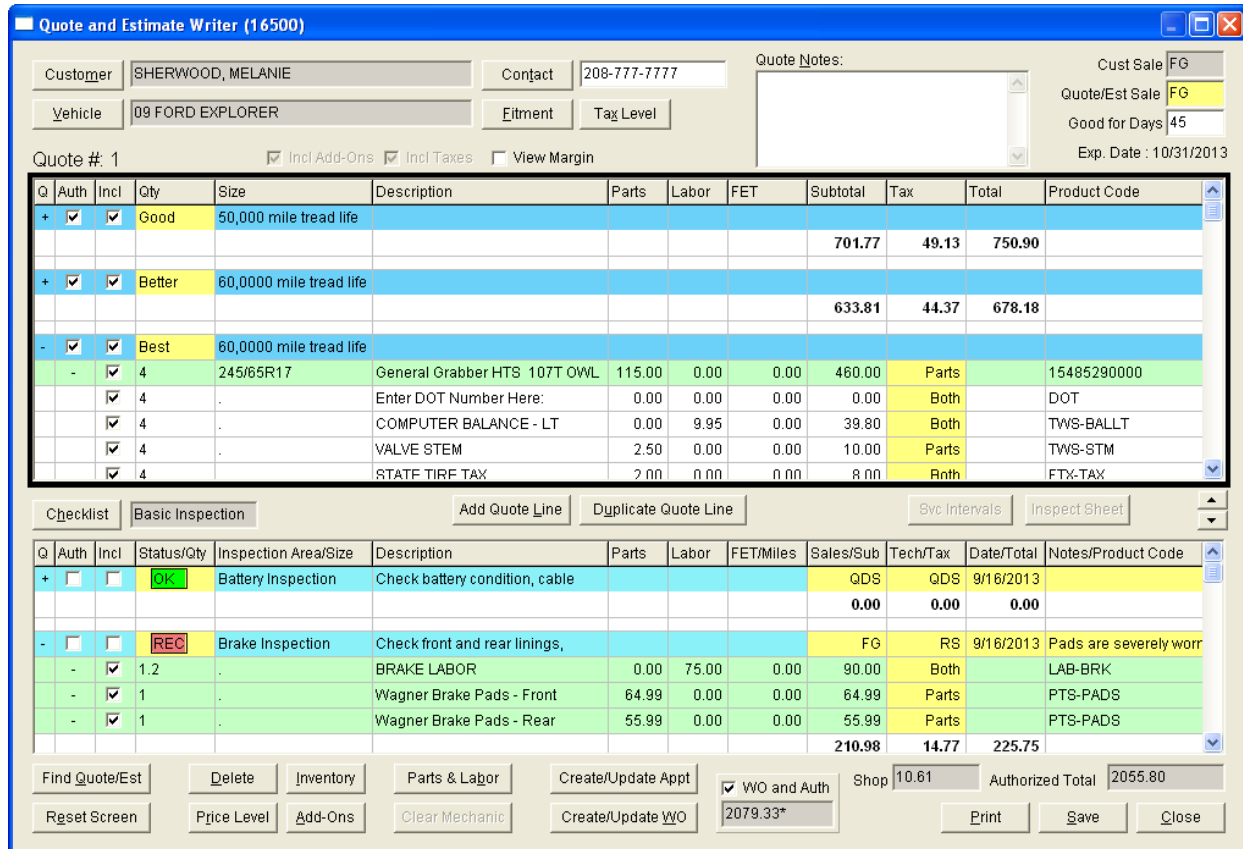










Figure 63: Quote and Estimate Writer

Item	Description
Customer	Clicking the button lets you look up a customer. You can also type a customer’s name in this field.
Contact	Lets you type the customer’s phone number, or your can click the button and select the phone number from a list.
Vehicle	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.
Fitment	Lets you access the Tire Guide Pro Plus fitment guide, if it is installed and the subscription is current. Tires selected from the fitment guide can be added to quotes only.
Tax Level	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.
Quote Notes	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.

Item	Description
Cust Sale	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.
Quote/Est Sale	Lets you enter your user ID.
Good for Days	Lets you set an expiration date for the quoted prices. 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 869 .
Incl Addons	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 . 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: <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 For more information, see “Quotes - Include Add-Ons” on page 869 and “Associating Items with Add-On Codes” on page 203 .
Incl Taxes	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 page 869 .
View Margin	Lets you display the profit margin for parent items. The check box can be selected only by users who belong to a security group that's assigned the permission Quotes View Margin .
Q (Top Panel)	Lets you collapse or expand quote information. <ul style="list-style-type: none"> ◆ Click <input type="checkbox"/> in the top (blue) row to display all of the information for a quote (items, name, description, and totals). ◆ Click <input type="checkbox"/> in the top (blue) row to display only the quote's name, description, and totals.
Auth (Top panel)	Lets you do the following: <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 <input type="checkbox"/> in the parent item's row. ◆ To display a parent item only, click <input type="checkbox"/> in that item's row.

Item	Description
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 “Associating Items with Add-On Codes” on page 203 and see “Quotes - Include Add-Ons” on page 869.</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 <input type="button" value="↻"/> repeatedly to choose Good, Better, or Best. ◆ 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 869 and “Quotes - Default Qty” on page 869. <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 869.</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.

Item	Description
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  . 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).
Margin	<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 869. If an item's margin is too low, it can be adjusted. For more information, see "Adjusting a Quoted Item's Margin" on page 371.</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>
Checklist	Lets you select the service checklist that you want to use for recording the results of the vehicle inspection.
Add Quote Line	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.
Duplicate Quote Line	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.
Scv Intervals	For future use.
Inspect Sheet	For future use.
	Lets you enlarge the service checklist (bottom) panel.
	Lets you enlarge the quote (top) panel.
Q (Bottom Panel)	<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.

Item	Description
Auth (Bottom Panel)	<p>Lets you do the following:</p> <ul style="list-style-type: none"> ◆ To put recommended services or repairs on a work order, select 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 areas'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>
Labor	<p>Displays the labor price for items on a checklist.</p>
FET/Miles	<p>Displays one of the following:</p> <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

Item	Description
Sales/Sub	<p>Serves two purposes:</p> <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="⌵"/> 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	<p>Serves the following purposes:</p> <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="⌵"/>. ◆ Displays the estimated sales tax total for an inspection area (in bolded text).
Date/Total	<p>Serves the following purposes:</p> <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	<p>Displays the following:</p> <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	<p>Lets you look up an existing quote or estimate, depending on whether the upper or lower panel is active.</p> <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.

Item	Description
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™ (ISE) 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 ClearMechanic Interface if it's installed.
Create/Update WO	<p>Lets you do the following:</p> <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

Item	Description
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>

Quote and Estimate List

Quotes and estimates that have been saved can be retrieved from the Quote and Estimate List (Figure 64).

Name	Phone	Quote/Est. #	Vehicle	Date	Expires	Sales	Locked By	Locked On
ALVERSON, FRANK	811-912-7322	39	07 SUBARU OUTBACK 1A E12	06/01/2012	07/16/2012	FG		
ARMINGTON, TOMMY	811-522-9920	56	05 CHEVROLET MALIBU STR	06/06/2012	07/21/2012	DJ		
D. VOGEL	555-999-7777	49	1999 Chevy Tahoe	06/05/2012	07/20/2012	FG		
DRAKE, CRAIG		62	98 GMC YUKON 1A 44556	06/07/2012	07/22/2012	FG		
IMAN, NORMAN	555-999-2222	59	98 HYUNDAI ELANTRA 1A E87	06/07/2012	07/22/2012	FG		
JACKSON, DANNY	555-999-1000	58	01 NISSAN FRONTIER	06/07/2012	07/22/2012	FG		
JACOB, TOM	555-111-6688	63	07 TOYOTA PRIUS 1A E7635	06/07/2012	07/22/2012	FG		
KELLER, FRANK	811-202-3303	61	00 HONDA S2000	06/07/2012	07/22/2012	FG		
ROTH, SHERRIE	555-222-3333	46	2004 Chevy Malibu	06/05/2012	07/20/2012	DJ		
SHERWOOD, MELANIE	555-777-0010	57	09 FORD EXPLORER	06/07/2012	07/22/2012	FG		

Figure 64: 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.

Item	Description
Locked	Displays only quotes and estimates that are already open on another workstation.
Name	Displays the name of the customer.
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.

Working with 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.

Creating Single Item Quotes

When a customer wants to know how much one item will cost, create a single item quote.

Note: You can also create a quote that shows the prices of two or more competing brands two or more items with different add-on packages. For more information, see [“Creating Brand Comparison Quotes” on page 364.](#)

To create single item quotes

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 when prompted. For more information, see [“Looking Up a Customer”](#) on page 65.
- ◆ Type the customer’s name and the vehicle’s year, make, and model.

Quote and Estimate Writer (16300)

Customer: ZIMER, BRANDY

Vehicle: 07 MITSUBISHI ECLIPSE 1A E9757

Tip: Quotes can be saved at any time by clicking **Save**.

3. Add contact and salesperson information, notes, and an expiration date to the quote.
 - a. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list.
 - 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.

Quote and Estimate Writer (16300)

Contact: 555-222-7799

Quote Notes:

Fitment: Tax Level

View Margin

Cust Sale: FG

Quote/Est Sale: FG

Good for Days: 5

Exp. Date: 06/12/2012

4. If you need to change the customer’s tax level, click **Tax Level** and select a different tax level.

Quote and Estimate Writer (16300)

Customer: ZIMER, BRANDY

Vehicle: 07 MITSUBISHI ECLIPSE 1A E9757

Contact: 555-222-7799

Fitment: 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 [“Adjusting a Quoted Item’s Margin”](#) on page 371.

Note: The check box can be selected only by users who belong to a security group that’s assigned the permission **Quotes View Margin**.


Quote and Estimate Writer (16300)

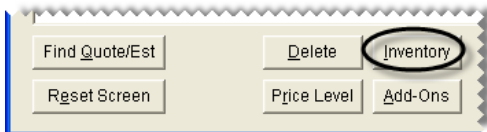
Contact: 555-222-7799

Fitment: Tax Level

View Margin

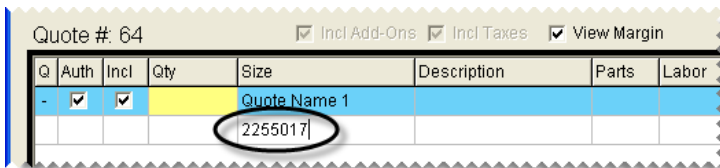
Parts Labor FET Su

6. If the quote (top) panel is not already activated, 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 [“Looking Up Inventory Items” on page 185](#).

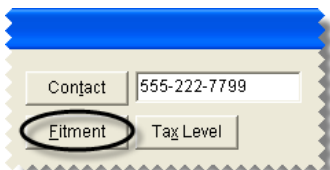


Tip: If you decide that you want to create a comparison quote with competing brands instead, press the **Ctrl** key, select multiple items when the Inventory List appears, and then click **Quote**. For more information, see [“Creating Brand Comparison Quotes” on page 364](#).

- ◆ Type the item's size, quick look code, or manufacturer code in the **Size** field for the *second* (white) quote row, and press **Enter**.



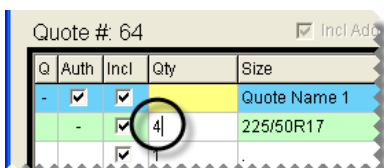
- ◆ Scan its bar code
- ◆ Click **Fitment** and select an item from the fitment guide. For more information, see [“Looking Up Tire Sizes at Point of Sale” on page 404](#).



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 [“Adjusting a Quoted Item's Margin” on page 371](#).

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.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	FET	Sub
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Quote Name 1				
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	225/50R17	Dunlop SP Sport Signa	179.89	0.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		ENTER DOT # HERE	0.00	0.00	0.00	

- ◆ 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 .

Subtotal	Tax	Total	Product Code	Margin
0.00	179.89	Both	265003350	35.87%
0.00	0.00	Both	DOT	

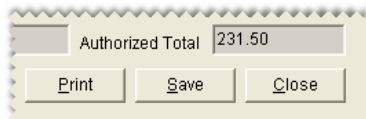
- ◆ To exclude an add-on item from the quote, clear its check box.

<input checked="" type="checkbox"/>	1		TIRE WARRANTY	20.50	0.00	0.00	20.50	
<input checked="" type="checkbox"/>	1		VALVE STEM	2.50	0.00	0.00	2.50	
<input checked="" type="checkbox"/>	1		ALIGNMENT CHECK	0.00	0.00	0.00	0.00	
							216.34	

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 [“Creating Brand Comparison Quotes” on page 364](#).

11. Save the quote and print a hard copy if needed. If you want to exclude an item from the printout, see [“Printing Quotes and Estimates” on page 384](#).



Creating Brand Comparison Quotes

You can compare the prices of competing brands by creating a comparison quote. In this scenario, the quote can be used to provide tread life ratings for different tires, show the relationship among prices, or

both. All of the quoted items are displayed on the screen at the same time, and information for all of the quoted items is included on one printout.

To create a comparison quote of competing brands

1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.
2. Look up a group of items with similar characteristics. The Inventory List appears. For more information, see [“Looking Up Inventory Items” on page 185](#).


Example: Look up all size P215/60R16 tires for a customer’s Chevy Malibu.

3. Select the tires you want to include on the comparison quote.
 - a. Press the **Ctrl** key and select the first tire.
 - b. Continue pressing the **Ctrl** key and select one or more additional tires.

Inventory List (2000)				
ProdCode	Size	Description	Available	On Ord
61991	P215/60R16	Firestone FR380 94S BW		4
2935	P215/60R16	Trendsetter SE 94S BLK		4
100902277	215/60R16 95V	Goodyear Eagle GT		12
2892-1653	215/60R16	All-season Tire ZieX ZE-912 99		2
1601	215/60R16	Lifeliner GLS 95T BLK		0
76985	P215/60R16	Firestone Firehawk GT 94V BW		8
15484180000	215/60R16	General Altimax HP 95H BSW		16
96628	P215/60R16	Bridgestone Potenza RE92 B/W 9		0
22502	215/60R16	CS4 Touring H/V 95V BLK		12
00099	P215/60R16	Firestone Champion HP		11

4. Click **Quote**. The Quote and Estimate Writer opens and displays a quote for each of the selected items.



5. Click  to enlarge the quote (top) panel. This button is located on the right side of the screen between the quote and checklist panels.
6. Enter the following information as needed:
 - ♦ The customer’s name, vehicle, phone number, and tax level

Quote and Estimate Writer (16300)

Customer: Tim Stevenson Contact: 711-822-0000

Vehicle: 2010 Ford F150 Eitment: Tax Level:

- ♦ An expiration date for the quote, the salesperson, and any notes that may be needed

Quote Notes:

Cust Sale: FG

Quote Sale: FG

Good for Days: 3

Exp. Date: 06/12/2012

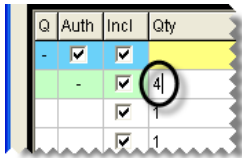
For more information, see “Creating Single Item Quotes” on page 361.

7. 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 “Adjusting a Quoted Item’s Margin” on page 371.

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, make the following changes as needed:

- ◆ Type the quantity and press **Enter**. TireMaster updates the quantities of the add-ons items.

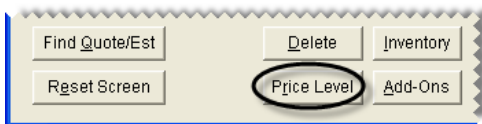


Note: If there are no add-ons assigned to an item, you can add them to the quote. Select the quote to which you want to add the add-on items. Then click **Add-ons** and select an add-on package from the list that appears.

- ◆ Type different prices, FET, or both.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	FET	Sub
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Quote Name 1					
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/60R16 95V	Goodyear Eagle GT	75.00	0.00	11.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4		ENTER DOT # HERE	0.00	0.00	0.00	

- ◆ 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 .

	Subtotal	Tax	Total	Product Code
	11.00	311.00	Both	100902277
	0.00	0.00	Both	DOT

- ◆ To exclude an add-on item from the quote, clear its check box.

<input checked="" type="checkbox"/>	4	.	TIRE WARRANTY	20.50	0.00	0.00	82.00
<input checked="" type="checkbox"/>	4	.	VALVE STEM	2.50	0.00	0.00	10.00
<input checked="" type="checkbox"/>		.	ALIGNMENT CHECK	0.00	0.00	0.00	0.00
							489.80

9. Enter identifying information for each quote, if needed.

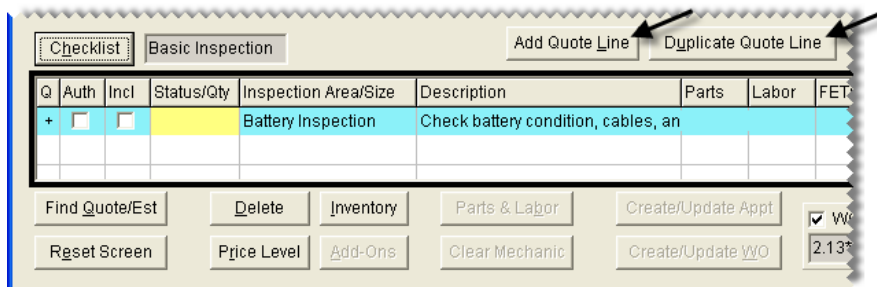
- a. To classify the price for a quote as *good*, *better*, or *best*, click the **Qty** column in the quote’s top (blue) row and press repeatedly to find the appropriate label.
- b. In the **Size** column’s blue row, type additional information about the quote.

Example: If you're including a tire's tread life, you'd type something like **50,000 Mile Tread Life**.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Best	50,000 mile tread life	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	215/60R16 95V	Goodyear Eagle GT

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* and apply price levels and add names and descriptions, 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.



11. Click **Save**.

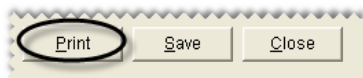


12. Generate a hard copy of the comparison quote.

- Select the **Auth** check box for each quote that you want to include on the comparison quote printout.

Q	Auth	Incl	Qty
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4

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




- Print the comparison quote and close the Report Window.


Creating Price Comparison Quotes

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

Note: You can also create price comparison quotes by excluding items or by deleting individual add-ons items. (In some cases, you might want to add extra items to the quoted parent items instead.)

To create a price comparison quote

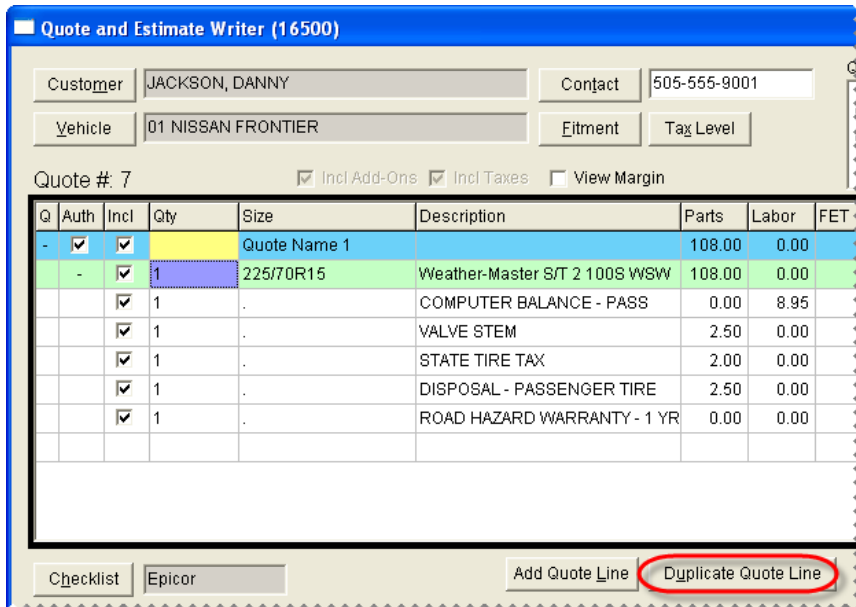
1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information using one of the following methods:
 - ♦ Click **Customer**. Then look up the customer and select the vehicle when prompted. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ Type the customer’s name and the vehicle’s year, make, and model.
3. Add contact and salesperson information, notes, and an expiration date to the quote.
 - a. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list.
 - 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 [“Adjusting a Quoted Item’s Margin” on page 371](#).

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 activated, 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 [“Looking Up Inventory Items” on page 185](#).
 - ♦ 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 [“Looking Up Tire Sizes at Point of Sale” on page 404](#).

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.

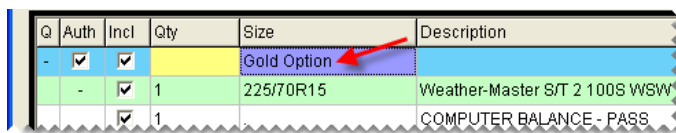
Note: An item’s margin can be adjusted to a higher or lower percentage, which raises or lowers the selling price. For more information, see “Adjusting a Quoted Item’s Margin” on page 371.

9. 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*.

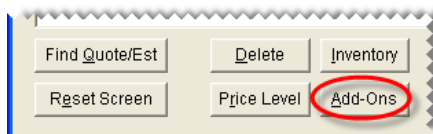


10. Change the name and add-on package assigned to the first quote. Then update the quantity.

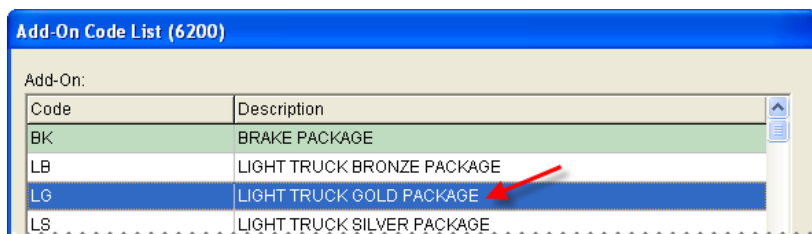
- a. Type a unique name for the first quote in the **Size** field.



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



- c. 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.



d. Change the quantity of the parent item for the first quote.

Q	Auth	Incl	Qty	Size	Description
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Gold Option	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	225/70R15	Weather-Master S/T 2 100S WSW
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		COMPUTER BALANCE - LT
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		VALVE STEM

11. Change the name, add-on package, and quantity for each of the remaining quotes.

Quote and Estimate Writer (16500)

Customer: JACKSON, DANNY Contact: 505-555-9001

Vehicle: 01 NISSAN FRONTIER Eitment: Tag Level:

Quote #. 7 Incl Add-Ons Incl Taxes View Margin

Q	Auth	Incl	Qty	Size	Description	Parts	Labor	FE
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	VALVE STEM	2.50	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX	2.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	DISPOSAL - LIGHT TIRE	3.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	ROAD HAZARD WARRANTY - 2 YR	16.20	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	4 WHEEL ALIGNMENT	69.99	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Silver Option		108.00	0.00	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	225/70R15	Weather-Master S/T 2 100S WSW	108.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE - LT	0.00	9.95	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	VALVE STEM	2.50	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX	2.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	DISPOSAL - LIGHT TIRE	3.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	ROAD HAZARD WARRANTY - 1 YR	12.96	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	4 WHEEL ALIGNMENT	69.99	0.00	

Note: If a quote is already assigned the add-on package that you want to use, you don't need to look up a different set of add-ons.

12. Save and print the quote.

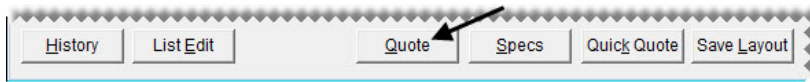
Starting Quotes from Various Program Areas

While the quickest way to start a quote is to press **F12**, 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 [“Creating Brand Comparison Quotes”](#) on page 364.



Note: To choose multiple items, press the **Ctrl** key and hold it down while making your selections.

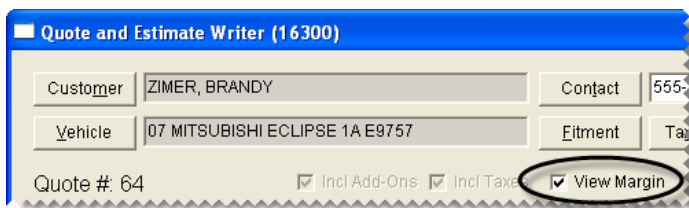
The advantage of pressing **F12** to start a quote is that you can leave other TireMaster screens open while you create quotes.

Adjusting 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 [“Retrieving Quotes & Estimates”](#) on page 382.
- If the **Margin** column is hidden, select the **View Margin** check box.



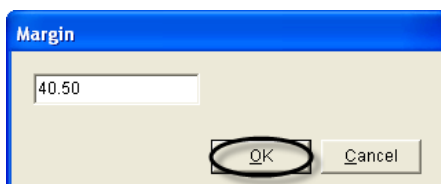
Note: The check box can be selected only by users who belong to a security group that’s assigned the permission **Quotes View Margin**.

- Click the **Margin** field for the item whose margin you want adjust and press **F2**. The Margin screen appears.

Product Code	Margin
265003350	35.87%
DOT	

Tip: Margins can be adjusted for inventoriable parent items only.

- Type new margin and click **OK**. The item’s parts price is updated.



Including Trade-Ins on Quotes

Some customers who request quotes might also ask to trade in tires or other items.

To include a trade-in on a quote

1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information to the quote.
3. Add the items that the customer is interested in buying to the quote.
4. Add the trade-in item.
 - a. Click the quote (top) panel to activate it.
 - b. Click **Inventory** and look up the trade-in item. For more information, see [“Looking Up Inventory Items”](#) on page 185.
 - 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.
 - d. Change the trade-in item’s price, if needed.

Q	Auth	Incl	Qty	Size	Description	Parts	Labor
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Quote Name 1		
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	2	Firestone Transforce AT BW	123.00	0.00
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-2	P205/70R15	Goodyear Integrity 95S XNW	52.79	0.00

5. Save the quote and print it, if needed.


Scheduling Work for Quoted Items

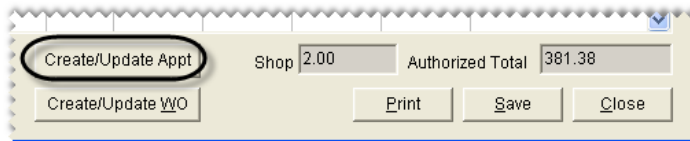
When a customer decides to buy the items on a quote but can't have the work done right away, you can use information from the quote to schedule an appointment.

To schedule work for quoted items

1. Retrieve the customer’s quote.
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est**.
 - c. Select the customer’s quote from the list, and click **OK**.

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.

- To enlarge the quote 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 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.
- 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.

- Click **OK** to close the message. The rows in the **Q** and **Auth** columns turn green for the items set aside for the appointment.
- Close the Quote and Estimate Writer.

Turning Quotes into Work Orders

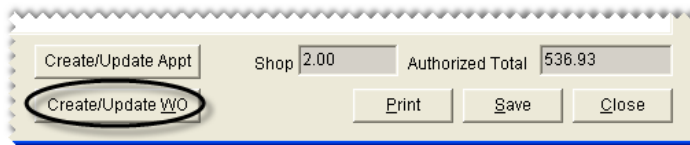
When a customer is ready to make a purchase, you can turn the customer’s quote into a work order.

To turn a quote into a work order

- Retrieve the customer’s quote. For more information, see [“Retrieving Quotes & Estimates” on page 382.](#)
- If you’re working with a comparison quote, select the **Auth** check box for the quote that you’ll turn into a work order and make sure it’s clear for the remaining quotes.

Q	Auth	Incl	Qty	Size	Description
+	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Best	50,000 mile tread life	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Better	55,000 mile tread life	
		<input checked="" type="checkbox"/>	4	215/60R16	General Altimax HP 95H BSW
		<input checked="" type="checkbox"/>	4	.	ENTER DOT # HERE
		<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE - PASS
		<input checked="" type="checkbox"/>	4	.	DISPOSAL - PASSENGER TIRE
		<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX
		<input checked="" type="checkbox"/>	4	.	TIRE WARRANTY
		<input checked="" type="checkbox"/>	4	.	VALVE STEM
		<input checked="" type="checkbox"/>	1	.	ALIGNMENT CHECK
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Good	50,000 mile tread life	
		<input checked="" type="checkbox"/>	4	P215/60R16	Bridgestone Potenza RE92 BW 94
		<input checked="" type="checkbox"/>	.	.	ENTER DOT # HERE

- 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. Otherwise, a new work order is created.



Note: If the **Create/Update WO** button is disabled, the customer and vehicle need to be added to TireMaster.

- Click **OK** to close the message. The rows in the **Q** and **Auth** columns turn green for the items put on the work order.
- Close the Quote and Estimate Writer screen. The work order that you just created (or updated) is included on the Open Work Order List. You can update the work order, if needed, or complete the sale.

Selling Maintenance and Repairs

You can use TireMaster's Quote and Estimate Writer to increase the sales of preventative maintenance and repairs. The Quote and Estimate Writer includes space for recording and storing the results of vehicle inspections. When you're ready to write estimates for recommended services, you can easily retrieve the information for your customers.

Printing 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.

Printed service checklists 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. You can print service checklists via the Quote and Estimate Writer and the **Setup** menu.

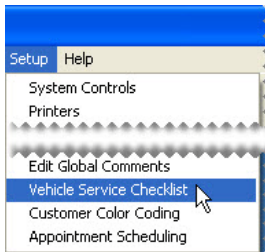
To print a service checklist

- 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**.

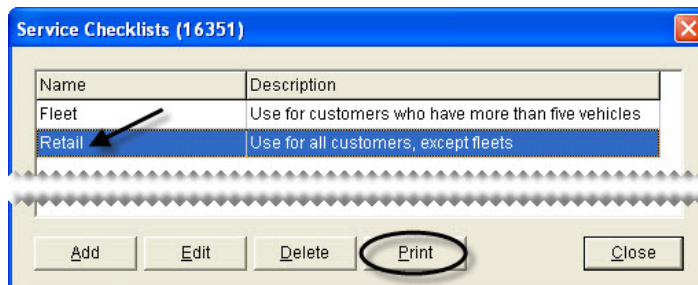


Note: If a customer and vehicle have been selected in the Quote and Estimate Writer, the printed checklist will include the customer's name and vehicle information.

- ◆ Select **Vehicle Service Checklist** from the **Setup** menu.



2. Select the checklist that you want to print and click **Print**. The Report Window opens.



3. Print the service checklist and close the Report Window.
4. Close any open screens.

Recording Vehicle Inspection Results

When a vehicle inspection is finished, you can record the results of the inspection on the checklist (bottom) panel on the Quote and Estimate Writer. This information can be used to write an estimate for any recommended services or repairs.

To record the results of vehicle inspections

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 of 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 [“Looking Up a Customer” on page 65](#).
- ◆ Type the customer's name and the vehicle's year, make, and model.

Tip: The results of vehicle inspections can be saved at any time by clicking **Save**.

3. Type the phone number at which the customer can be reached, or click **Contact** and select a phone number from the list.

- If you need to change the customer's tax level, click **Tax Level** and select a different tax level.

Quote and Estimate Writer (16300)

Customer: Levinson, S. Contact: 555-002-4450

Vehicle: 11 SUBARU OUTBACK Eitment: Tax Level:

- 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.
- 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
FG	FG	6/14/2012	
0.00	0.00	0.00	

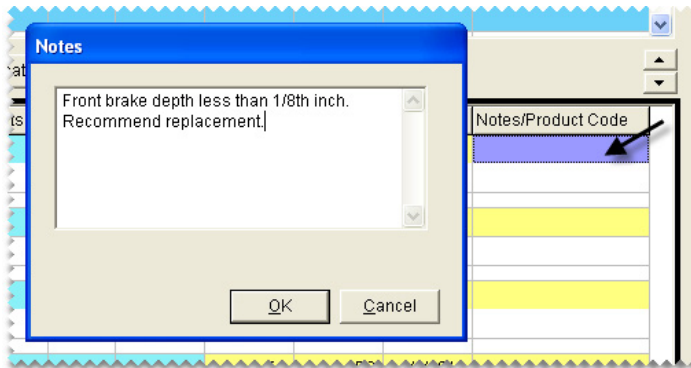
- If you want to record the inspection results on a different checklist, click **Checklist**. When TireMaster prompts you to save your changes, click **No** and select the checklist you want to use.


Checklist: Basic Inspection Add Quote Line Duplicate Quote Line

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/
+	<input type="checkbox"/>	<input type="checkbox"/>		Fluid Inspection	Check engine oil, transmission fluid			

- Set the status for each inspection area and add any related notes. If you didn't check an inspection area, leave its status blank.
 - 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:
 - The inspection area is OK.
 - It's suggested the inspection area be repaired soon.
 - It's recommended that repairs be performed immediately.
 - 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. For dates, choose a different date from the calendar.

- 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.

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. You can then clear the check boxes for the items you don't need.
 - ◆ Remove items from the inspection area, as needed, by clearing the check boxes in the **Incl** column for those items.


-	<input checked="" type="checkbox"/>	SUG	Fluid Inspection	Check all fluids and look for leaks.
-	<input type="checkbox"/>	1		OIL- EXTRA QUART
-	<input type="checkbox"/>	1		LUBE, OIL & FILTER
-	<input type="checkbox"/>	1		NON STOCK PARTS
-	<input checked="" type="checkbox"/>	1		COOLANT
-	<input type="checkbox"/>	1		TRANSMISSION FLUID
-	<input type="checkbox"/>	1		OIL FILTER

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 [“Looking Up Inventory Items” on page 185](#).



- ◆ 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	Date/Total
-		<input checked="" type="checkbox"/>	REC	Brake Inspection	Check front and rear linings, fluid li				FG	FG	6/9/2012
-		<input checked="" type="checkbox"/>	1.2		BRAKE LABOR	0.00	75.00	0.00	90.00	Both	
-		<input checked="" type="checkbox"/>	1		Beck/Arnley Brake Pads - Front	51.58	0.00	0.00	51.58	Both	
									141.58	9.91	151.49

10. Save your changes and close the Quote and Estimate Writer.

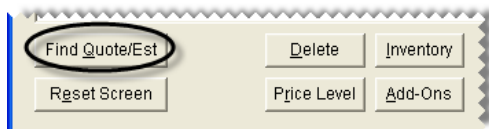


Writing Estimates

When a customer’s vehicle needs service or repairs, you can create an estimate with the Quote and Estimate Writer.


To write an estimate

1. Retrieve the customer’s vehicle inspection results.
 - 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 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.

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.

Tech/Tax	Date/Total	Notes/Product Code
FG	6/9/2012	Front brake depth less
Both		LAB-BRK

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.

- If you haven't already done so, define which items are needed to complete recommended services of repairs. For more information, see ["Recording Vehicle Inspection Results" on page 375](#)

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET/Miles
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection	Check front and rear linings,			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1.2		BRAKE LABOR	0.00	75.00	0.00
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		Beck/Arnley Brake Pads - Front	51.58	0.00	0.00

- Save and print the estimate. The Report Window opens and displays a copy of the estimate.
- Print a copy of the estimate for the customer. Then close the Report Window.
- If the customer declines services, clear the **Auth** check box for each applicable inspection area. Otherwise, leave the check box selected.

Note: Services that have not been authorized (clear **Auth** check box) are included on the Declined Services Report. For more information, see ["Declined Services Report" on page 752](#).

- Close the Quote and Estimate Writer screen.

Writing Estimates with the Integrated Service Estimator

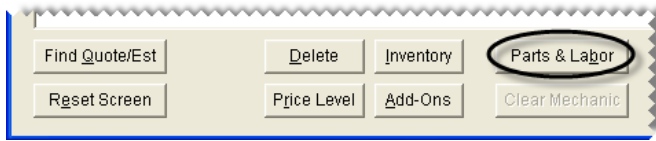
If you use the Epicor® (formerly Activant) Integrated Service Estimator™ (ISE) with your TireMaster system, the process for writing estimates with the Quote and Estimate Writer is slightly different than it is on systems that are not integrated with the ISE.

To write estimates with the Integrated Service Estimator

- Press **F12** to open the Quote and Estimate Writer.
- Add the customer's name, vehicle, and contact information.

- 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.
- 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.
- 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 appears.



- b. Select TMActivant Interface and click **OK**. The Activant Interface screen appears.
 - c. Select the vehicle.
 - d. Look up the parts and labor needed for the services and repairs. For instructions, refer to the Integrated Service Estimator documentation (available on the TireMaster Support site).
 - 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
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	REC	COOLING
-		<input checked="" type="checkbox"/>	1.5	.
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	REC	WATER PUMP GSKT
-		<input checked="" type="checkbox"/>	1	.

Note: ISE inspection areas are listed in the top (blue) rows and the items are listed in the green rows.

8. Save your changes.
9. Print a copy of the estimate for the customer. Then close the Report Window.
10. If the customer declines services, clear the **Auth** check box for each applicable inspection area. Otherwise, leave the check box selected.

Note: Services that have not been authorized (clear **Auth** check box) are included on the Declined Services Report. For more information, see [“Declined Services Report” on page 752](#).
11. Close the Quote and Estimate Writer screen.

Scheduling 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.

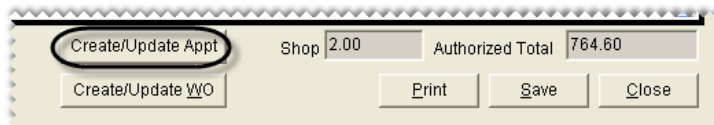
To schedule recommended services

1. Retrieve the customer’s vehicle inspection results.
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est**.

- c. Select the customer’s estimate from the list, and click **OK**.

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.

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 or lowering prices, adding or removing items, and authorizing or unauthorizing work for inspection areas.
4. Save your changes.
5. 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.

6. Click **OK** to close the message. The rows in the **Q** and **Auth** columns turn green for the items set aside for the appointment and the Appointment List opens.
7. Change the appointment date and time, if needed, and assign a mechanic and bay to appointment. For more information, see [“Scheduling an Appointment” on page 419](#).

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.

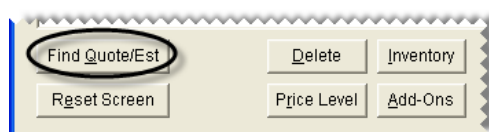
8. Close the Quote and Estimate Writer.

Turning 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

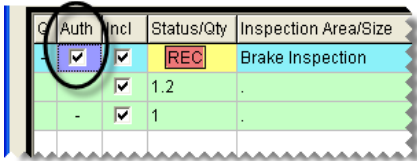
1. If you haven’t done so already, retrieve the customer’s estimate.
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est**.



- c. Select the customer’s estimate from the list, and click **OK**.

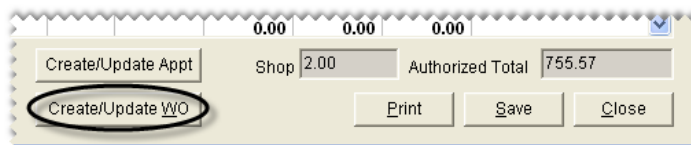
Note: You can also retrieve a customer's estimate at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab of the Customer Maintenance screen.

- 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 and lowering prices and adding and removing items. For more information, see [“Recording Vehicle Inspection Results” on page 375](#).
- Define the services that the customer has authorized by selecting the **Auth** check box for each applicable inspection area. For services that the customer has declined, leave the check box clear.



Auth	Incl	Status/Qty	Inspection Area/Size
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REC	Brake Inspection
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1.2	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	

- Save your changes.
- 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.



0.00 0.00 0.00

Create/Update Appt Shop 2.00 Authorized Total 755.57

Create/Update WO Print Save Close

Managing Your Quotes and Estimates

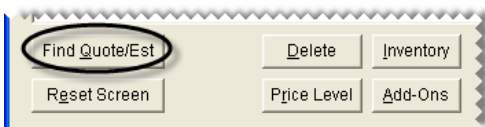
TireMaster stores the quotes and estimates that you've saved, until you decide that you no longer need them. In the meantime, you can retrieve existing quotes and estimates, update them, and generate hard copies.

Retrieving Quotes & 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

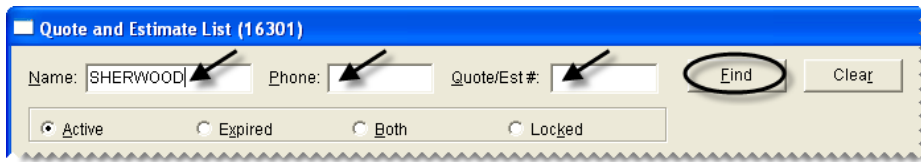
- Press **F12**. The Quote and Estimate Writer opens.
- Click **Find Quote/Est**. The Quote and Estimate List appears.



Find Quote/Est Delete Inventory

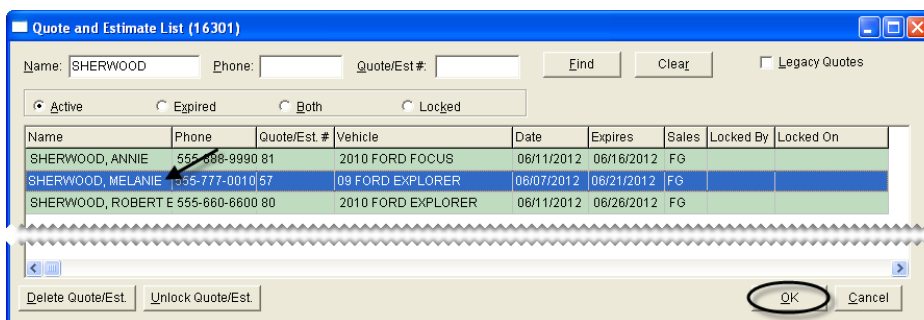
Reset Screen Price Level Add-Ons

3. If you don't see the quote or estimate that you want to retrieve, type the customer's name, phone number, or quote number and click **Find**.



Tip: If you still don't see the quote or estimate that 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**; to display locked quotes and estimates only, click **Locked**.



4. Select the quote or estimate that 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.



Updating 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 that you want to update. For more information, see [“Retrieving Quotes & Estimates” on page 382](#).
2. If you're updating a quote, click the quote (top) panel to activate it. If you're updating an estimate, click the checklist (bottom) panel instead.
3. To enlarge the quote (top) panel, click  until it reaches the size you want. To enlarge the checklist panel, click  instead. 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 [“Looking Up Inventory Items” on page 185](#) or [“Searching for Items with Bar Codes” on page 190](#).
 - ♦ 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 Screen” on page 351](#).

6. Save your changes, and print the updated quote or estimate or turn it into a work order. For more information, see [“Printing Quotes and Estimates” on page 384](#) or [“Turning Quotes into Work Orders” on page 373](#).

Printing 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 [“Retrieving Quotes & Estimates” on page 382](#).
2. Update the quote or estimate, if needed. For more information, see [“Updating Quotes and Estimates” on page 383](#).

- 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	Parts	Labor	FET
+	<input type="checkbox"/>	<input type="checkbox"/>	Better	60,000 mile tread life	60,000 mile tread life			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Best	60,000 mile tread life	60,000 mile tread life			
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	245/65R17	General Grabber HTS 107T OWL	115.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	DISPOSAL - LIGHT TRUCK TIRE	3.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	COMPUTER BALANCE - LT	0.00	9.95	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	STATE TIRE TAX	2.00	0.00	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	TIRE WARRANTY	20.50	0.00	

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



- Print the quote and close the Report Window.

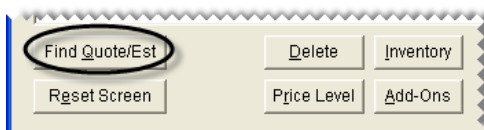
Deleting Quotes and Estimates

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**.

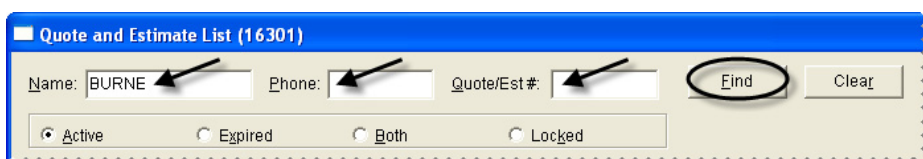
Note: In addition to deleting individual quotes, you can also delete batches of expired quotes. Typically, this is done during the month-end closing process. For more information, see [“Deleting Expired Quotes” on page 702](#).

To delete quotes and estimates

- Press **F12**. The Quote and Estimate Writer opens.
- Click **Find Quote/Est**. The Quote and Estimate List appears.

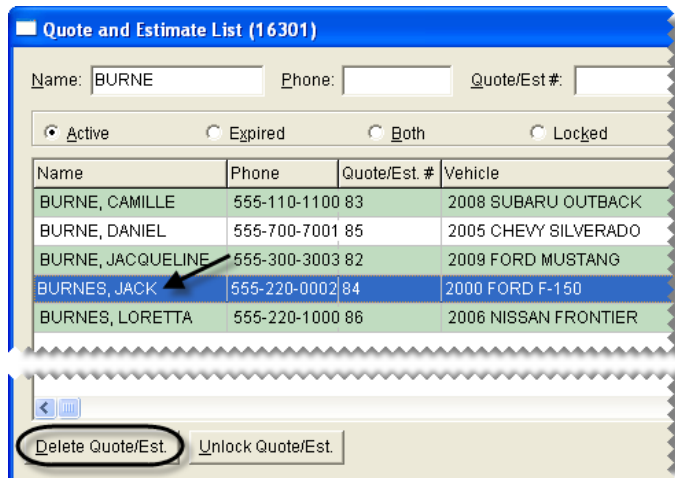


- If you don't see the quote or estimate that you want to delete, type the customer's name, phone number, or quote number and click **Find**.



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 page 359.

4. Select the quote or estimate that you want to delete, and click **Delete Quote/Est.** A confirmation message appears.



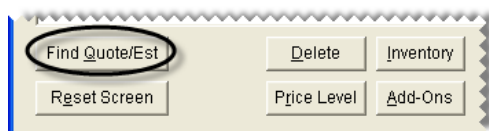
5. To remove the quote or estimate, click **Yes**.
6. Close the Quote and Estimate List and the Quote and Estimate Writer screen.

Unlocking Quotes and Estimates

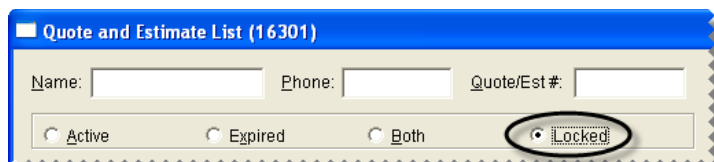
Locked quotes and estimates are documents that are already open on another workstation. If you need to work with a locked quote or estimate, you can unlock it.

To unlock a quote

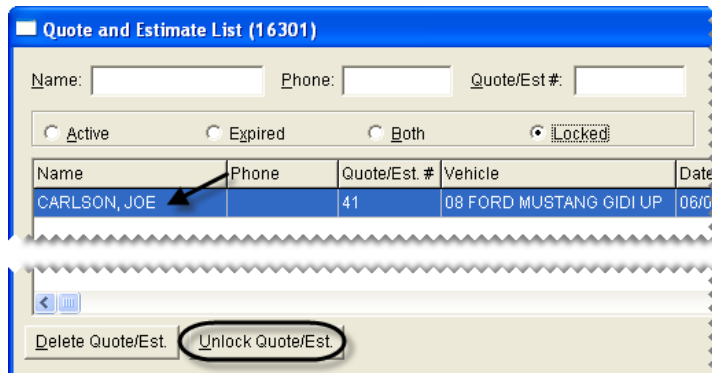
1. Press **F12**. The Quote and Estimate Writer opens.
2. Click **Find Quote/Est.** The Quote and Estimate List appears.



3. To display locked quotes and estimates only, click **Locked**.



4. Select the quote or estimate that 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 that you just unlocked, it might have expired. In this scenario, select **Expired** or **Both** to display the quote on the list.

Retrieving and Converting Legacy Quotes

Legacy quotes are quotes that were created with the Quote Module in older versions of TireMaster. You can retrieve one or more of these quotes and convert them into a format that's compatible with the Quote and Estimate Writer.

To retrieve and convert a legacy quote

1. Press **F12** to open the Quote and Estimate Writer.
2. Click **Find Quote/Est.** The Quote and Estimate List appears.
3. Select the **Legacy Quotes** check box. TireMaster displays only those quotes that were created with the legacy Quote Module.
4. Select the quote that you want to convert and click **OK**. A confirmation message appears.
5. To convert the quote, click **Yes**. The quote is now available for editing in the Quote and Estimate Writer. You can update the quote, print it, or turn it into a work order.

Following Up On Quotes and Estimates

When you want to follow up with customers whose quotes and estimates have not resulted in sales, refer to TireMaster's Open Quote and Declined Services reports. Both of these reports include customer contact information and a list of items, services, or both, depending on whether a quote or an estimate was created.

For more information, see ["Open Quote Report" on page 763](#) and ["Declined Services Report" on page 752](#).

Managing Your Service Checklists

You can set up one or more service checklists in TireMaster. Whether you need multiple checklists depends on the types of services you provide to various customers. For 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.

TireMaster ships with a basic checklist that can be modified. For more information, see [“Updating an Existing Service Checklist” on page 393](#) and [“Updating an Inspection Area” on page 393](#).

Note: To manage service checklists, you need to belong to a user group that’s assigned the permission **Vehicle Service Checklist Add/Edit/Delete**.

Setting Up Service Checklists

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 create inspection areas for it.

Service checklists can be set up at both Corporate and stores. However, a store can see checklists created at Corporate and other sites only when the System Control **Checklist - View All** is set to **Yes**.

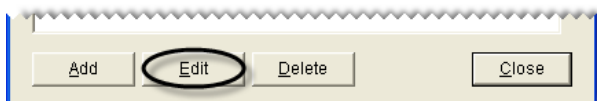
Tip: For a detailed list of the settings for each of your service checklists, print the **Service Checklist Setup Report**. For more information, see [“Service Checklist Setup Report” on page 777](#).

Creating a New Service Checklist

To create a new service checklist, add it to your TireMaster system.

To create a service checklist

1. From the **Setup** menu, select **Vehicle Service Checklist**. The Service Checklists screen appears.
2. Click **Add**. The Service Checklist Maintenance screen appears.



3. Type a name and description for the checklist.

 A screenshot of a "Service Checklist Maintenance (16343)" dialog box. It contains two text input fields: "Checklist Name" with the value "Basic Inspection" and "Description" with the value "Retail Customers Only". To the right of the Description field is a checkbox labeled "Default" which is currently unchecked.

4. Click **OK**. The new checklist is added to the Service Checklists screen.

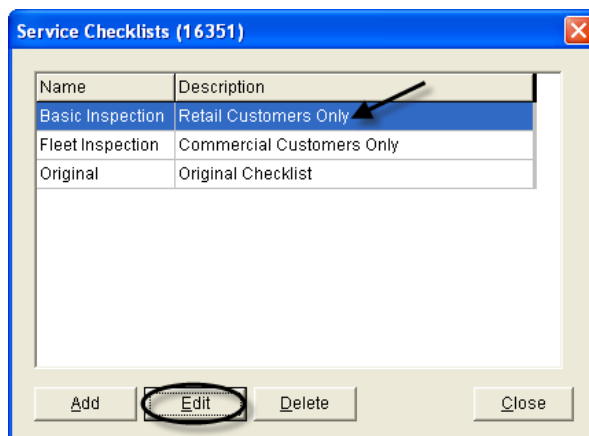
Setting the Default Checklist

Once you've added your service checklists to TireMaster, define which one you'll use most often by setting it as the default checklist.

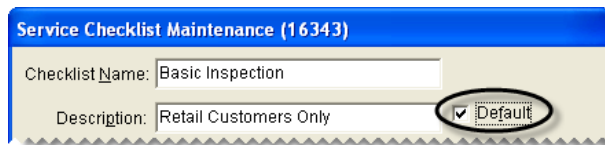
Note: Each site needs to set its own default checklist.

To set the default checklist

1. If the Service Checklists screen isn't already open, select **Vehicle Service Checklist** from the **Setup** menu.
2. Select the checklist that you want to set as the default and click **Edit**. The Service Checklist Maintenance screen appears.



3. Select the **Default** check box.



4. Click **OK** to save your changes and return to the Service Checklists screen.

Creating Inspection Areas

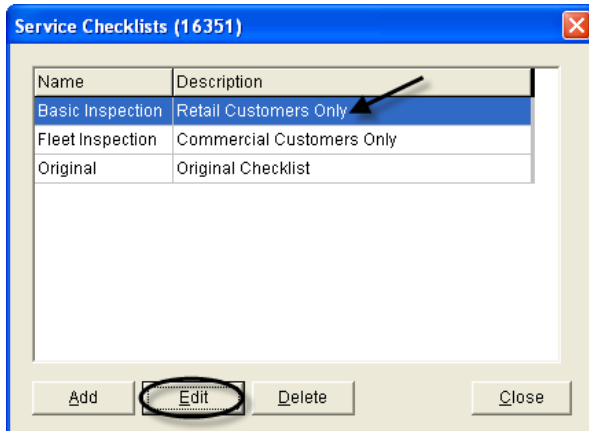
Once you've added a new checklist to TireMaster, you can create inspection areas for it. Typically, an inspection area includes a description of what to check on a vehicle and a list of items that can be put on an estimate, appointment, or a work order when repairs are recommended.

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.

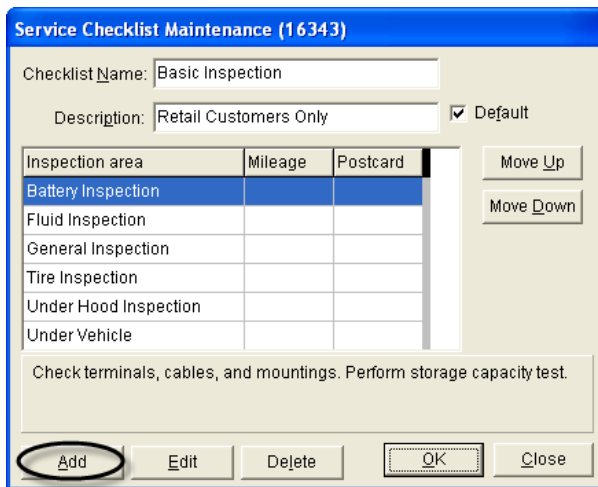
Note: If you use the Epicor® (formerly Activant) Integrated Service Estimator™ set up only one generic inspection area with no items assigned to it or no inspection areas at all.

To create an inspection area

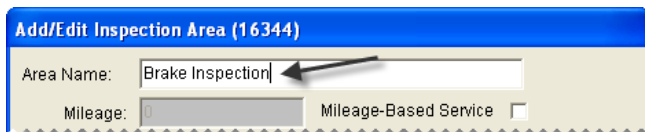
1. If the Service Checklists screen isn't already open, select **Vehicle Service Checklist** from the **Setup** menu.
2. Select the checklist that you want to add inspection areas to, and click **Edit**. The Service Checklist Maintenance screen appears.



3. Click **Add**. The Add/Edit Inspection Area screen appears.



4. Type a name for the inspection area.



Examples: Brake Inspection, Under Vehicle Inspection, and Battery Inspection.

- 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.

Mileage: 300000 Mileage-Based Service

Note: Services are recommended when a vehicle's beginning mileage falls within the range set with the system control **Checklist - Mileage Threshold**. 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.

- 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 [“Associating Inspection Areas with Postcards”](#) on page 450.

Add/Edit Inspection Area (16344)

Area Name: Brake Inspection

Mileage: 0 Mileage-Based Service

Postcard: BRKS Brake Replacement Special

- Type a description of what to check.

Description: Check front and rear linings, fluid lines, hoses, and parking brake.

- 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 [“Looking Up Inventory Items”](#) on page 185.

Size	Description	Parts	Labor
	STANDARD BRAKE JOB - BACK	0.00	49.99
	STANDARD BRAKE JOB - FRONT	0.00	49.99

Buttons: Add Inventory, Delete Inventory, OK, Cancel

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**.

Add/Edit Inspection Area (16344)

Area Name: Brake Inspection

Mileage: 0 Mileage-Based Service

Postcard: BRKS ... Brake Replacement Special

Description: Check front and rear linings, fluid lines, hoses, and parking brake.

Inventory:

Size	Description	Parts	Labor
.	STANDARD BRAKE JOB - BACK	0.00	49.99
.	STANDARD BRAKE JOB - FRONT	0.00	49.99
.	NON-STOCK BRAKE PADS	0.00	0.00
.	NON-STOCK BRAKE ROTOR	0.00	0.00
.	NON-STOCK BRAKE FLUID	5.00	0.00

Add Inventory Delete Inventory **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**.

Service Checklist Maintenance (16343)

Checklist Name: Basic Inspection

Description: Retail Customers Only Default

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

Move Up Move Down

Check front and rear linings, fluid lines, hoses, and parking brake.

11. When you're done adding inspection areas to the checklist, click **OK**.

Check front and rear linings, fluid lines, hoses, and parking brake.

Add Edit Delete **OK** Close

12. Close the Service Checklists screen.

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 777](#).

Updating Service Checklists

Occasionally, you might need to update either an existing service checklist or an inspection area for a checklist.

Updating an Existing Service Checklist

You can update an existing checklist by renaming it or changing the inspection areas.

To update a service checklist

1. From the **Setup** menu, select **Vehicle Service Checklist**. The Service Checklists screen appears.
2. Select the checklist that you want to update, and click **Edit**. The Service Checklist Maintenance screen appears.
3. Do the following as needed:
 - a. Type a new name or description.
 - b. To change the default setting, select or clear the **Default** check box.
 - c. To move an inspection area up or down, select the inspection area's name. Then click **Move Up** or **Move Down**.
 - d. To add a new inspection area, click **Add**. For more information, see step 3 of [“Creating Inspection Areas” on page 389](#).
4. To update the settings for an inspection area, select it and click **Edit**. For more information, see step 3 of [“Updating an Inspection Area” on page 393](#).
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.

Updating an Inspection Area

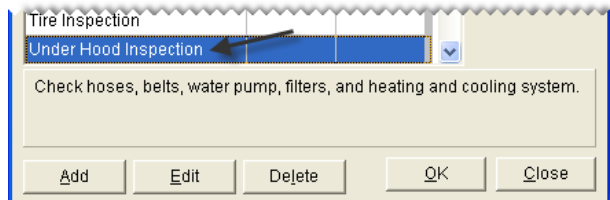
You can change the settings for checklist inspection areas. For example, you might want to rename an inspection area or assign additional items.

Note: If you use the Epicor[®] (formerly Activant) 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. From the **Setup** menu, select **Vehicle Service Checklist**. The Service Checklists screen appears.
2. Select the checklist that includes the inspection area, and click **Edit**. The Service Checklist Maintenance screen appears.

3. Select the inspection area that you want to update, and click **Edit**. The Add/Edit Inspection Area screen appears.



4. Do the following as needed:
 - a. 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 set with the System Control **Checklist - Mileage Threshold**. 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.
 - b. 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 [“Associating Inspection Areas with Postcards” on page 450](#).
 - c. Update the description of what to check.
 - d. 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 [“Looking Up Inventory Items” on page 185](#).
 - e. To remove an item from the inspection area, select the item and click **Delete Inventory**.
5. To save the changes, click **OK**.

Deleting Service Checklists

If you no longer use a checklist, you can delete it. Select **Vehicle Service Checklist**, from the **Setup** menu. Then choose the checklist that you no longer need and click **Delete**.

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 [“Setting the Default Checklist” on page 389](#).

Setting the Service Checklist Controls

The following defaults for the service checklist can be set on the **Other** tab of the System Controls screen:

- ◆ **Checklist - Append to Comments** defines whether to include notes about recommended services on invoices.
- ◆ **Checklist - Mileage Threshold** lets you set a range in which services are automatically recommended for a vehicle based on the mileage. For more information, see [“Mileage-Based Services” on page 395](#).

- ◆ **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.

Note: If you're running a single-store or TireMaster Point of Sale system, disregard this setting.

- ◆ **Checklist - View Status** defines which inspection areas to display when different service checklists were used for previous vehicle inspections. For more information, see [“Checklist - View Status” on page 866](#).

Whether you need to set all of these controls depends on how you want to use the service checklist.

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 65) will be yellow when you open the Invoice Entry screen.

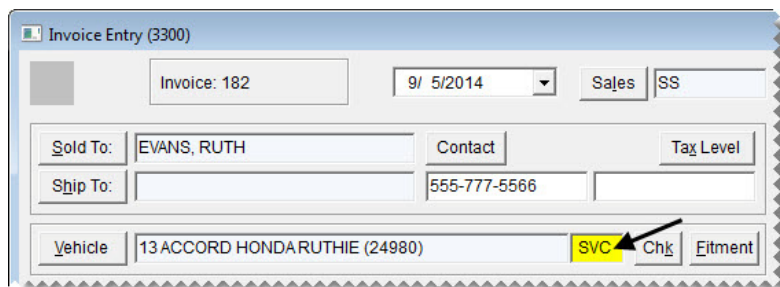


Figure 65: A Mileage-Based Service is Recommended

Example: If you set the range 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.

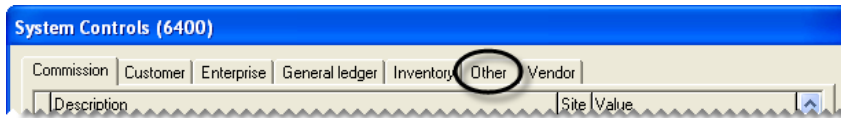
Setting the Mileage Threshold

The mileage threshold is the range in which services are automatically recommended based on a vehicle's beginning mileage. For 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.

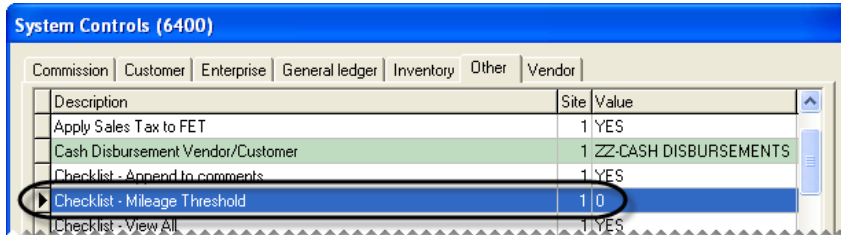
To set the mileage threshold

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.

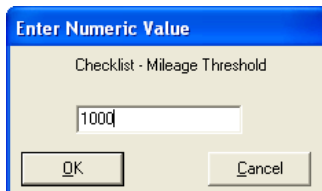
- Click the **Other** tab.



- Select **Checklist - Mileage Threshold** and press **Enter**.



- Type the range in which services will be recommended automatically.



- Close the System Controls screen.

Defining 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. The recommended-service mileage is set on the Add/Edit Inspection Area screen. First, select the **Mileage-Based Service** check box. Then type the mileage (Figure 66).

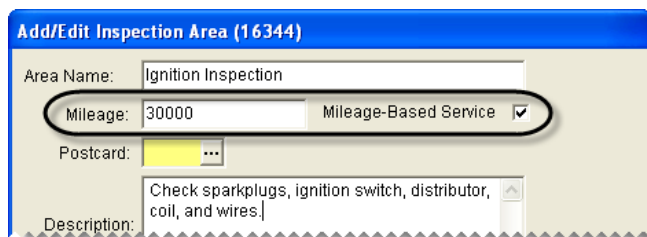


Figure 66: Setting the Mileage for an Inspection Area

Whenever a vehicle's beginning mileage falls within the range, TireMaster will automatically recommend services for the inspection area. For example, if you set the mileage for an inspection area to 30,000 miles and the range for mileage-based services to 1000, TireMaster will automatically recommend 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 [“Setting the Mileage Threshold”](#) on page 395.

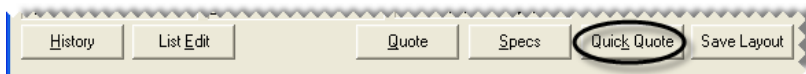
Giving Quick Quotes

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 [“Creating Brand Comparison Quotes”](#) on page 364 and [“Writing Estimates”](#) on page 378.

To give a quick quote

1. Look up the item the customer is asking about or scan its bar code. The Inventory List appears. For more information, see [“Looking Up Inventory Items”](#) on page 185 or [“Entering Bar Codes on Quotes”](#) on page 169.
2. Click **Quick Quote**. The Quick Quote screen appears.



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.

The screenshot shows the 'Quick Quote (5500)' window. It contains the following information:

- Item:** U84809 NAILGUARD W/S 99.42
- Add-On(s):**

ProdCode	Description	Best
LAB1346356	TIRE DISPOSAL FEE	2.00
- Sales Tax:** 8.37 **Add-On Total:** 2.00
- One Unit:** 111.78 **Four Units:** 447.10
- Two Units:** 223.55 **On Hand:** 0.00
- Shop Supplies**
- OK** button

4. Share the quoted prices with the customer.
5. To exit the Quick Quote screen, click **OK**.

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. This chapter includes the following topics:

- ◆ [“Tire Guide and Vehicle Information Screen” on page 399](#)
- ◆ [“Looking Up Tire and Wheel Information” on page 402](#)
- ◆ [“Looking Up Tire Sizes at Point of Sale” on page 404](#)
- ◆ [“Fitment Inventory Lookup Settings” on page 407](#)
- ◆ [“Torque and Air Pressure Recommendations” on page 408](#)

Note: The fitment guide is available only if you’ve subscribed to and installed Tire Guide Pro Plus. We can make fitment data available to you in TireMaster because of an agreement ASA Automotive Systems reached with Pearl Communications and Tire Guides, Inc.

Tire Guide and Vehicle Information Screen

The Tire Guide and Vehicle Information screen (Figure 67) displays tire and wheel information for the selected vehicle.

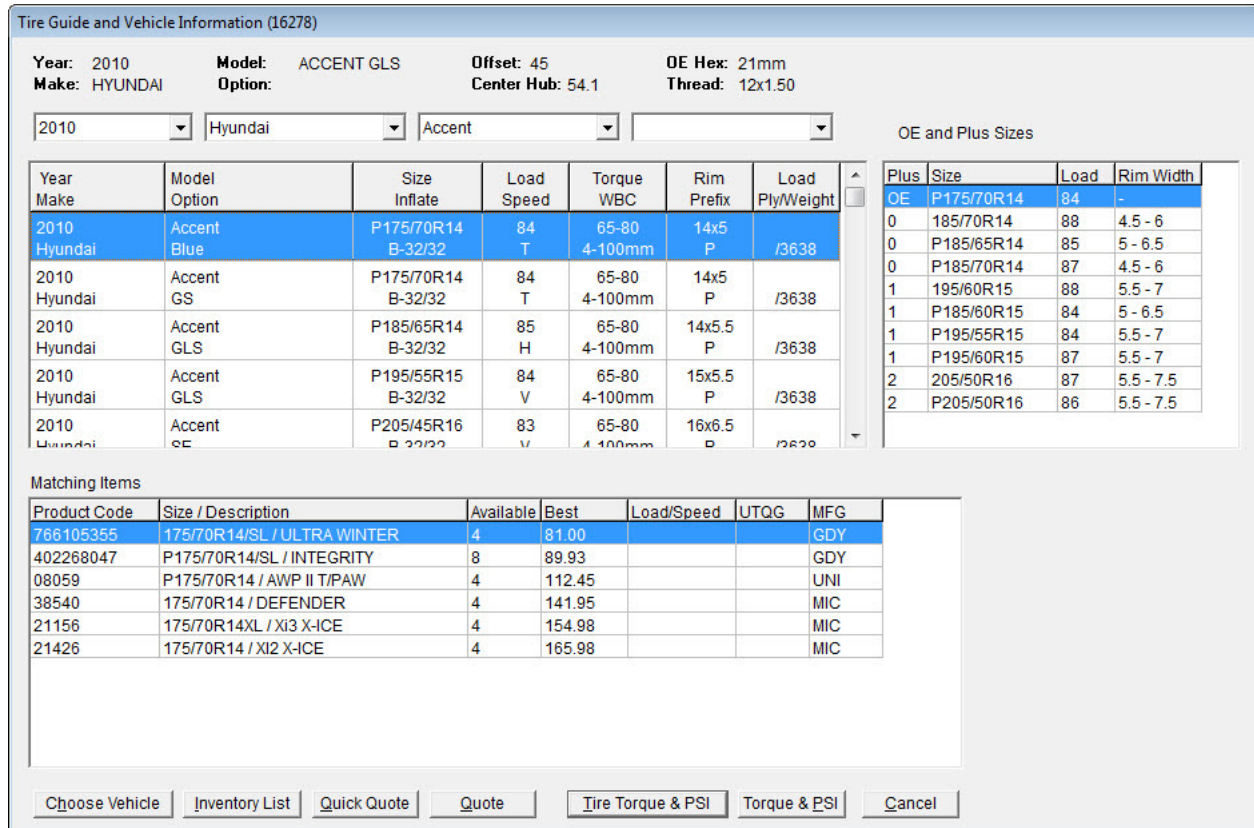


Figure 67: Tire Guide and Vehicle Information Screen

Item	Description
Year, Make, Model, Option (top left)	Lists information about the vehicle that was selected for a quote, work order, or from the drop-downs.
Offset, Center Hub, OE Hex, Thread (top middle)	Lists the manufacturer’s recommendations for the following for the selected vehicle: <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
Year, Make, Model, and Option Drop-Downs	Lets you do the following: <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 style="margin-left: 20px;">Note: Selecting a different vehicle does not update the vehicle chosen for the work order or quote.</p> ◆ Select the vehicle for which you need fitment information, when accessed from the Inventory menu or by pressing F7.

Item	Description
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 sizes.
Choose Vehicle	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.

Item	Description
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 “Setting the Torque and Air Pressure Controls” on page 408.
Torque & PSI	Lets you print the vehicle's torque and inflation values on work orders. Note: Depending on your settings in System Controls, this button might display only torque or psi or it might be excluded from the screen. For more information, see “Setting the Torque and Air Pressure Controls” on page 408.
Cancel	Lets you exit the screen. At point of sale, selected tire, torque, or inflation information is not added to work orders or quotes.

Looking Up Tire and Wheel Information

You can open the fitment guide at any time by selecting **Fitment Guide** from the **Inventory** menu or by pressing **F7** on the computer's keyboard. The advantage of pressing **F7** is that you can leave other TireMaster screens open while looking up tire and wheel information.

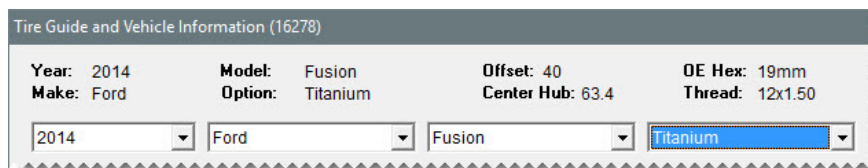
Note: You can also access the fitment guide from a quote or work order. For more information, see [“Looking Up Tire Sizes at Point of Sale” on page 404.](#)

To look up tire and wheel information

- Do one of the following:
 - Select **Fitment Guide** from the **Inventory** menu.
 - Press **F7**.

The Tire Guide and Vehicle Information screen appears.

- 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.



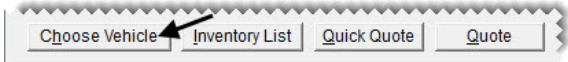
- If multiple vehicle options are listed, select the one that matches the customer’s vehicle. The items on the **OE and Plus Sizes** list change, based on your selection.

Year Make	Model Option	Size Inflate	Load Speed	Torque WBC	Rim Prefix	Load Ply/Weight
2014 Ford	Fusion Titanium	235/45R18 B-34/34	94 V	100 5-108mm	18x8	/4540
2014 Ford	Fusion Titanium	235/40R19 B-37/37	96 V	100 5-108mm	19x8	XL /4540

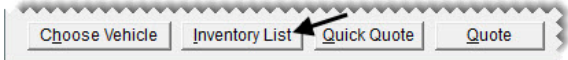
- If the customer is looking for an optional size tire, select it from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection. If the customer wants standard size tires, disregard this step.

Plus	Size	Load	Rim Width
OE	235/45R18	94	-
0	245/45R18	96	7.5 - 9
0	P235/45R18	94	7.5 - 9
0	P245/45R18	96	7.5 - 9
1	245/40R19	94	8 - 9.5
1	P245/40R19	94	8 - 9.5

- If you need to see tires toward the bottom of the **Matching Items** list, scroll down.
- 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**.

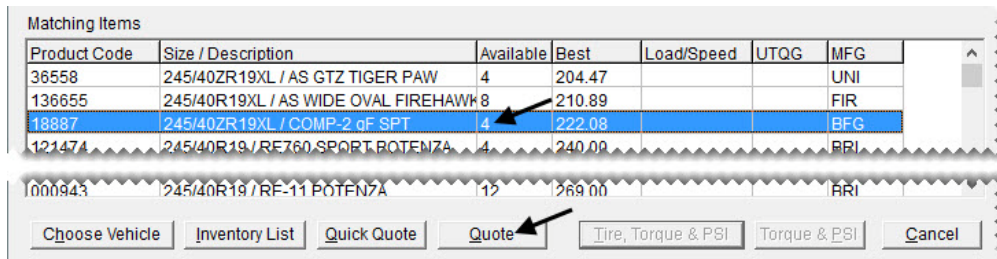


- To view prices for 1, 2, or 4 quantities of a tire displayed on the **Matching Items** list, select the tire and click **Quick Quote**.

Product Code	Size / Description	Available	Best	Load/Speed	UTQG	MFG
36558	245/40ZR19XL / AS GTZ TIGER PAW	4	204.47			UNI
136655	245/40R19XL / AS WIDE OVAL FIREHAWK 8	4	210.89			FIR
18887	245/40ZR19XL / COMR-2 OE SRT	4	222.08			BFG
141840	245/40R19 / RE-11 POTENZA	4	269.00			BRI
000943	245/40R19 / RE-11 POTENZA	12	269.00			BRI

Buttons: Choose Vehicle, Inventory List, Quick Quote, Quote, Tire, Torque & PSI, Torque & PSI, Cancel

- ◆ 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 [“Creating Brand Comparison Quotes” on page 364](#).



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.

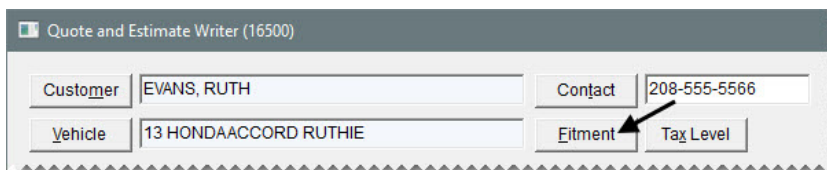
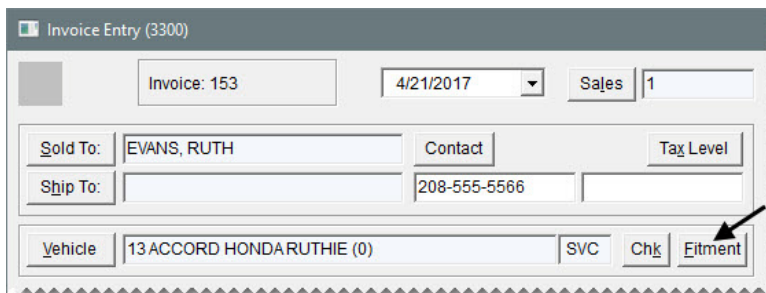
7. To exit the Tire Guide and Vehicle Information screen, click **Cancel**.

Looking 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.

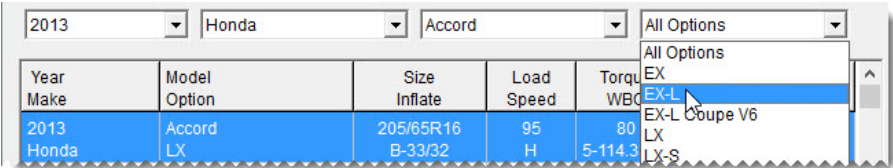
To look up tire sizes at point of sale

1. Start a work order or a quote. For more information, see [“Starting Work Orders” on page 329](#) or [“Creating Single Item Quotes” on page 361](#).
2. Click **Fitment**. The Tire Guide and Vehicle Information screen appears.

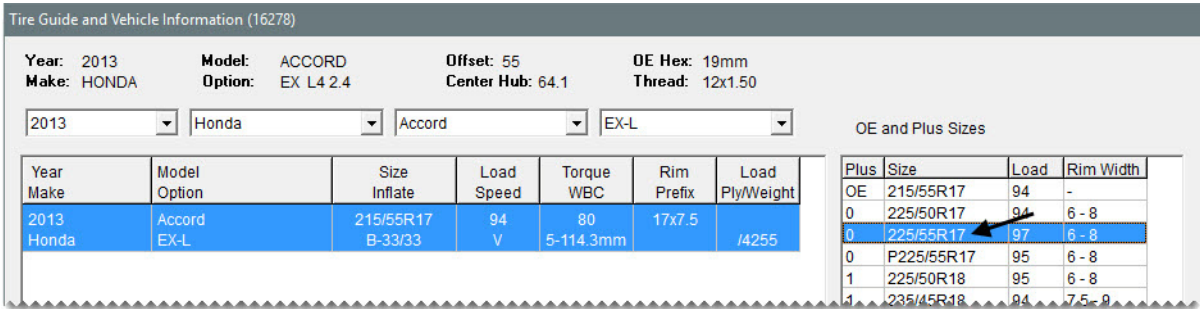


Note: If a vehicle hasn’t already been added to the quote or work order, TireMaster prompts you to look up one.

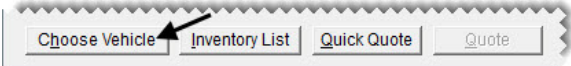
- 3. To narrow down the vehicle information displayed, make a selection from the option drop-down. For a different vehicle instead, select another year, make, model, and option from the drop-downs.



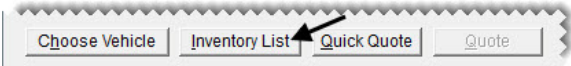
- 4. If multiple vehicle options are shown, select the one that matches the customer’s vehicle. The items on the **OE and Plus Sizes** list change, based on your selection. Otherwise, disregard this step.
- 5. If both standard and optional tire sizes are listed, select the standard size or one of the optional sizes from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection.



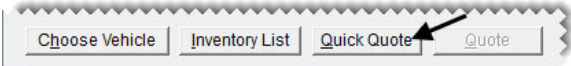
- 6. Do the following if needed:
 - ♦ To look up tire and wheel information for another vehicle, click **Choose Vehicle**. Then select the year, make, model, and option, and click **OK**.



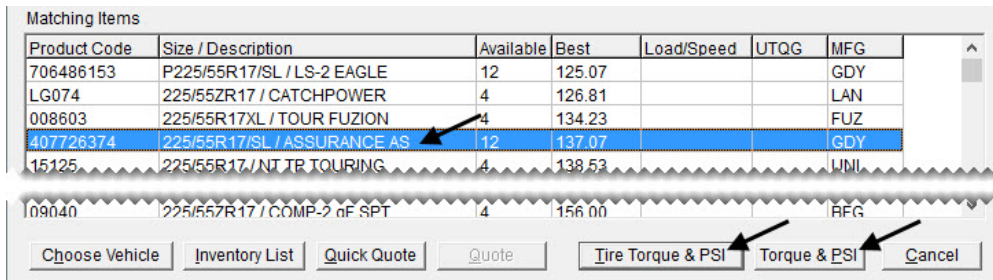
- ♦ For additional information about the tires on the Matching Items list, click **Inventory List**.



- ♦ 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**.



- 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 “[Setting the Torque and Air Pressure Controls](#)” on page 408.



Note: If the system control **Fitment Guide - Skip Inventory Lookup** is set to **No**, TireMaster will prompt you to look up the matching item on the Custom Inventory Lookup screen.

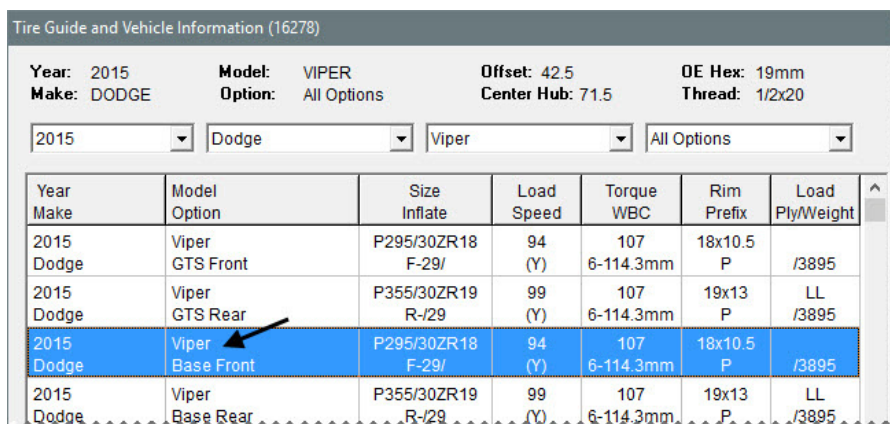
- Type the tire’s quantity and press to include the add-on items.
- To exit the Invoice Entry screen for a work order, click **Quit**. For quotes, click **Save** and close the Quote and Estimate Writer screen.

Working with 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.

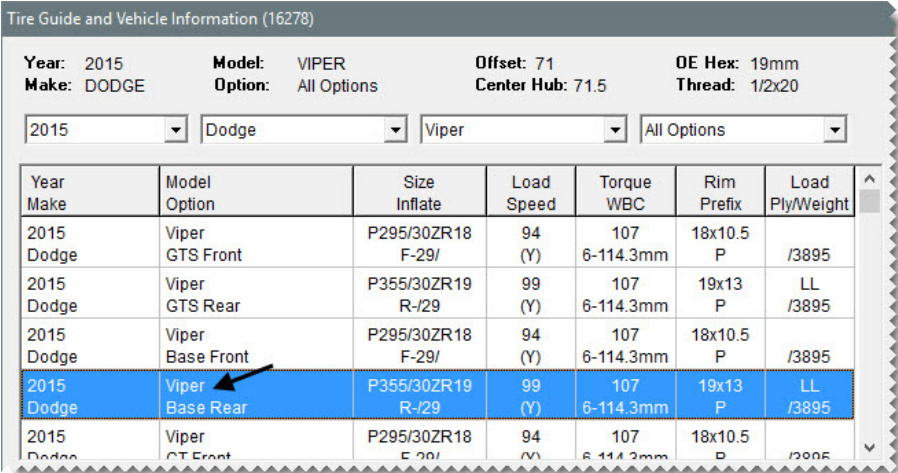
To work with staggered fitments

- Start a quote or a work order for the customer and select the vehicle.
- Click **Fitment**. The Tire Guide and Vehicle Information screen appears. It displays both front and rear options for the vehicle.
- Add the front tires to the work order or quote.
 - 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 [“Setting the Torque and Air Pressure Controls” on page 408](#).
 - 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**, 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**, 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. When the control is set to No, the size is entered as a quick look code instead (Figure 68).

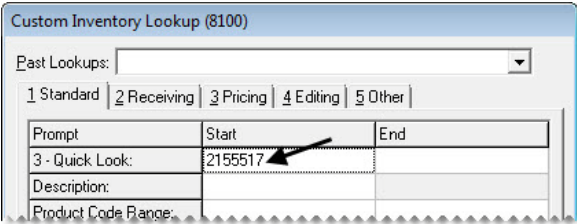


Figure 68: The Tire Size Entered As a Quick Look Code

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 (Figure 69).



Figure 69: Fitment Size Displayed

The controls **Fitment Guide - Skip Inventory Lookup** and **Fitment Guide - Use Size for Search** are on the **Inventory** tab of the System Controls screen. For more information, see [“Inventory Controls” on page 862](#).

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.

Setting 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:

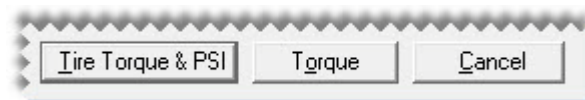
- ◆ **Work Orders - Fitment Print Air Pressure**
- ◆ **Work Orders - Fitment Print TRQ**

The settings for these controls also affect the labeling for two buttons on the Tire Guide and Vehicle Information screen.

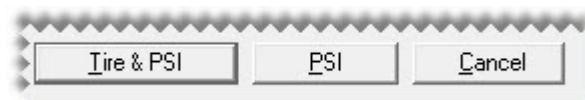
- ◆ When both controls are set to **Yes**, the buttons look like this:



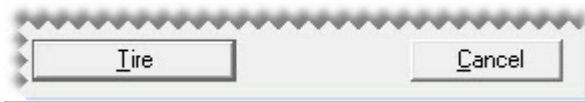
- ◆ When the torque control is set to **Yes** and the inflation control is set to **No**, the buttons look like this:



- ◆ 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**, the buttons look like this:



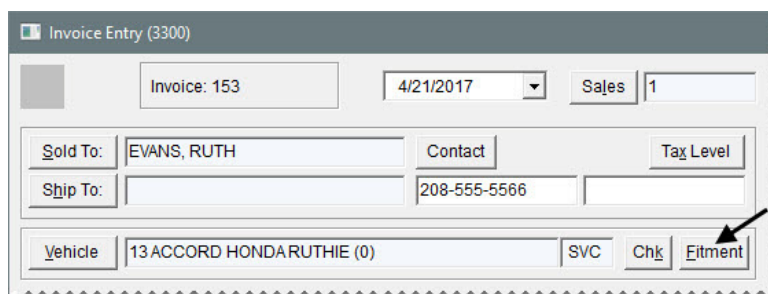
The torque and air pressure controls are on the **Other** tab of the System Controls screen. For more information, see [“Other Controls” on page 865](#).

Adding 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 order. This information can also be printed on the final invoice.

To add torque and inflation to quotes and work orders

1. Start a quote or work order. For more information, see [“Starting Work Orders” on page 329](#).
2. Click **Fitment**. The Tire Guide and Vehicle Information screen appears.

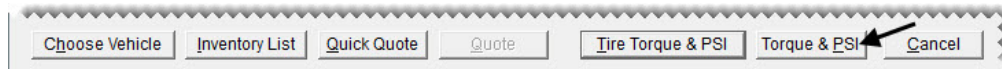


Note: If a vehicle hasn’t already been added to the quote or work order, TireMaster prompts you to look up one.

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 shown, 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 [“Setting the Torque and Air Pressure Controls” on page 408](#).

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.

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. This chapter includes the following topics:

- ◆ [“Preparing to Use the DOT Interface” on page 411](#)
- ◆ [“Recording Tire Identification Numbers” on page 413](#)
- ◆ [“Printing Protection Plan Certificates” on page 414](#)

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.

Preparing to Use the DOT Interface

Before you can record tire identification numbers with the Secondary application, you need to define which of your inventory categories are for 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.

Updating 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. From the **Inventory** menu, select **Categories**. The Inventory Category List appears.
1. 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**.

2. When you're done updating *all* of your *tire* categories, close the Inventory Category List.

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

Description	Value	SiteNo
Apply Sales Tax to FET	YES	1
Checklist - View Status	1	1
DOT Interface - Enabled	YES	1
DOT Interface - Entry Bypass	YES	1
Enforce BAR for Quotes (YES or NO)	NO	1

5. Click **OK**.
6. Close the System Controls screen.

Entering 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 Secondary application 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 appears.
3. Click **Setup**. The DOT Setup screen appears.
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.

DOT Setup (16581)

Dealer ID:	09276
User Name:	t1t3
Password:	tr3ad1
ETP Location:	/ftp/asa/tirenumbers
Customer Types:	1,4,E,N,S

Send DOT Information

Ok Cancel

7. To save your changes, click **OK**.
8. Close the DOT Information screen and the work order.

Recording 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 [“DOT Interface - Entry Bypass”](#) on page 866.

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 [“Completing an Invoice”](#) on page 336.
2. Type the identification number for the first tire listed.

Num	Product Code	Size	Description	DOT Number
1	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017

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.

Num	Product Code	Size	Description	DOT Number
1	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
2	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
3	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
4	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017

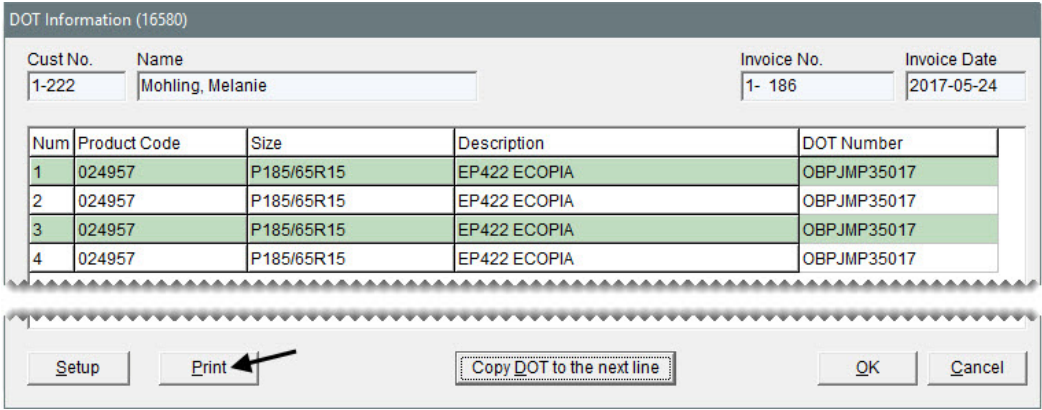
Note: Tire identification numbers are available only when a duplicate invoice is printed at the store where the original sale occurred.

Printing 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 Pro-Tection 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 the certificate, along with serial numbers for each tire sold.

To print Tire Pro-Tection 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 ["Recording Tire Identification Numbers"](#) on page 413.
- 2. Load one or more preprinted forms for the Tire Pro-Tection 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.

Note: Certificates cannot be printed after the invoice is completed.

Managing 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 topics:

- ◆ [“Managing Customer Turnaround” on page 417](#)
- ◆ [“Preparing to Use the Scheduler” on page 431](#)
- ◆ [“Work Order Status Indicator” on page 433](#)
- ◆ [“Promised Time Indicator” on page 436](#)

Managing Customer Turnaround

With TireMaster’s Appointment Scheduler, you can collect information about upcoming jobs and allocate resources needed to complete the work.

Appointment Calendar

The appointment calendar shows the dates and times of scheduled appointments, along with the resources (bays, technicians, or both) allocated to those appointments (Figure 70).

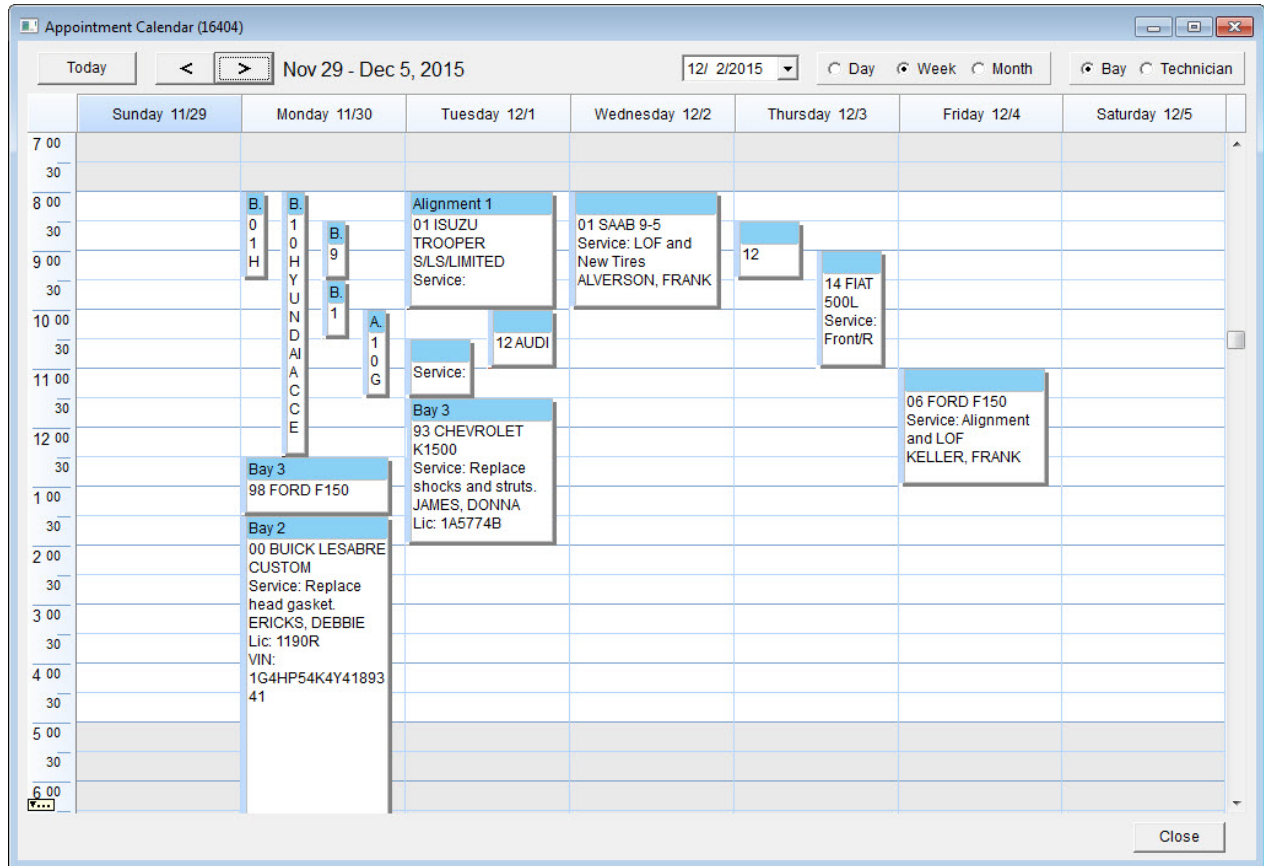




Figure 70: Appointment Calendar

Item	Description
Today	Lets you see appointments scheduled for the current day in all views.
	Lets you see appointments scheduled for the previous day, week, or month, depending on which view is selected.
	Lets you see the appointments scheduled for the next day, week, or month, depending on which view is selected.
Date	Lets you see the appointments for a specific date in all views.
Day	Lets you see the appointments scheduled for a specific date. In day view, appointments can be organized by mechanic or bay assignment.
Week	Lets you see the appointments scheduled for the week in which a specific date (defined in the date field) falls.
Month	Lets you view the appointments scheduled for the month in which a specific date (defined in the date field) falls.
Bay	Lets you view the appointments scheduled for each of your service bays, when day or week view is selected.

Item	Description
Technician	Lets you see the appointments scheduled for each of your mechanics, when day or week view is selected.
Close	Exits the screen.

Scheduling 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.

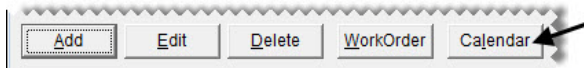
To schedule an appointment

1. If the Open Work Order List isn't open, click **Invoicing**.
2. Click **Schedule**. The Appointment List appears.



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 the control **Schedule - Automatic Delete Days**. This setting is on the **Other** tab of the System Controls screen.

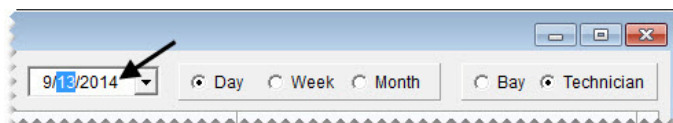
3. Click **Calendar**. The Appointment Calendar opens.



Note: To bypass the appointment calendar, click **Add** and go to step 7.

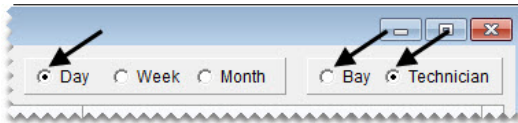
Tip: The appointment calendar can be enlarged by resizing or maximizing it.

4. Type the date on which you want to schedule the appointment in the date field or select it from the pop-up calendar.

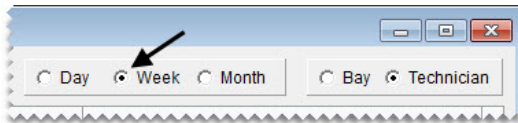


5. Change the view, if needed.

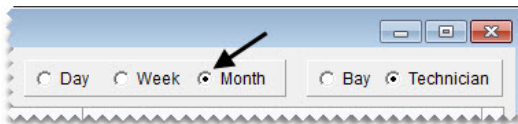
- ◆ To see appointments for a particular day, along with mechanic or service bay availability, select **Day**. Then select **Bay** or **Technician**.





- ◆ To see the appointments that have been scheduled during the week of the appointment date, select **Week**.



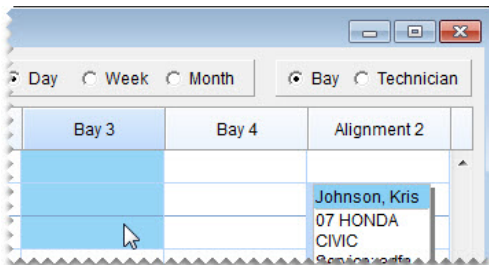
- ◆ To see the appointments that have been scheduled during the month of the appointment date, select **Month**.



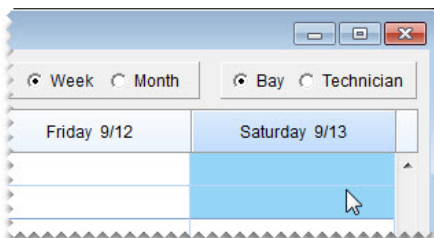
Tip: To see the appointments for the previous day, week, or month, depending on which view is selected, click . To see appointments for the next day, week, or month instead, click .

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.

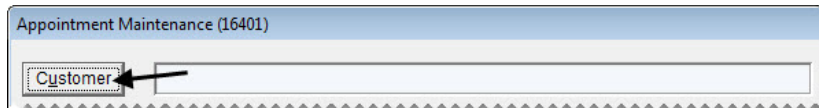


The Appointment Maintenance screen appears.

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 [“Looking Up a Customer” on page 65](#).



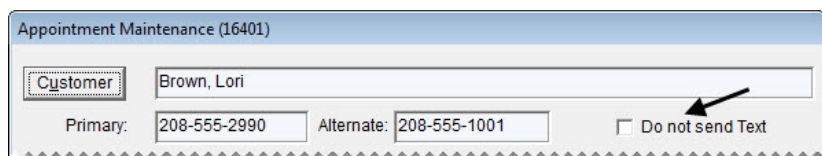
Note: If the appointment is for a new customer, click **Cancel**. Then click **Add** and set up the new customer. For more information, see [“Adding a Customer” on page 62](#).

- b. When prompted, select the customer’s vehicle, and click **OK**.

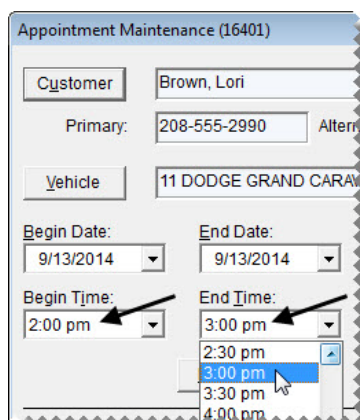
Note: If the appointment is for a new customer, TireMaster prompts you to add the vehicle once you save the customer. For more information, see [“Adding a Customer’s Vehicle” on page 85](#).

- 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.



9. If you haven’t already set the appointment’s starting and ending times, select them from the drop-down lists.



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 in the **Notes** field.

The screenshot shows a form with the following fields:

- Begin Date:** 9/13/2014
- End Date:** 9/13/2014
- Begin Time:** 2:00 pm
- End Time:** 3:00 pm
- Notes:** LOF and tire rotation.
- Promised:** 3:00 PM

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 [“Setting Up a Bay or Job Type List” on page 431](#).
 - b. Click **Mechanic**, and select the name of the technician who will perform the work. If the technician was already defined, disregard this step.

The screenshot shows the resource assignment section with the following values:

- Bay / Job:** Bay 4
- Mechanic:** Smith, Russell

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 [“Looking Up Inventory Items” on page 185](#).

The screenshot shows a table with the following columns: Qty, Product Code, Size, and Description. The 'Add' button is highlighted with a blue background and an arrow pointing to it.

Qty	Product Code	Size	Description

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**.

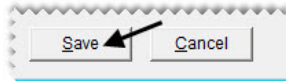
- b. Type the quantity for each item.

The screenshot shows the same table as above, but with the 'Qty' field highlighted in blue and an arrow pointing to it. The 'Product Code' field contains the value 'PTS-OF'.

Qty	Product Code	Size	Description
	PTS-OF		

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 870](#).

14. Click **Save**, and close the Appointment Maintenance screen. The new appointment is added to the Appointment List.

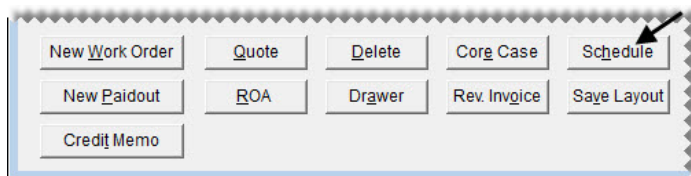


Rescheduling an Appointment

When customers need to reschedule appointments, you can change the dates, times, and resources, by dragging appointments to different spots on the calendar.

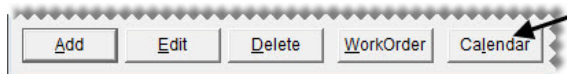
To reschedule an appointment

1. Open the appointment calendar.
 - a. If the Open Work Order List isn't already open, click **Invoicing**.
 - b. Click **Schedule**. The Appointment List appears.

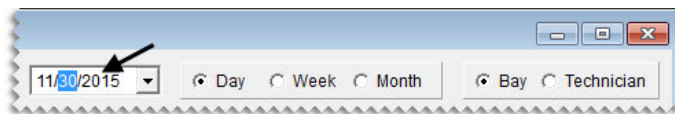


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.


- c. Click **Calendar**. The Appointment Calendar opens.

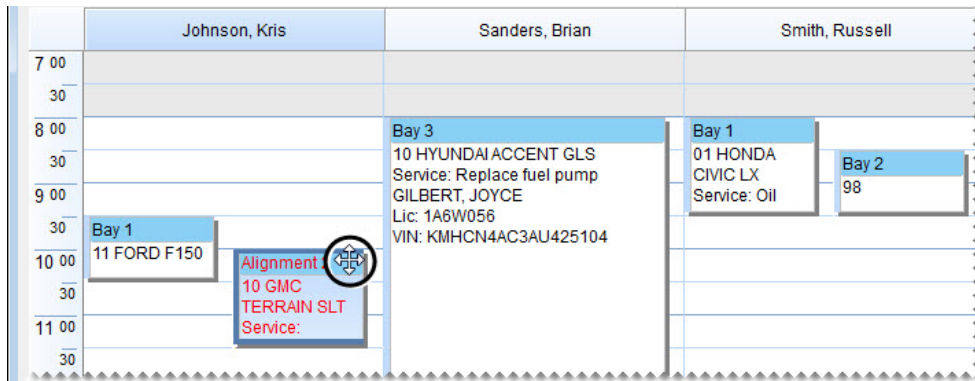


2. Type the *original* date for the appointment in the date field or select the original appointment date from the pop-up calendar.




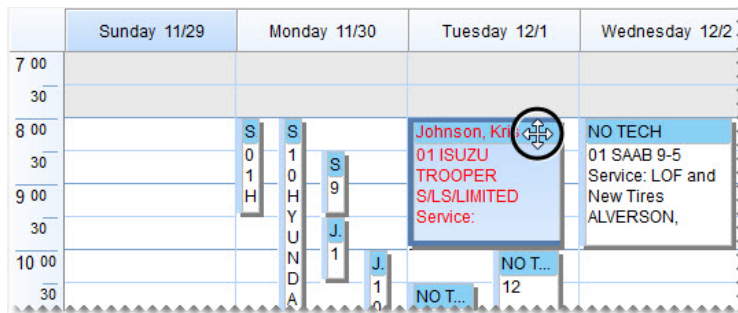
3. To reschedule an appointment on the *same* day, do one of the following:


- ◆ In day view (select **Day**), 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.

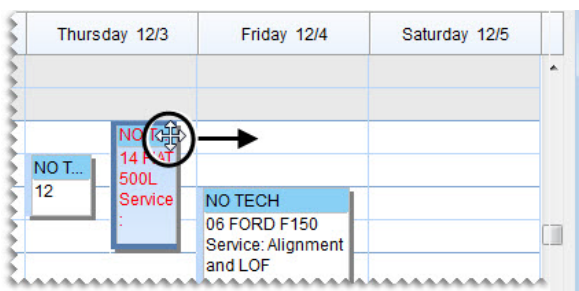



Note: If you want to reschedule the mechanic in addition to the time, make sure **Technician** is selected. Similarly, if you want to reschedule the bay along with the time change, make sure **Bay** is selected.

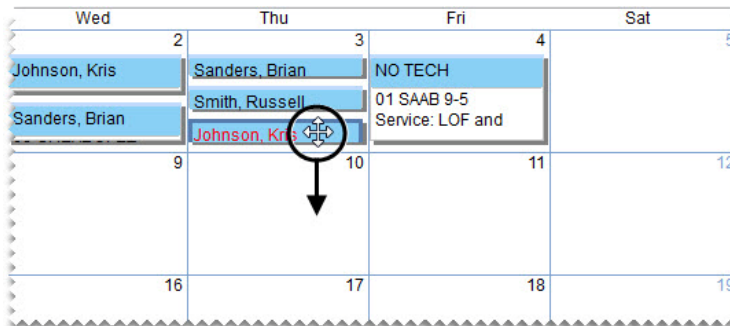
- ◆ In week view (select **Week**), move the pointer to the appointment heading. When  appears, click and drag the appointment to a new time during the same day.



- 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).



5. 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.



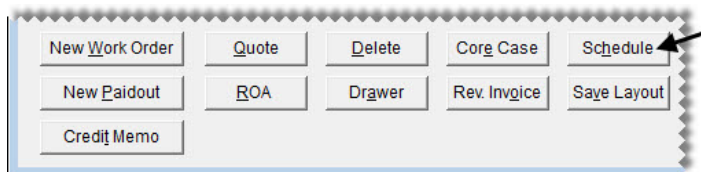
6. Close the Appointment Calendar.

Scheduling a Different Mechanic

If a mechanic is no longer available at the time when you've schedule an appointment, you can assign a different mechanic to the job.

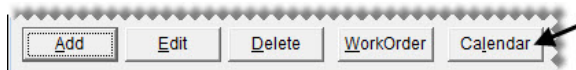
To reschedule a mechanic

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.

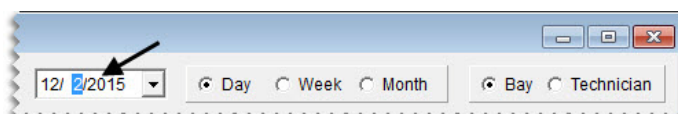


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

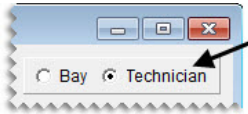
- c. Click **Calendar**. The Appointment Calendar opens.




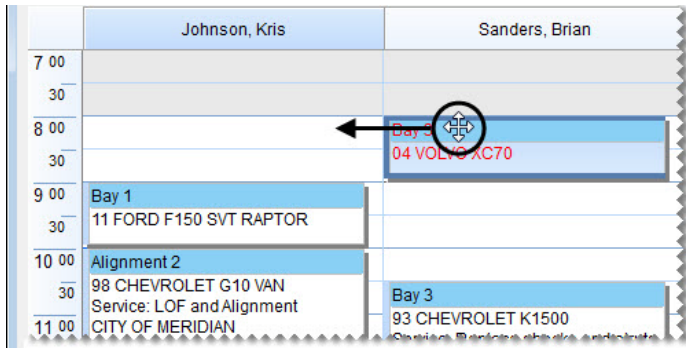
2. Type the date of the appointment in the date field or select it from the pop-up calendar.



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.



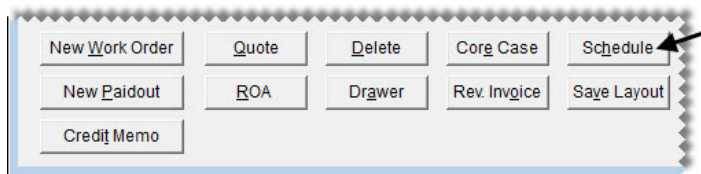
5. Close the Appointment Calendar.

Scheduling 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.

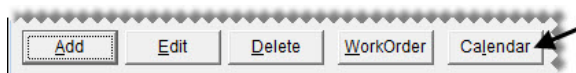
To schedule a different bay

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.

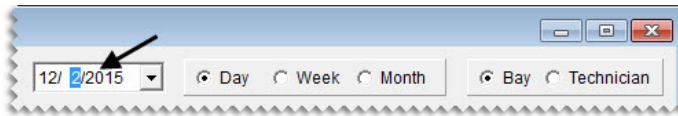


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

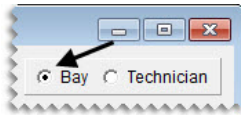
- c. Click **Calendar**. The Appointment Calendar opens.




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.

	Bay 1	Bay 2	Bay 3
7 00			
30			
8 00		Sanders, ... 04 VOLVO	Smith, Fu... 01 HONDA
30			
9 00	Johnson, Kris 11 FORD F150 SVT		
30		Sanders, Brian 93 CHEVROLET K1500 Service: Replace shocks and struts. JAMES, DONNA Lic: 1A5774B VIN: 2GCEK19K3P1189526	
10 00			
30			
11 00			
30			

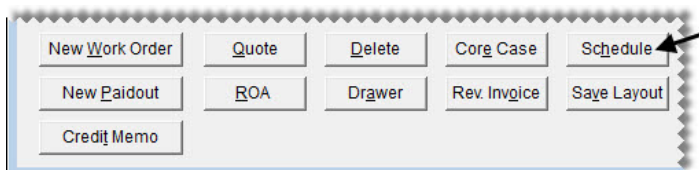
5. Close the Appointment Calendar.

Updating an Appointment

If you need to make changes to an appointment such as selecting a different vehicle or updating the notes, can do so on the Appointment Maintenance screen.

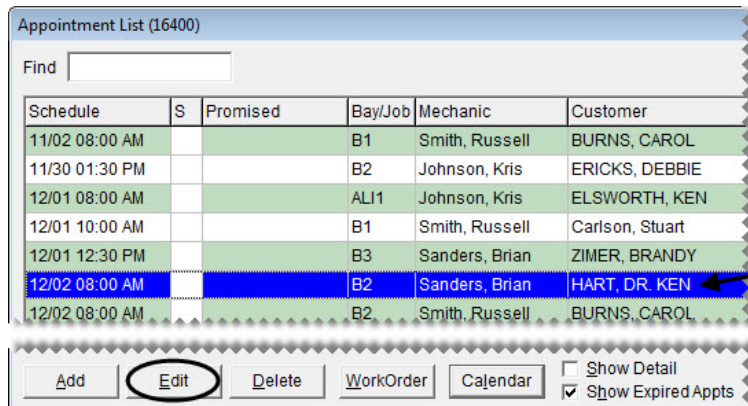
To update an appointment

1. If the Open Work Order List isn't open, click **Invoicing**.
2. Click **Schedule**. The Appointment List appears.



Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

3. Select the appointment that you want to update, and click **Edit**. The Appointment Maintenance screen appears.



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 [“Adding a Customer’s Vehicle” on page 85](#).
 - ♦ 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 [“Looking Up Inventory Items” on page 185](#).
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 870](#).
 - 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.

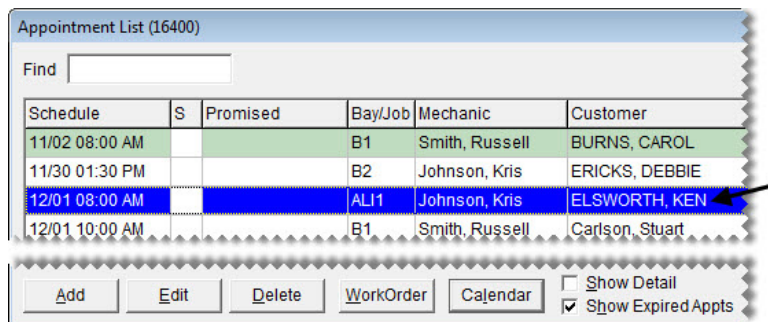
Canceling an Appointment

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.

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.



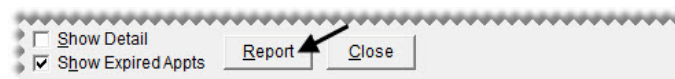
4. To delete the appointment, click **Yes**.
5. Close the Appointment List.

Printing 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 appears.



3. Select the beginning and ending dates for the appointments from the drop-down lists.
4. To limit the report to a single bay or job type, select a bay or job type from the **Bay/Job** drop-down lists. By default, all bays or job types are included on the report. For more information, see [“Setting Up a Bay or Job Type List”](#) on page 431.
5. To limit the report to a single technician, select a name from the **Mechanic** drop-down list. By default, all technicians are included on the report.

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

Appointment Report (16406)

Begin Date: 12/ 2/2015 End Date: 12/ 2/2015

BayJob: All

Mechanic: Smith, Russell

Print Close

- Print the report and close the Report Window.

Turning an Appointment into a Work Order

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

To turn an appointment into a work order

- If the Open Work Order List isn't open, click **Invoicing**.
- Click **Schedule**. The Appointment List appears.

New Work Order Quote Delete Core Case Schedule

New Payout ROA Drawer Rev. Invoice Save Layout

Credit Memo

- Select the customer's appointment, and click **Work Order**. The new work order is added to the Open Work Order List.

Appointment List (16400)

Find:

Schedule	S	Promised	Bay/Job	Mechanic	Customer
11/02 08:00 AM			B1	Smith, Russell	BURNS, CAROL
11/30 01:30 PM			B2	Johnson, Kris	ERICKS, DEBBIE

Add Edit Delete WorkOrder Calendar Show Detail Show Expired Appts

Note: Once the work order is created, the appointment is displayed in gray on the Appointment List to indicate that it can no longer be edited.

Preparing 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.

Defining 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 [“Adding User Accounts” on page 39](#).

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.

Designating 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 and define which employees are mechanics. Each store needs to set up its own bay or job type list. These settings are not needed at Corporate.

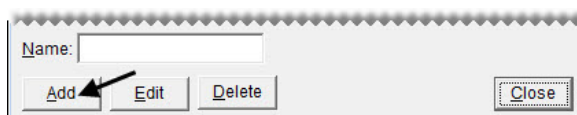
Setting Up a Bay or Job Type List

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 either 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. From the **Setup** menu, select **Appointment Scheduling**. The Bay/Job Type Maintenance screen appears.
2. For each bay or job type that 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**.

Name	Code	Limit
Bay 1	B1	0
Bay 2	B2	0
Bay 3	B3	0

Name: Alignment 1 Code: AL11 Limit: 5

Buttons: Add, Edit, Delete, Save, Cancel

3. Close the Bay/Job Type Maintenance screen.

Updating 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. From the **Setup** menu, select **Customer Scheduling**. The Bay/Job Type Maintenance screen appears.
2. Select the bay or job type that you want to modify, and click **Edit**. The settings for the bay or job type appear near the bottom of the screen.

Name	Code	Limit
Alignment 1	AL11	5
Alignment 2	AL12	5
Bay 1	B1	0
Bay 2	B2	0
Bay 3	B3	0

Name: Alignment 1 Code: AL11 Limit: 5

Buttons: Add, Edit, Delete, Ok, Close

3. Change the name, code, or limit.
4. Click **Save**.
5. Close the Bay/Job Type Maintenance screen.

Deleting 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, select **Customer Scheduling** from the **Setup** menu. Then select the bay or job type that you want to remove, and click **Delete**.

Setting 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.

Work Order Status Indicator

With the Work Order Status Indicator, you can track the progress of each job in your shop. Once you define which statuses you want to use, you can begin assigning them to work orders.

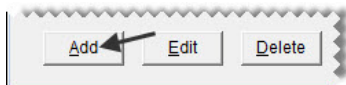
Adding Work Order Statuses

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. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.
2. Click **Add**. The WO Status screen appears.



3. Type the name of the status in the **Option Name** field.

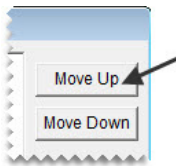
Tip: For best results, limit the number of characters in the status name to ten or fewer.
4. Type the letter, number, or symbol that you want to use to identify the status in the **Option Symbol** field. This character is used on the Open Work Order List.

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 to 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 it and click **Move Up** repeatedly until it is in the position where you want it to be.



- ◆ To move a toward the bottom of the list, select it and click **Move Down** repeatedly until it is in the position where you want it to be.
11. When you're finished setting up work order statuses, close the Work Order Status Options screen.

Updating Work Order Statuses

If you need to change the settings or position for a work order status, you can update it.

To update a work order status

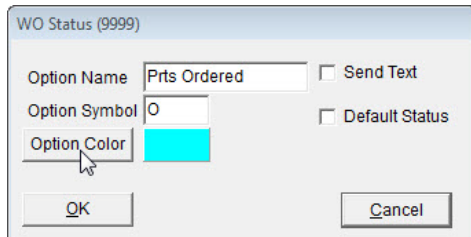
1. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.
2. To update the settings for a work order status, select it and click **Edit**. Then do the following as needed and click **OK** to save your changes.



- ◆ 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.
3. To change the position of the status on the list of work order statuses, select the status and click **Move Up** or **Move Down**.



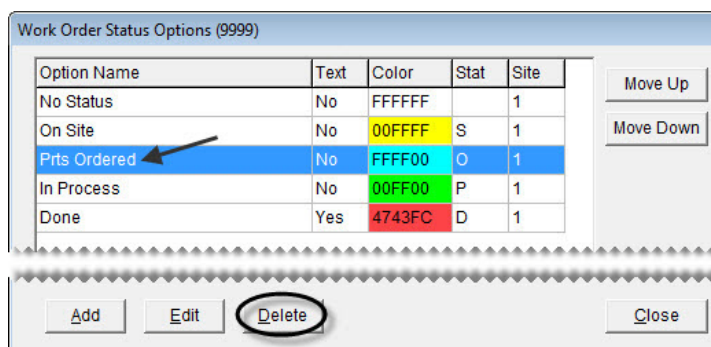
4. Close the Work Order Status Options screen.

Deleting Work Order Statuses

If you no longer use a work order status, you can delete it.

To delete work order statuses

1. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.
2. Select the status you want to remove, and click **Delete**. A confirmation message appears.



3. Click **Yes**. The deleted status is no longer listed on the Work Order Status Options screen.
4. Close the Work Order Status Options screen.

Changing 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 (Figure 70).

S	Promised	Date	Invoice	Name
S	02:00 PM 07/30	07/30	145	VARSITY PLUMBING
O	01:30 PM 07/30	07/30	144	KELLER, FRANK
P	01:00 PM 07/30	07/30	143	ARMINGTON, TOMMY
D	12:00 PM 07/30	07/30	142	MICROWAVE PRO INC.
D	11:30 AM 07/30	07/30	141	BURNS, CAROL

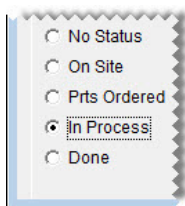
Figure 71: Job Status Color Codes and Letters

To change a vehicle's job status

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

Setting the Promised Time

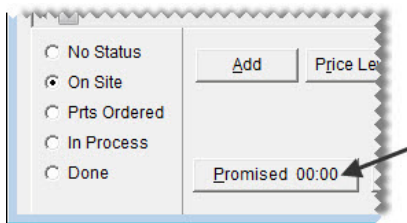
The promised time for jobs is set at point of sale. Setting the promised time includes defining both the date and time when you've pledged to complete a job.

To set the promised time

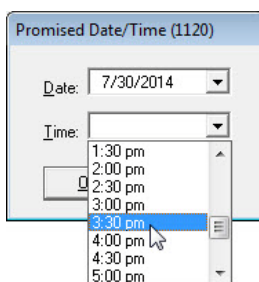
1. Click **Invoicing**. The Open Work Order List appears.
2. Select the work order for which you need to set the promised time, and click **Select**. The Invoice Entry screen appears.



3. Click **Promised**. The Promised Date & Time screen appears.



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 list.



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

Marketing

The Marketing Module can help you promote your business. You can use it to create postcards and select the customers who will receive those postcards. You can also use the Marketing Module to create mailing labels and coupons. This chapter includes the following topics:

- ◆ “Opening the Marketing Module” on page 439
- ◆ “Managing Postcards” on page 439
- ◆ “Managing Postcard Filters” on page 445
- ◆ “Point-of-Sale Mailings” on page 449
- ◆ “Mass Mailings” on page 452
- ◆ “Generating Generic Postcards” on page 454
- ◆ “Making Labels” on page 456
- ◆ “Saving Names and Addresses in a Text File” on page 457

Opening the Marketing Module

The marketing module is a utility that runs separately from TireMaster. You can open it from TireMaster’s menu bar or the Windows **Start** menu.

To open the marketing module, do one of the following:

- ◆ Click **Marketing**.
- ◆ From the **Start** menu, select **Programs > TireMaster > TireMaster Marketing**. Then type your TireMaster user name and password, and click **OK**.

Managing Postcards

You can create a unique message for each type of postcard that you want to send to customers.

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.

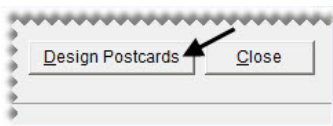
Laying Out Postcards

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.

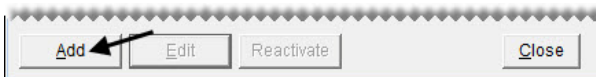
Tip: When you've finished the layout for a postcard, verify that it meets postal regulations. Take a sample of the card to the post office where you will mail it and get a signature from the post office clerk before you print the final copies.

To lay out a postcard

1. Click **Marketing**. The Marketing screen appears.
2. Click **Design Postcards**. The Postcard List appears.



3. Click **Add**. The Postcard Design screen appears.



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.

4. Make sure the **Setup** tab is selected, and type a four-character code and a description for the postcard.

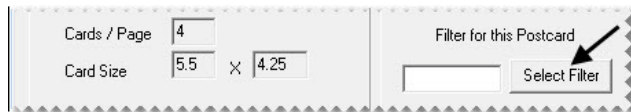


5. Select the **Correct for Gutter** check box, and type the correction amount in the **in** (inches) field.



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.

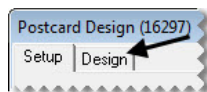
6. To assign a filter to the postcard, click **Select Filter**. Then choose a filter from the list and click **OK**.



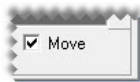
7. Click **Save**.



8. Click the **Design** tab to display the layout area.



9. Move the address, vehicle-information, and message boxes if needed:
- Select the **Move** check box.



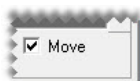
- Click the box you want to move, and drag it to a different location.



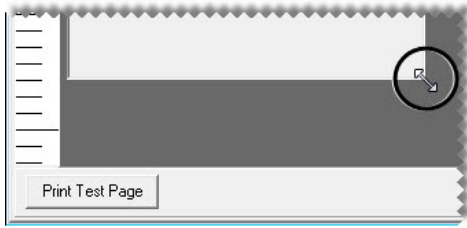
Note: Leave at least 5/8 inch of space at the bottom of the postcard for the postal service bar code.

10. Resize the message box, if needed:

- Make sure the **Move** check box is selected.



- 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.

11. Add content to the message box:

- a. If the **Move** check box is selected, clear the check mark.



- b. Type your message.



12. Generate a test page:

- a. Click **Print Test Page**. TireMaster prompts you to save the postcard before printing the test page.

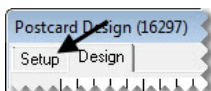


- b. Click **Yes**. The Print screen appears.
- c. Print the test page.
- d. Review the test page. Then make any needed changes to the layout.

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.

13. Save the postcard.

- a. Click the **Setup** tab.



- b. Click **Save**.



- c. Close the Postcard Design screen.

Note: Each site has its own postcards. Postcards are saved on the network, and can be accessed from any TireMaster workstation.

Updating Postcards

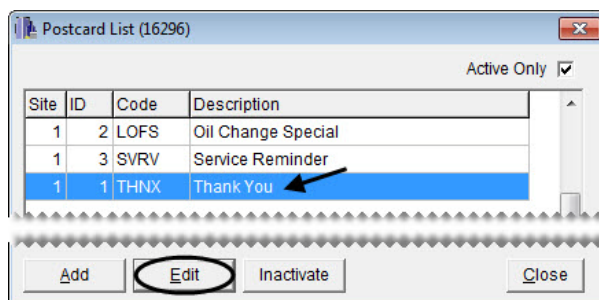
Occasionally, you might want to change the code, filter, description or the message for a postcard. If so, you can edit one or more of the card's settings.

To update a postcard

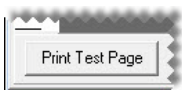
1. Click **Marketing**. The Marketing screen appears.
2. Click **Design Postcards**. The Postcard List appears.



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 [“Laying Out Postcards” on page 440](#).
5. To review your changes, click **Print Test Page**.



6. Save your changes.
 - a. Make sure the **Setup** tab is selected.



- b. Click **Save**.



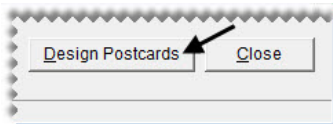
- c. Close the Postcard Design screen.

Inactivating Postcards

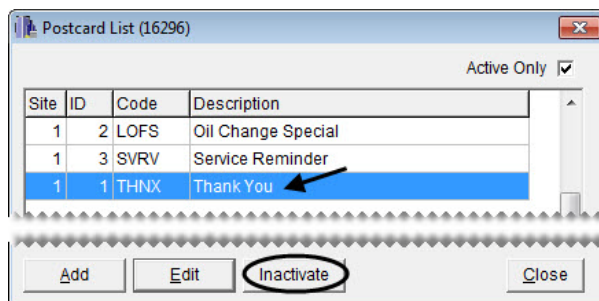
If you no longer use a postcard, you can inactivate it.

To inactivate a postcard

1. Click **Marketing**. The Marketing screen appears.
2. Click **Design Postcards**. The Postcard List appears.



3. Select the card that you want to delete, and click **Inactivate**. A confirmation message appears.



4. Click **Yes**.

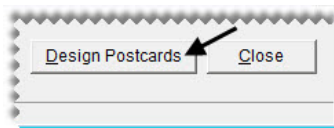
Re-activating Postcards

If you want to start using a deleted postcard again, you can re-activate it.

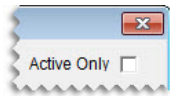
To re-activate a postcard

1. Click **Marketing**. The Marketing screen appears.

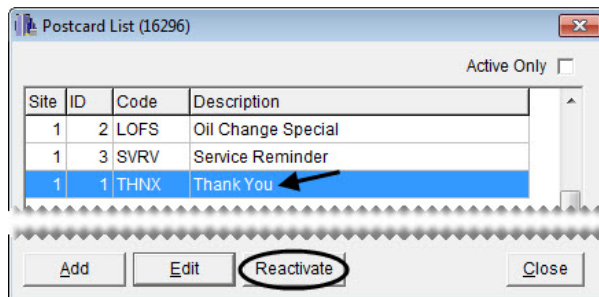
2. Click **Design Postcards**. The Postcard List appears.



3. To display both active and inactive postcards, clear the **Active Only** check box.



4. Select the card that you want to re-activate, and click **Reactivate**. A confirmation message appears.



5. Click **Yes**.

Managing Postcard Filters

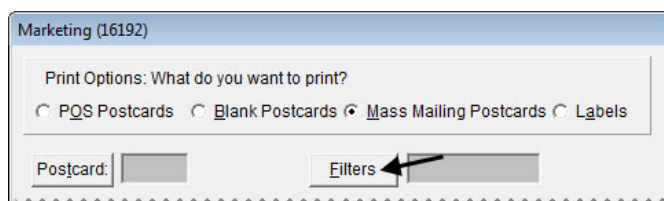
With filters, you can select which customers will receive postcards in a mass mailing based on parameters such as products purchased, purchase date, mileage intervals, and the amount of money spent.

Creating Postcard Filters

You can filter customer and purchase data on-the-fly when printing postcards. However, setting up filters that can be reused will help you save time. Filters can be retrieved when you print postcards, or you can assign a filter to a postcard.

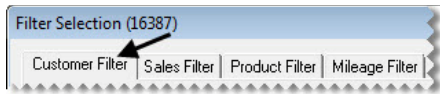
To create a postcard filter

1. Click **Marketing**. The Marketing screen appears.
2. Click **Filters**. The Filter Selection screen appears.



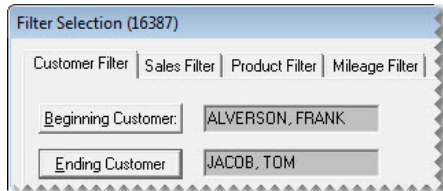
Note: To remove settings for previously-created filters from each of the tabs, click **Reset Filters**.

- To limit the mailing to specific customers, make sure the **Customer Filter** tab is selected.

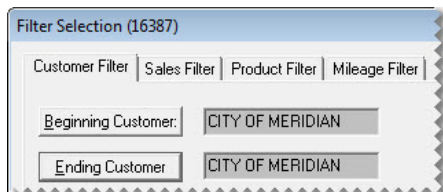


Then do one or more of the following:

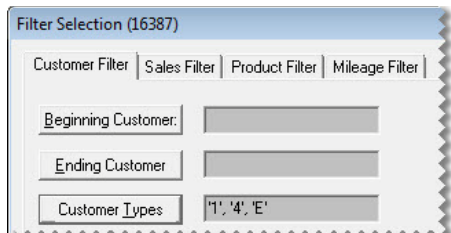
- For a range of customers, click **Beginning Customer** and look up the name of the first customer in the range. Then click **Ending Customer** and look up the name of the last customer in the range.



- For one customer, click **Beginning Customer** and look up the customer's name. Then click **Ending Customer** and look up the same name again.

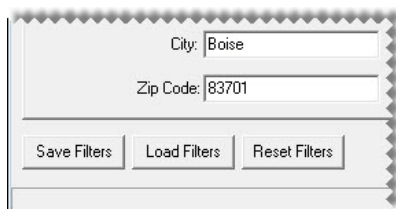


- For specific customer types, click **Customer Types**. Then select one or more types from the list.

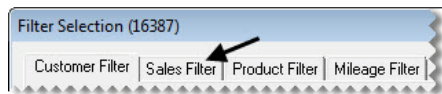


Note: For multiple types, press **Ctrl** while you select each type.

- For customers who live in a particular city, type the city's name.
- For customers who live in a particular zip code, type the zip code.

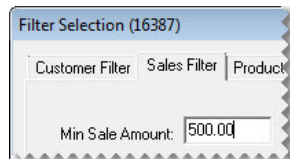


4. To limit the mailing by the amount of money spent, purchase date, or both, click the **Sales Filter** tab.

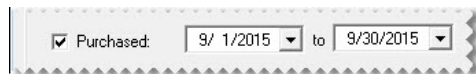


Then do one or more of the following:

- ◆ For customers who've spent a minimum amount of money, type the amount in the **Min Sale Amount** field.



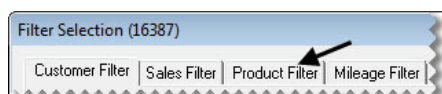
- ◆ For customers who bought items or services during a particular date range, select the **Purchased** check box. Then select the beginning and ending dates from the drop-down calendars.



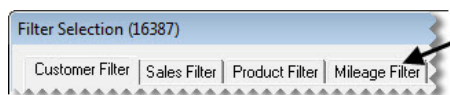
- ◆ For customers who haven't bought anything since a particular date, select the **Has Not Purchased Since** check box. Then select the last date of purchase from the drop-down calendar.



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 [“Looking Up Inventory Items”](#) on page 185.

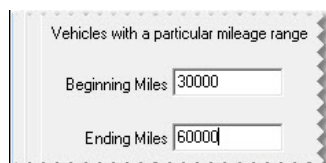


6. To limit the mailing by vehicle mileage, click **Mileage Filter**.

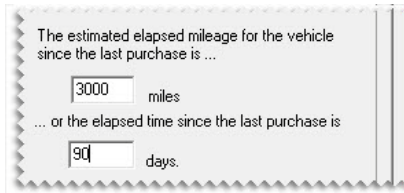


Then do one of the following:

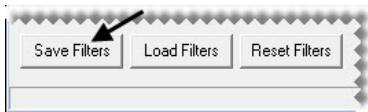
- ◆ For vehicle mileage that falls within a particular range, type the range in the fields for **Beginning Miles** and **Ending Miles**.



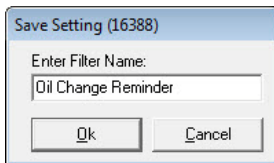
- ◆ For elapsed vehicle mileage and elapsed days since the last purchase, type the mileage and number of days.



7. Save the filter for reuse:
 - a. Click **Save Filters**. The Save Setting screen appears.



- b. Type a name for the filter.
- c. Click **OK**.



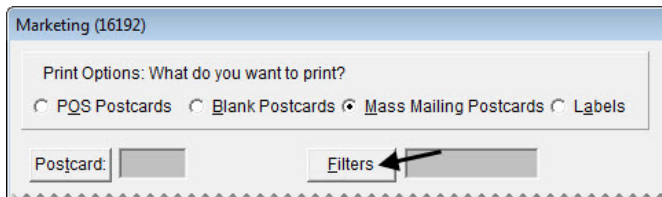
8. Close the Filter Selection screen.

Updating Postcard Filters

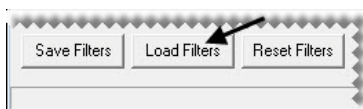
At times, you might want to update an existing filter. If so, you can make and save the changes.

To update a postcard filter

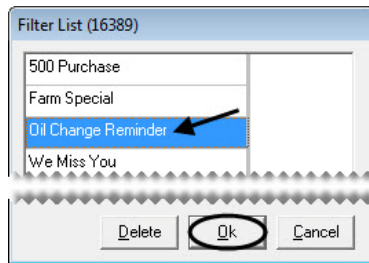
1. Click **Marketing**. The Marketing screen appears.
2. Click **Filters**. The Filter Selection screen appears.



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.

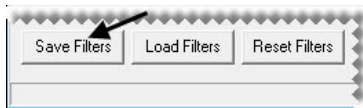


Tip: Write down the name of the filter to ensure that you'll use the same spelling when you're prompted to save your changes.

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 steps 3 through 6 of [“Creating Postcard Filters” on page 445](#).

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 appears.



7. Make sure the correct filter name is listed. If it is not, type the correct name. Then click **OK**. A confirmation message appears.
8. Click **Yes**.
9. Close the Filter Selection screen.

Deleting Postcard Filters

If you no longer use a filter, you can delete it from the Marketing Module. To delete a filter, click **Marketing**. When the Marketing screen appears, click **Filters**. Then click **Load Filters**, select the name of the filter you want to remove, and click **Delete**.

Point-of-Sale Mailings

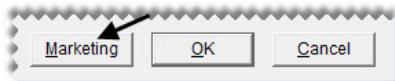
Typically, point-of-sale mailings are used to target customers who've declined services and those whose vehicles need recommended repairs. One way to identify recipients for point-of-sale mailings is to associate invoices with postcards. The other is to associate postcards with inspection areas on your service checklists.

Associating Invoices with Postcards

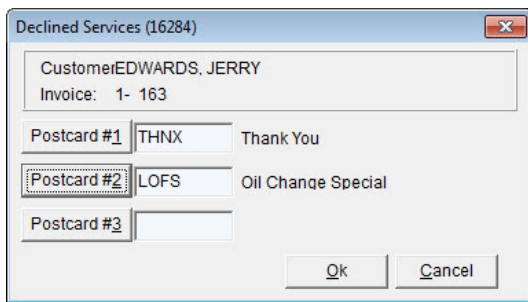
You can associate an invoice with up to three postcards when you complete an invoice. Once a customer's invoice has been associated with at least one postcard, that customer will be included in the next point-of-sale mailing.

To associate invoices with postcards

1. Begin completing an invoice. For more information, see [“Completing an Invoice” on page 336](#).
2. On the Invoice Completion screen, click **Marketing**. The Declined Services screen appears.



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.

Associating Inspection Areas with Postcards

You can associate each inspection area on a service checklist with a postcard. If a customer's vehicle needs any 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).

The association between a postcard and an inspection area is established in the Add/Edit Inspection Area screen. To associate a postcard, click  and select a code when prompted. The code and a description are then displayed in the **Postcard** field (Figure 72).

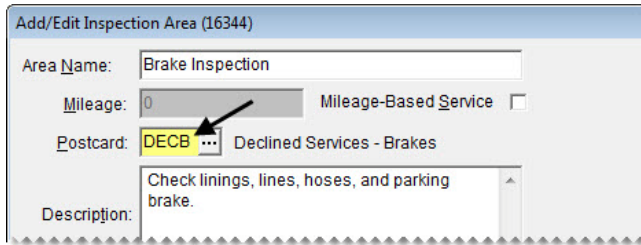


Figure 72: An Associated Postcard Code

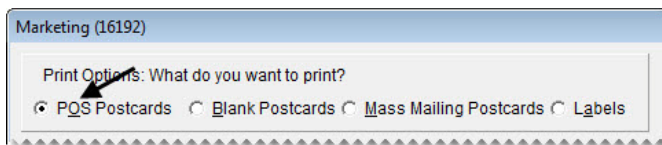
Printing Point-of-Sale Postcards

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.

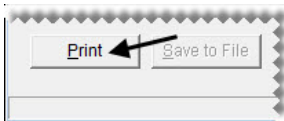
Note: Verify that the postcards have printed successfully before completing the process described below. Once point-of-sale postcards are printed, they are removed from TireMaster.

To print point-of-sale postcards

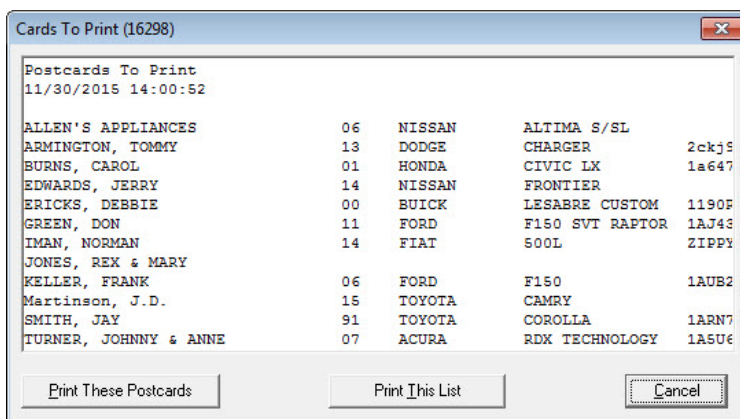
1. Click **Marketing**. The Marketing screen appears.
2. In the **Print Options** area, select **POS Postcards**.



3. Click **Print**. The Cards to Print screen appears.



4. Click **Print These Postcards**. The Print screen appears.



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

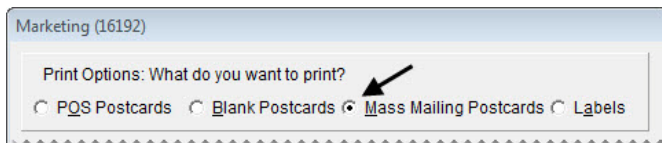
Mass mailing postcards are typically used for promoting sales or special events, sending thank you notes, and reminding customers of services due. To generate postcards for a mass mailing, you need to:

- ♦ 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.

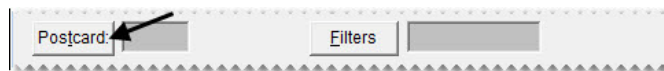
Note: Selecting **Target Mailing** can help you reduce office-supply waste and postage costs. For example, you’re preparing to mail postcards promoting your fall sale to all customers. One customer, Eddie Smith, has two vehicles. When **Vehicles** is selected for the target mailing, Eddie will receive two postcards. However, if you switch the target mailing to **Customers**, he’ll receive just one postcard.

To generate mass mailing postcards

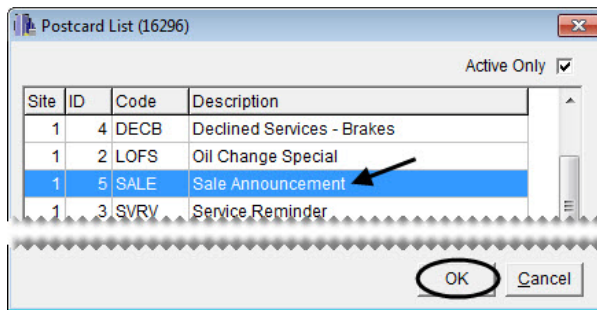
1. Click **Marketing**. The Marketing screen appears.
2. Make sure the print option **Mass Mailing Postcards** is selected.



3. Select a postcard:
 - a. Click **Postcard**.

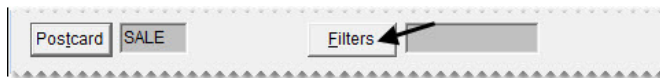


- b. Select a postcard from the list, and click **OK**.

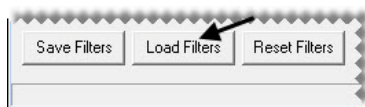


Note: If a filter has been assigned to the postcard, the following message appears: “There is a filter assigned to this postcard. Do you want to load it?” If you click **Yes**, disregard steps 4 and 5.

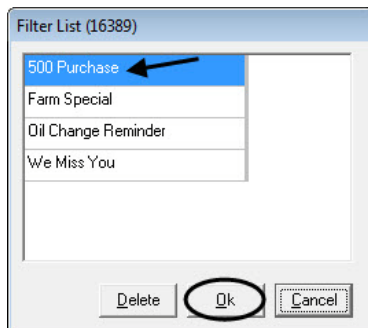
4. Select a reusable filter if needed:
- a. Click **Filters**. The Filter Selection screen appears.



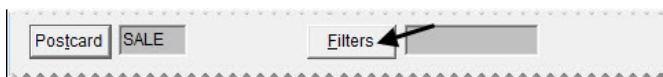
- b. Click **Load Filters**. The Filter List appears.



- c. Select the filter that you want to use, and click **OK**.

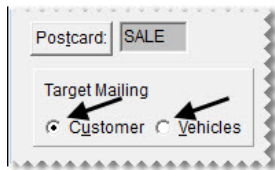


- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.
5. If you need to create a filter on-the-fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. For details, see steps 3 through 6 of [“Creating Postcard Filters” on page 445](#).

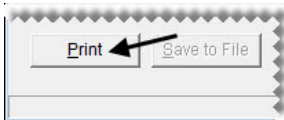


6. Select one of the following in the **Target Mailing** area:
- ◆ To send a postcard for each vehicle that meets the filter criteria, select **Vehicles**. When this option is selected, some customers might receive multiple postcards.

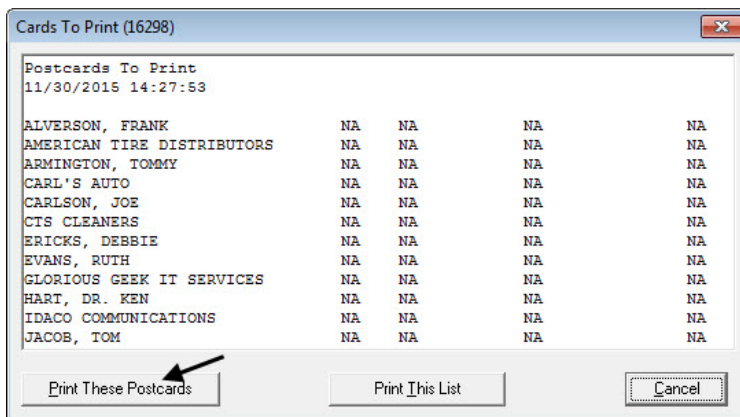
- ◆ To send only one postcard to each customer who meets the filter criteria, select **Customers**.



7. Click **Print**. The Cards to Print screen appears.



8. Click **Print These Cards**. The Print screen appears.



9. Select a printer, and click **OK**. 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.

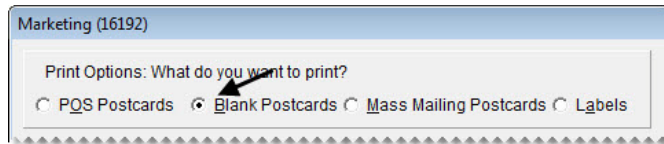
11. When you're finished printing postcards, close the Marketing screen.

Generating Generic Postcards

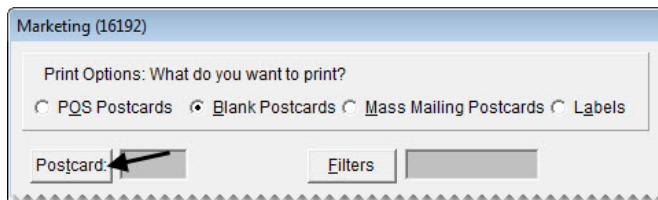
The Marketing Module includes a means of generating generic postcards that you can hand out to customers at random. These postcards are referred to as blank postcards, because you don't use a filter to select the recipients.

To generate generic postcards

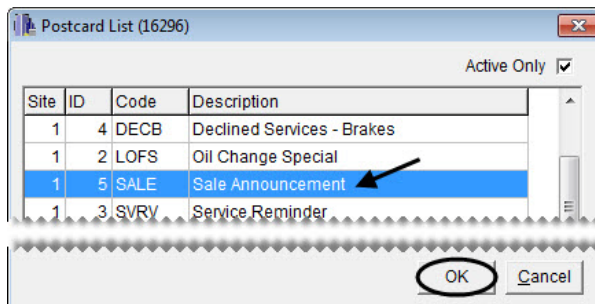
1. Click **Marketing**. The Marketing screen appears.
2. Select the print option **Blank Postcards**.



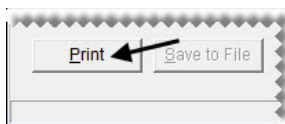
3. Select a postcard:
 - a. Click **Postcard**. The Postcard List appears.



- b. Select a postcard from the list, and click **OK**.



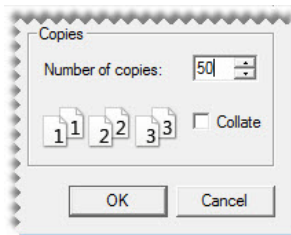
4. Click **Print**. The Cards to Print screen appears.



5. Click **Print These Postcards**. The Print screen appears.



6. Type the number of copies you want to print. Then click **OK**.



Making 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.

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)

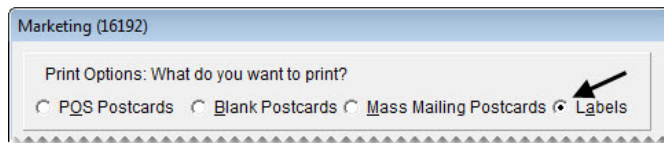
Printing Labels

To select the customer names and addresses for a batch of labels, use a reusable filter or create a filter on-the-fly.

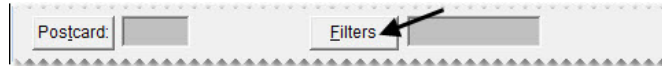
To print labels

1. Click **Marketing**. The Marketing screen appears.

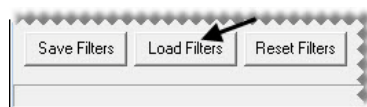
2. Select the **Labels** print option.



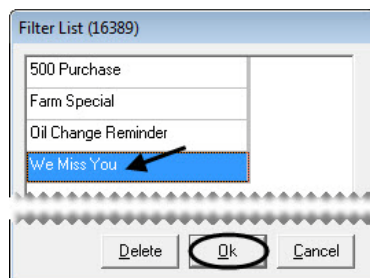
3. If you want to select a reusable filter, do the following:
 - a. Click **Filters**. The Filter Selection screen appears.



- b. Click **Load Filters**. The Filter List appears.

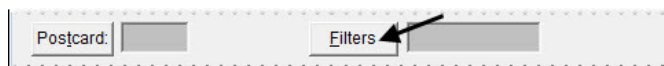


- c. Select the filter that you want to use, and click **OK**.



- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.

4. To create a filter on-the-fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. For detailed instructions, see steps 3 through 6 of [“Creating Postcard Filters”](#) on page 445.



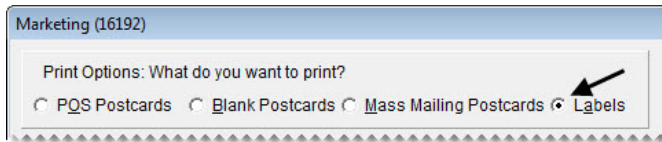
5. Click **Print**. The Report Window opens and displays the labels.
6. Print the labels and close the Report Window.

Saving Names and Addresses in a Text File

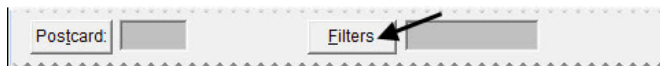
You can use the Marketing Module to look up customer names and addresses and save the results of your search as a .txt (text) file. Then you can use the information in other applications.

To save names and addresses in a text file

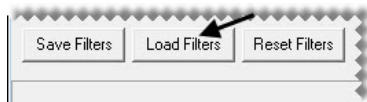
1. Click **Marketing**. The Marketing screen appears.
2. Select the **Labels** print option.



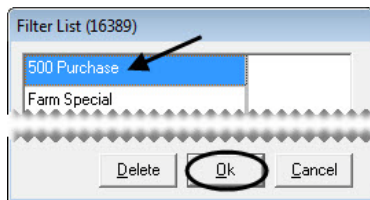
3. If you want to select a reusable filter, do the following:
 - a. Click **Filters**. The Filter Selection screen appears.



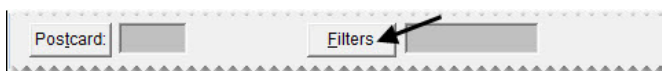
- b. Click **Load Filters**. The Filter List appears.



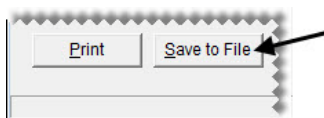
- c. Select the filter that you want to use, and click **OK**.



- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.
4. To create a filter on-the-fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. For detailed instructions, see steps 3 through 6 of [“Creating Postcard Filters”](#) on page 445.



5. Click **Save to File**. The Save Customer Label File screen appears.



6. Select the computer drive or network location where you want to save the file from the **Save in** drop-down menu.
7. Type a name for the file and the extension **.txt** in the **File Name** field.
Example: MyFileName.txt.
8. Click **Save**.

Sales Tax

TireMaster’s sales tax system helps you comply with your state’s sales tax laws. It’s also designed to let you prepare for upcoming tax changes ahead of time. If you conduct business in a state that requires you to charge a percentage of the regular tax rate for certain items, you can also complete settings to help you to meet such requirements. This chapter covers the following topics:

- ◆ [“Calculating Sales Tax” on page 459](#)
- ◆ [“Sales Tax Control Settings” on page 471](#)
- ◆ [“Defining How Sales Tax is Collected” on page 472](#)
- ◆ [“Customer and Inventory Tax Settings” on page 475](#)
- ◆ [“Special Tax Requirements” on page 477](#)

Calculating Sales Tax

To calculate sales tax in TireMaster, you need to set up tax rates and tax levels.

- ◆ **Tax rate:** The percentage of the sale total that’s 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 7).

Table 7: Simple Sales Tax Settings

Rates	Levels
Rate 1: Idaho Rate	Level 1: Idaho Level

Table 7: Simple Sales Tax Settings

Rates	Levels
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 8). You can assign one or more rates to a level.

Table 8: 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 to the requirements of different customers. For 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 [“Excluding FET from Sales Tax” on page 474](#).

Managing 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.

Creating Tax Rates

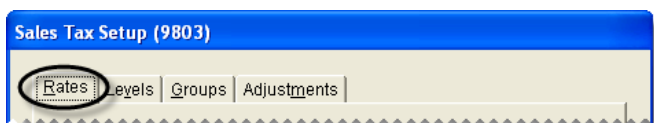
The first component needed to calculate sales tax in TireMaster is the tax rate. The number and kind of rates that you need to set up depend on the following:

- ◆ 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

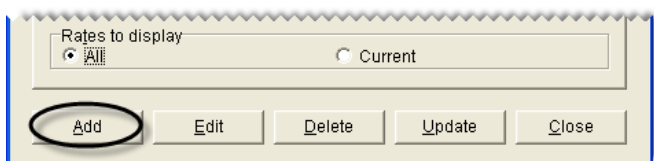
- ◆ Whether some customers are exempt from paying taxes

To create a tax rate

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Make sure the **Rates** tab is selected.




3. To display both current and future tax rates, select **All** in the **Rates to display** area.
4. Click **Add**. The Tax Rate Add screen appears.



5. Enter the following information for the new rate:
 - a. Type a description.

Note: For additional information about creating the descriptions for tax rates, see [“Naming Tax Rates”](#) on page 462.
 - b. Type the tax rate amount as a decimal.

Example: If the tax rate is 5%, type **.05**.
 - c. If required by your state, enter the maximum taxable amount. Otherwise, leave the amount as **0**.

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. **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 general ledger account to the rate. Click the **Tax GL Account** field, press , and select an account from the list.

- e. Select the dates when the rate goes into effect and ends from the **Effective From** and **to** pop-up calendars.

Tax Rate Add (9800)

Rate #: Description: IDAHO STATE RATE 6%

Rate:

Max Taxable Amount:

Tax GL Account:

Effective From: to

Note: Tax rates take effect at 12:00:00 AM (midnight) on the effective date and expire at 11:59:59 PM 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 [“Preparing for Tax Rate Changes”](#) on page 463.

Naming Tax Rates

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. Because tax rates are organized alphabetically on the Sales Tax Setup screen (Figure 73), you can define the order in which they’re displayed.

Tax	Description	BeginDate	EndDate	Rate
4	ADA COUNTY RATE 2.5%	1/01/2002	1/1/2111 11:00:00	0.025
3	BOISE CITY RATE 1%	1/18/2012	1/1/2111 11:00:00	0.01
2	IDAHO STATE RATE 6%	1/17/2012	1/1/2111 11:00:00	0.06

Figure 73: Tax Rates Are Displayed Alphabetically

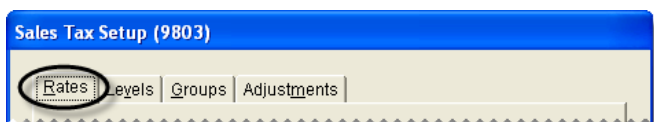
Editing Tax Rate Settings

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.

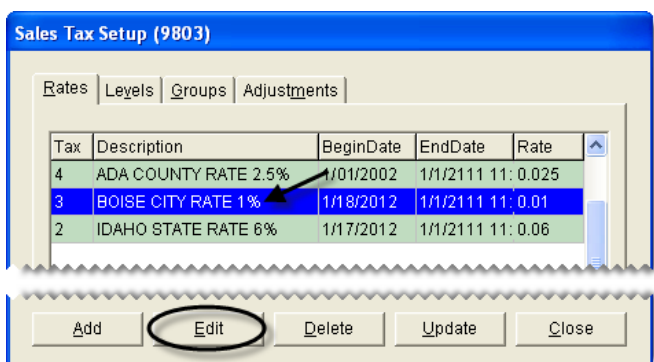
- ◆ If the rate has *never* been assigned to a tax level, *all* of its settings can be edited.
- ◆ If the rates has been assigned to a tax level, only the description and its ending date can be edited.

To edit a tax rate

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Make sure the **Rates** tab is selected.



3. To display both current and future rates, select **All** in the **Rates to display** area.
4. Select the rate that needs to be changed, and click **Edit**.



5. Change the description, rate, maximum taxable amount, general ledger 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. **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.

6. To save the changes, click **OK**.
7. Close the Sales Tax Setup screen.

Preparing for Tax Rate Changes

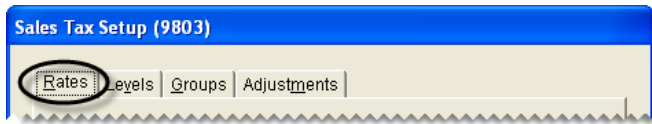
If your city, county, or state announces an increase or decrease for its sales tax rate, you can prepare for the change in advance by updating the tax rate. To update a tax rate, edit the ending date of the original rate. Then create a replacement rate.

Note: Once a tax rate has been assigned to a tax level, you can only edit its ending date. To change the rate's other settings, you need to update the rate.

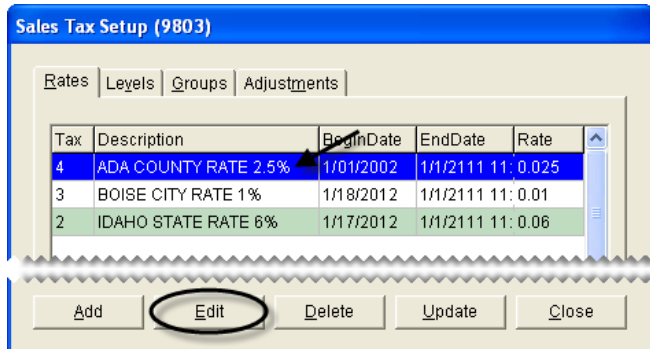
To prepare for tax rate changes

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.

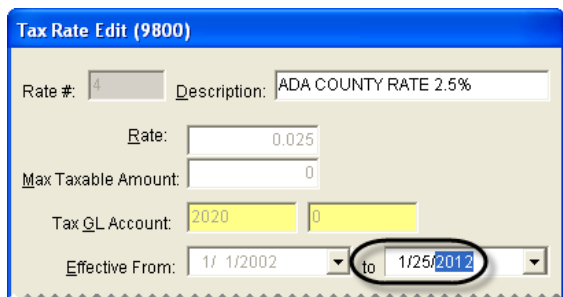
2. Make sure the **Rates** tab is selected.



3. To display both current and future rates, select **All** 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.



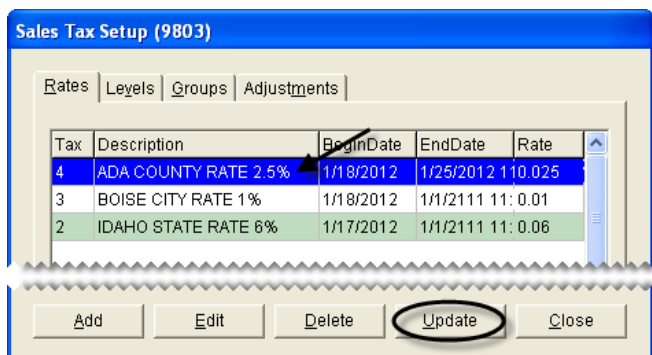
- b. In the **to** field, change the ending date of the original tax rate to the day before the replacement rate takes effect. You can select the date from the pop-up calendar.



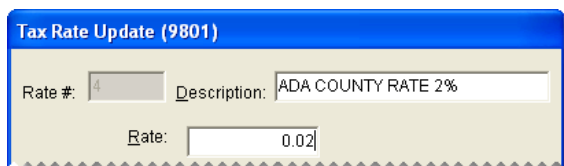
Note: The original tax rate remains in effect until 11:59:59 PM on the ending date. Therefore, if the new rate takes effect October 6 of the current year, change the ending date of the original rate to October 5 of the current year.

- c. Click **OK**.

5. To Create the replacement rate, do the following:
 - a. Reselect the rate that needs to be changed, and click **Update**.



- b. Change the description and 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. **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 general ledger 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.

Deleting Tax Rates

If there are tax rates that have *never* been assigned to any tax levels, you can delete those rates. To delete a tax rate, select **Sales Tax Maintenance** from the **Setup** menu and make sure the **Rates** tab is selected on the Sales Tax Setup screen. To view both current and future rates, select **All** in the **Rates to display** area. Then select the rate you want to remove, and click **Delete**.

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 469](#).

Managing Tax Levels

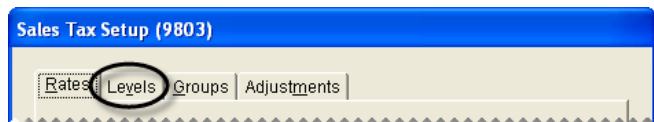
A tax level is a group of tax rates. Tax levels are assigned to customers, so TireMaster can calculate the proper amount of sales tax to collect from them.

Creating Tax Levels

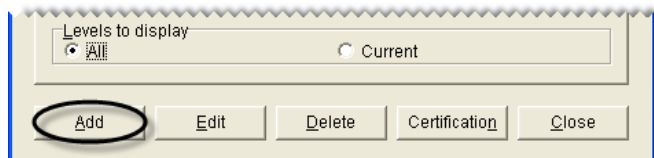
The second component needed to calculate sales tax in TireMaster is the tax level. A tax level, which is a combination of tax rates, can be assigned to customers to ensure that you collect the proper amount of sales tax from them.

To create a tax level

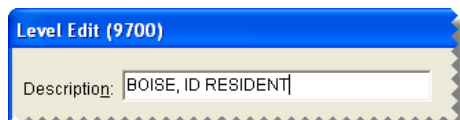
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Levels** tab.




3. To display both current and future tax levels, select **All** in the **Levels to display** area.
4. Click **Add**. The Level Add screen appears.

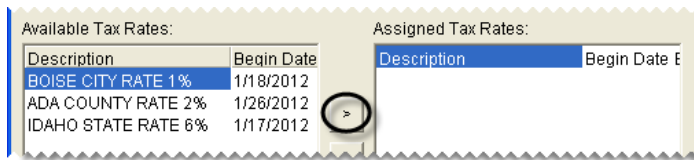



5. Type a description for the new tax level.

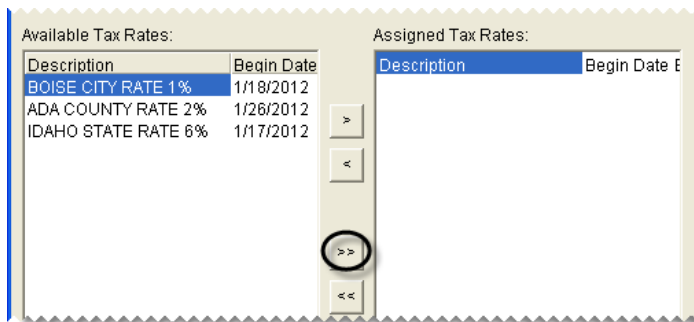


6. Assign one or more rates to the tax level:



- ◆ To assign a single rate, select the rate in the **Available Tax Rates** panel and click .



- ◆ To assign all rates, click .



Note: If you don't see a rate that you want to assign, select **All** in the **Rates to Display** area.

Tip: If you assign rates in error, click  for a single rate or click  for all rates.

7. To save the new level, click **OK**.

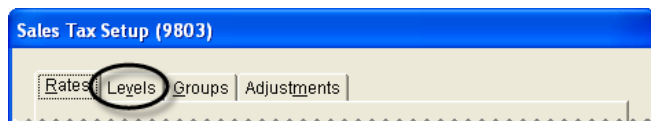
Tip: You can review your sales tax settings by printing the Sales Tax Setup Report.

Updating Tax Levels

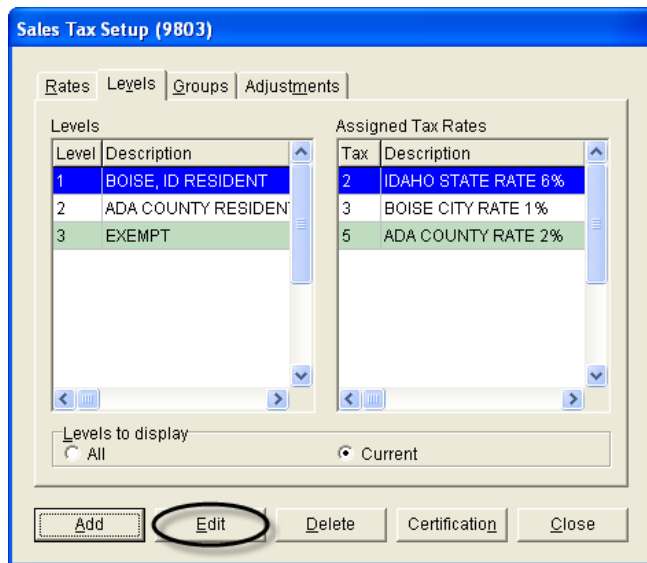
Because of changes in tax laws, you might need to update your tax levels by adding new rates or removing existing rates.

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.

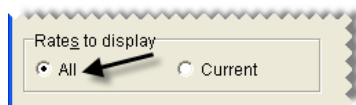


3. Select the level you want to update, and click **Edit**. The Level Edit screen appears.



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** in the **Rates to display** area.



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**.

Assigning 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 ["Updating a Customer's Tax Level" 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.

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 the 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 the same day 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

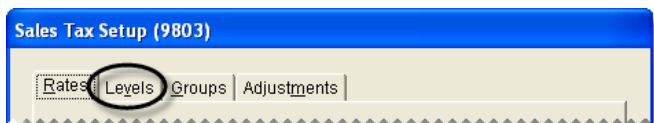
If your state requires additional documentation for tax-exempt customers, you can create a tax exemption certificate that can be printed on invoices for tax-exempt customers.

Creating a Tax Exemption Certificate

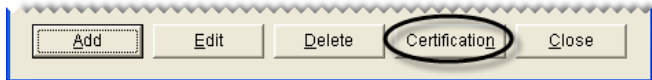
You can create the text and signature line for a tax exemption certificate from the **Levels** tab on the Sales Tax Setup screen.

To create a tax exemption certificate

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Levels** tab.



3. Click **Certification**. The Tax Exemption Certificate screen appears.



4. Type the text for the tax exemption form.

 A dialog box titled 'Tax Exemption Certificate (16189)'. It contains a text area with the text 'I certify that the items and services purchased will be used by a charitable organization.' Below the text area is a line for a signature, labeled 'Signature'. At the bottom right are 'OK' and 'Cancel' buttons.

Tip: To create a signature line, repeatedly press the keyboard's underline key.

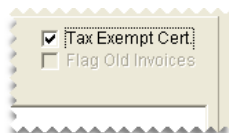
5. To save the certificate, click **OK**.

Printing a Tax Exemption Certificate

The tax exemption certificate that you create in the sales tax system can be printed on an invoice at point of sale.

To print a tax exemption certificate

1. Turn a work order into an invoice. For more information, see [“Completing an Invoice” on page 336](#).
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.

Making Sales Tax Adjustments

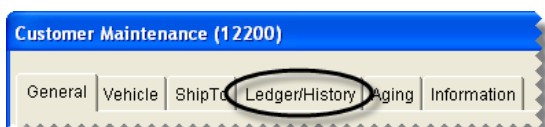
If you collected the wrong amount of sales tax for an invoice, you can adjust the amount of sales tax assessed. Although changing the tax rate does not alter the amount of sales tax that appears on the original invoice, it does result in an adjusting journal entry.

Note: The document-type code ST is used to identify transactions in which the sales tax has been changed for an invoice.

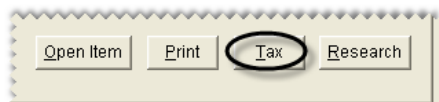
Because a sales tax change posts to customer subledger accounts, you need to reimburse customers if you reduced the sales tax for an invoice. If customers owe sales tax instead, send them statements so you can collect the additional tax money. You can print the Unapplied Credit Report to see how much sales tax customers owe.

To make a sales tax adjustment

1. Look up the customer whose invoice needs a sales tax adjustment. For more information, see [“Looking Up a Customer”](#) on page 65.
2. On the Customer Maintenance screen, click the **Ledger/History** tab.



3. Select the invoice for which you want to change the sales tax, and click **Tax**. The Sales Tax Adjustment screen appears.



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	NewAmount
9	UTAH RATE	18.7	18.7
5	CACHE COUNTY RATE	3.12	3.12
6	LOGAN RATE	2.34	2.50

5. Click **OK**. The following message appears:
 “Are you sure you want to process the tax changes for this invoice? ALL tax lines will be processed with the entries made above.”
6. 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 adjusting journal entry instead.
7. 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 [“Reimbursing Customers”](#) on page 539.

Sales Tax Control Settings

To finish the process of setting up the sales tax system, you need to complete various control settings.

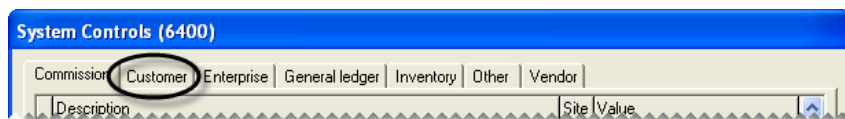
Setting Default Tax Levels

When new customers are added to TireMaster, they're automatically assigned the default tax level. To define the default tax level for your TireMaster system, you need to complete a pair of control settings. There are two approaches for setting a default tax level:

- ◆ Use the level that calculates the highest amount of tax. This method ensures that 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. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Customer** tab.



3. Set the labor level:
 - a. Select **Customer/Site Default Tax Level - Labor** and press **Enter**. The Tax Level Lookup screen appears.

 A screenshot of the 'System Controls (6400)' window showing the Tax Level Lookup screen. The title bar is blue with the text 'System Controls (6400)'. Below the title bar is a navigation bar with tabs: 'Commission', 'Customer', 'Enterprise', 'General ledger', 'Inventory', 'Other', and 'Vendor'. The 'Customer' tab is selected. Below the navigation bar is a table with columns 'Description', 'Site', and 'Value'.

Description	Site	Value
Customer - Transfer Type	1	T
Customer Default Type	1	1
Customer/Site Default Tax Level - Labor	1	3
Customer/Site Default Tax Level - Parts	1	3
Debit Cards - Allow Cash Back	1	NO

- b. Select the tax level that 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 appears.
 - b. Select the tax level that you want to use as the default for parts, and click **OK**.
5. Close the System Controls screen.

Defining How Sales Tax is Collected

You can base your sales tax collections on the default tax levels for your store or 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.

However, 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.

For 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 POS 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. From the **Setup** menu, select **System Controls**.
2. Click the **Customer** tab.
3. Select **Sales Tax - Use Tax Levels Assigned to Customers** and press **Enter**.
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. Repeat steps 3 and 4 until the control has been set for all sites.
6. Close the System Controls screen.

Defining a Sales Tax Rounding Account

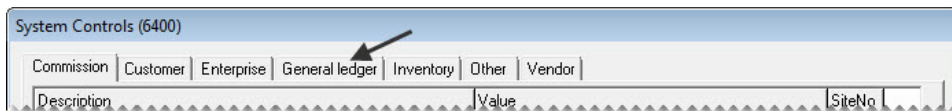
The sales tax rounding account is a general ledger account that's used to track the amount of sales tax that's rounded off during sales tax calculations.

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.

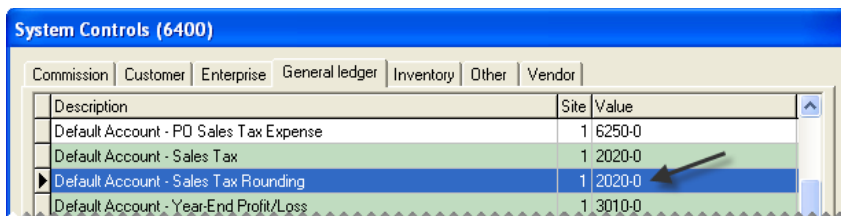
Note: Talk to your accountant before you choose an account to use for posting sales tax rounding amounts. If you use TireMaster's default chart of accounts, you can create an offset minor account under the 2020-0 Sales Tax Payable account.

To define the sales tax rounding account

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **General Ledger** tab.



3. Select **Default Account - Sales Tax Rounding** and press **Enter**. The Chart of Accounts screen appears.



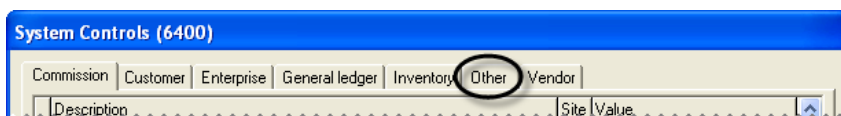
4. Select the account that you want to use to track sales tax rounding, and click **OK**.
5. Close the System Controls screen.

Excluding 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.

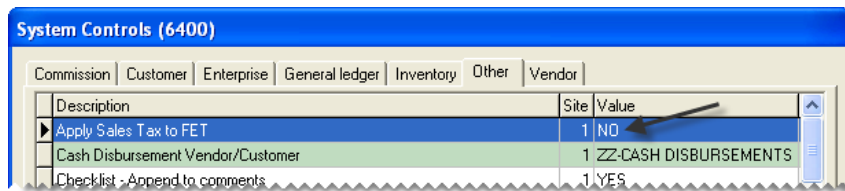
To exclude FET from sales tax

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
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.

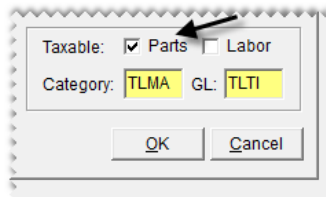
Customer and Inventory Tax Settings

In addition to creating sales tax rates and levels, you also need to complete tax settings on the customer and inventory maintenance screens to ensure that you collect sales tax when required. The settings that you need to complete vary depending on the circumstances.

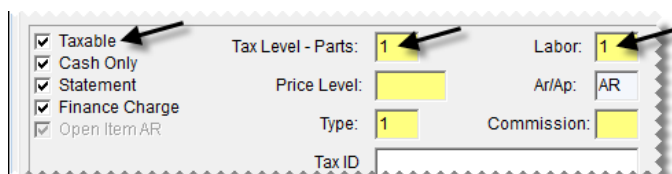
Collecting Tax on an Item's Parts Price

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.



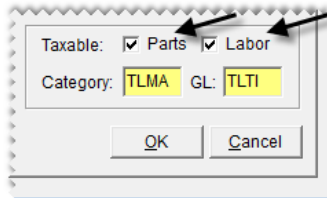
- ◆ On the Customer Maintenance screen, select the **Taxable** check box (unless the customer doesn't have to pay tax), and use the same tax level for both parts and labor to include them both in the same section of the Sales Tax Report.



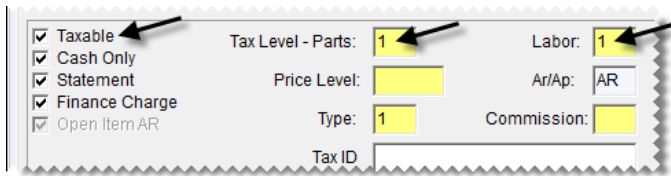
Collecting Tax for Both Parts and Labor

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).



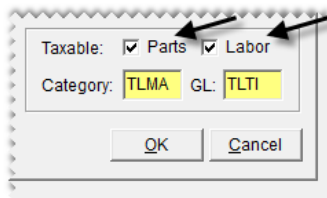
- On the Customer Maintenance screen, select the **Taxable** check box (unless the customer doesn't have to pay tax), and use the same tax level for both parts and labor to include them both in the same section of the Sales Tax Report.



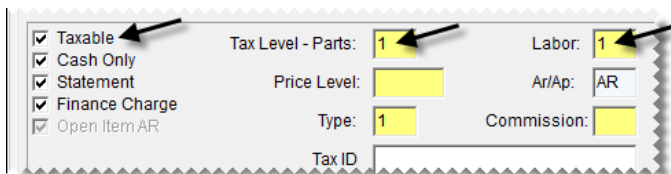
Collecting Tax in Multiple States

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.

Changing 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 a customer's tax level at point of sale, click the **Tax Level** button on the Invoice Entry screen (Figure 74). Tax levels can also be changed in a similar manner on the Quote and Estimate Writer screen.

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).

Figure 74: The Invoice Entry Screen's Tax Level Button

To change the tax level at point of sale, you need to be assigned the **Customer Edit** permission.

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.

Managing Inventory Tax-Adjustment Groups

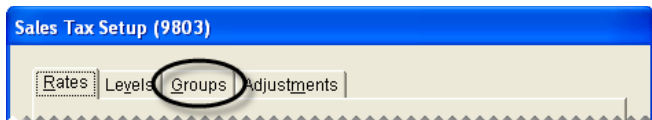
An Inventory tax-adjustment group is a collection of items that need to be taxed at a percentage of the regular tax rate. Inventory adjustment groups can be assigned to tax rate adjustments.

Creating an Inventory Tax-Adjustment Group

When you create an inventory tax adjustment group, you look up and assign the items that need to be included in that group.

To create an inventory tax-adjustment group

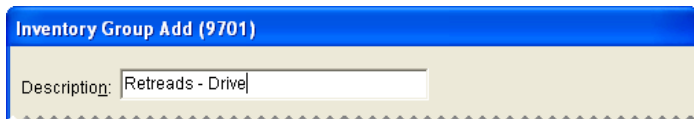
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Groups** tab.



3. Click **Add**. The Inventory Group Add screen appears.





4. Type a description for the inventory tax-adjustment group.

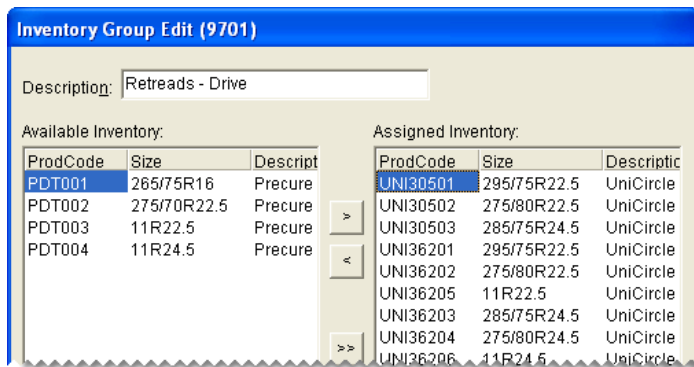




5. Click **Lookup**, and look up items that you want to include in the inventory tax-adjustment group. For more information, see [“Looking Up Inventory Items” on page 185](#).



6. Assign items to the tax-adjustment group:
 - ◆ For a single item, select it and click .

- ◆ For all items, click .



Tip: If you assign an item in error, select it and click . To remove all items, click .

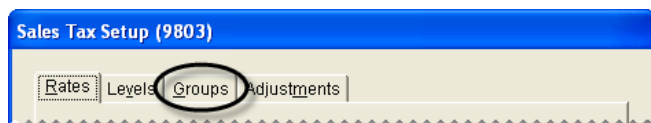
7. To save the new tax adjustment group, click **OK**.

Updating Inventory Tax-Adjustment Groups

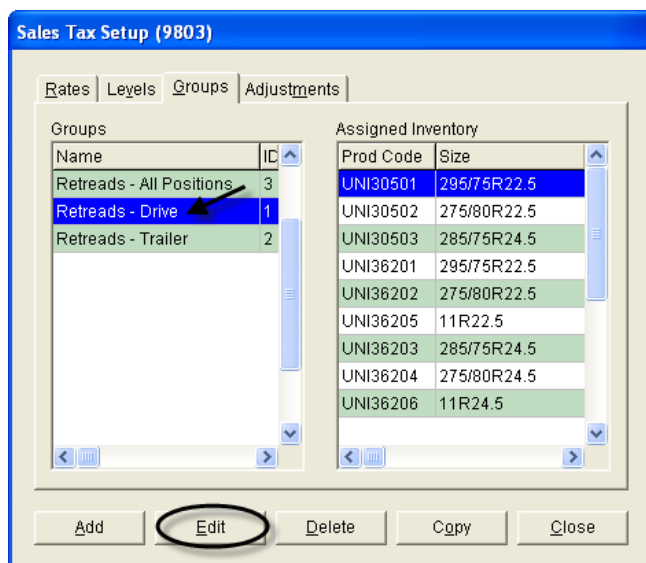
If you need to add or remove items from an inventory tax-adjustment group, you can update the group.

To update an inventory tax-adjustment group





1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Groups** tab.



3. Select the group that you want to update, and click **Edit**.



4. Add or remove items as needed:

- ◆ To add items, click **Lookup** and look up the items you want to add. For single item, select it and click . To add all items, click  instead. For more information, see “[Looking Up Inventory Items](#)” on page 185.
- ◆ To remove an assigned item, select it and click . To remove all items, click .

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

Deleting Inventory Tax-Adjustment Groups

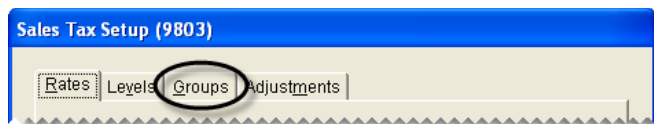
If an inventory tax-adjustment group has *never* been used for a tax rate adjustment, you can delete it. To delete an inventory tax-adjustment group, select **Inventory Maintenance** from the **Setup** menu. Then click the **Groups** tab on the Sales Tax Setup screen, select the group you want to remove, and click **Delete**.

Copying Inventory Tax-Adjustment Groups

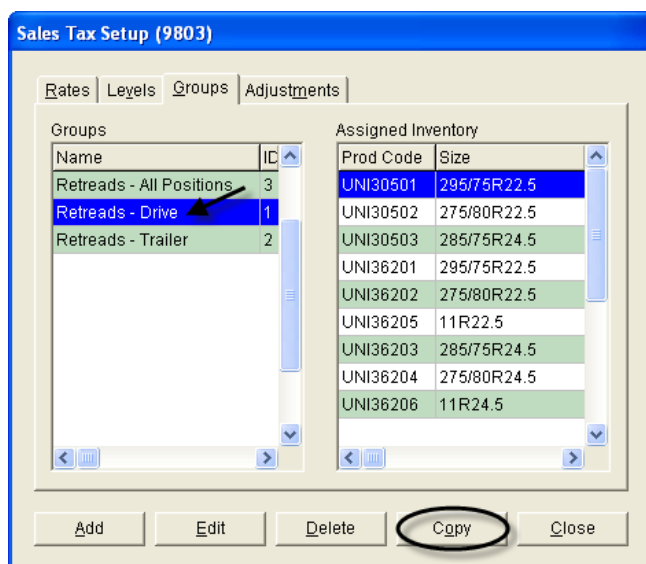
You can create new inventory tax-adjustment groups by copying an existing group. Copying an existing group saves you time if the new group needs to have many of the same settings as an existing group.

To copy an inventory tax-adjustment group





1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Groups** tab.



3. In the **Groups** area, select the group you want to copy and click **Copy**. The Inventory Group Copy screen appears.



4. Type a description for the new inventory tax-adjustment group.

5. Add or remove items as needed:
 - ♦ To add items, click **Lookup** and look up the items you want to add. For single item, select it and click . To add all items, click  instead. For more information, see “[Looking Up Inventory Items](#)” on page 185.
 - ♦ To remove an assigned item, select it and click . To remove all items, click .
6. To save the new group, click **OK**.

Managing 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.

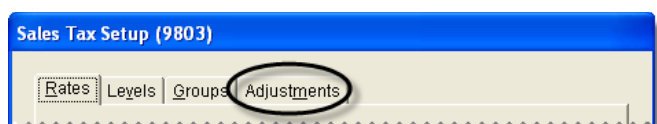
Creating Tax Rate Adjustments

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.

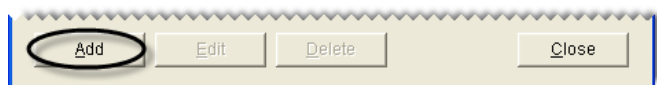
Note: If you need to replace a tax rate that has a tax rate adjustment, make a copy of the adjustment used for the original rate and use it for the new rate.


To create a tax rate adjustment

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
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 that 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** in the **Rates to Display** area.

- 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. (**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. Click **OK**.
6. 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 .

7. To save the new tax rate adjustment, click **OK**. A message listing the settings for the tax rate adjustment appears.



8. 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.

Updating 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 [“Inactivating a Tax Rate Adjustment” on page 483](#).

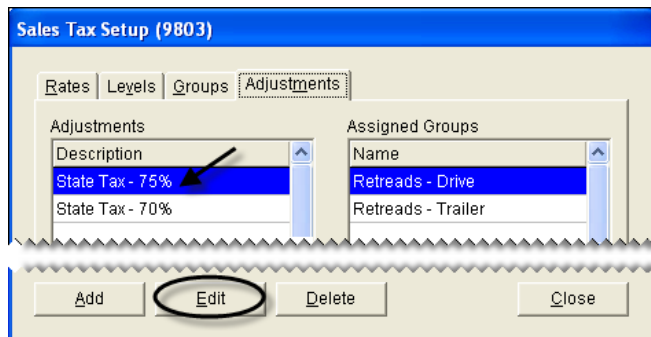
To edit a tax rate adjustment

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.

- Click the **Adjustments** tab.



- Select the tax rate adjustment that you want to update and click **Edit**. The Adjustment Edit screen appears.



- 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 **>>**.

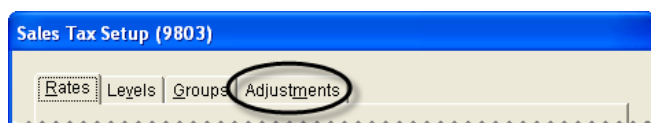
Note: If you assign multiple inventory tax-adjustment groups to a tax-rate adjustment, each item in each of those groups must be unique. If the program detects that the same item is in multiple inventory tax-adjustment groups, you will be required to remove the duplicate item from all but one of the 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 **<<**.
- To save the updated tax rate adjustment, click **OK**.

Inactivating a Tax Rate Adjustment

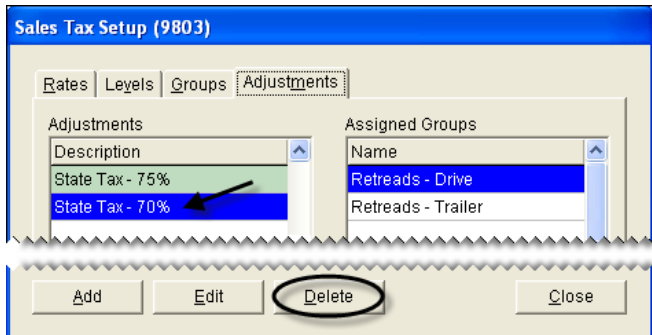
If you no longer need to use a tax rate adjustment, you can make it inactive.

To inactivate a tax rate adjustment

- From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
- Click the **Adjustments** tab.



3. Select the tax rate adjustment that you want to inactivate, and click **Delete**.



4. Click **Yes** to confirm that you want to inactivate 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.

Accounting

TireMaster helps you control your company's finances by providing a double-entry accounting system with extensive reporting capabilities. This chapter includes the following topics:

- ◆ “Chart of Accounts” on page 485
- ◆ “Subledgers” on page 493
- ◆ “GL Ranges” on page 494
- ◆ “Journal Entries” on page 496
- ◆ “Conducting Research” on page 503
- ◆ “GL Classes” on page 510
- ◆ “Fiscal Calendar” on page 512
- ◆ “Setting Up Sites” on page 516
- ◆ “Departments” on page 518

Chart of Accounts

The Chart of Accounts lists all of the accounts in your general ledger. Depending on how this screen is accessed, you can do the following:

- ◆ Add, update, or delete accounts
- ◆ Select an account to assign to a code or a setting in System Controls
- ◆ Select an account whose activity you want to research

To locate an account on the Chart of Accounts screen, click **Find**. Then type all or part of the account number or name, and click **OK**.

General Ledger Account Numbers

In TireMaster, general ledger account numbers are made up of five different parts. Each part of the account number provides different information and defines how to post transactions to the general ledger (Figure 75).

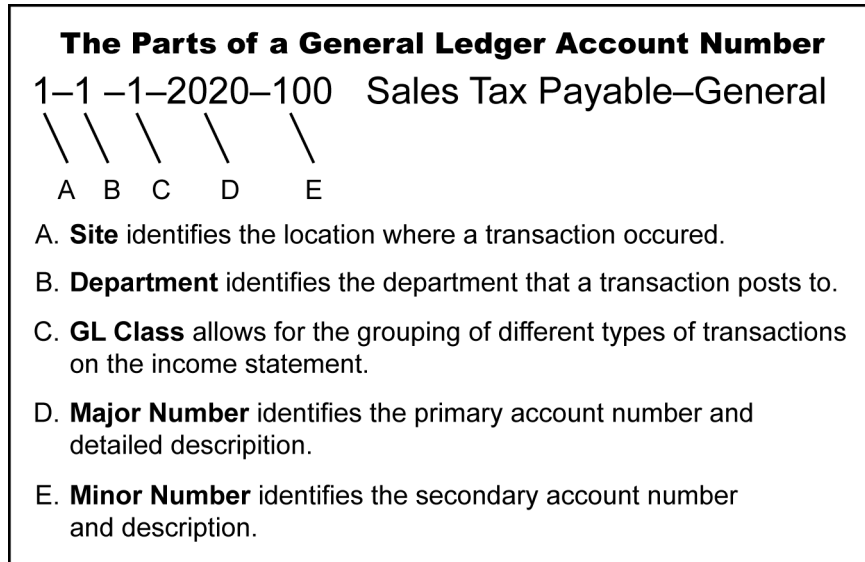


Figure 75: The Parts of a General Ledger Account Number

Note: You can control the amount of detail on the income statement depending on whether you show or hide the minor account information.

General Ledger Account Types

The chart of accounts in TireMaster uses five types of accounts. A single-letter code in the **Type** column of the Chart of Accounts screen defines the account type.

Table 9: Account Types

Code	Account Type	Definition
A	Asset	The historical value of things you own.
L	Liability	The debts you owe to individuals, businesses, or organizations.
R	Owner's Equity	The difference between the total assets and total liabilities of your business.
I	Income	An increase in equity that comes from the sale of goods and services.
E	Expense	A decrease in equity that comes from the cost of materials and services used to produce income.

Debits and Credits

Depending on the transaction that's performed, the balance of an account increases or decreases. Some accounts are known as debit accounts, and others are known as credit accounts. Debits are used to record

an increase in asset and expense accounts, while credits are used to record an increase in liability, owner's equity, and income accounts (Table 10).

Table 10: Account Types

Account Type	Debit	Credit
Asset	+	-
Liability	-	+
Owner's Equity	-	+
Income	-	+
Expense	+	-

For your general ledger to be in balance, the amount in the debit accounts on the left side must equal the amount in the credit accounts on the right side (Figure 76).

General Ledger	
Debits (left)	Credits (right)
Assets	Liabilities
Expenses	Owner's Equity
	Income
	=

Figure 76: A General Ledger That's in Balance

Updating the Chart of Accounts

New TireMaster systems include a standard chart of accounts that can be used as is or customized for your business.

Note: If the chart of accounts is updated, you might also need to update System Control settings that define how transactions post to the general ledger by default. For more information, see [“Setting Default General Ledger Accounts”](#) on page 492.

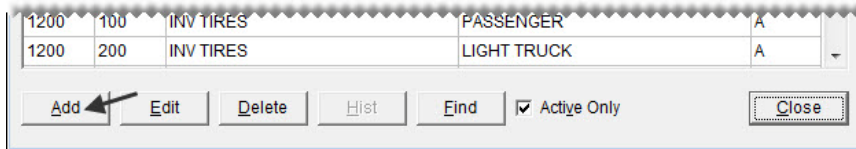
Creating an Asset Account

An asset is something that you own that has a dollar value. Asset accounts include cash, accounts receivable, and inventory accounts.

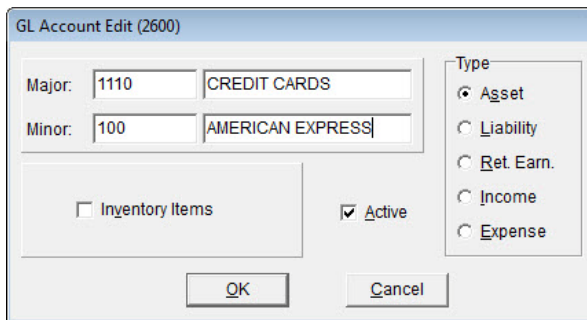
To create an asset account

1. On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.

2. Click **Add**. The GL Account Edit screen appears.



3. Type the major account number and primary description for the new account.
4. Type the minor account number and secondary description for the new account.
Note: If the minor account number is 0, leave the description blank.
5. In the **Type** area, select **Asset**.
6. If the new account is for inventoriable items, select the **Inventory Items** check box. Otherwise, leave it blank. For more information, see [“Adding Items to the Inventory” on page 152](#).
7. Make sure the **Active** check box is selected.



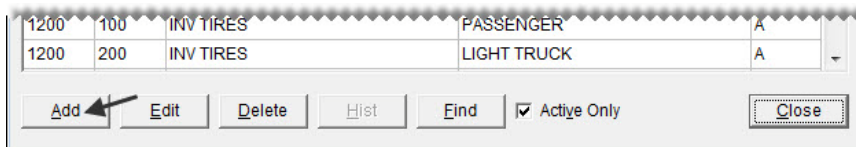
8. Click **OK**.

Creating a Liability Account

Liabilities are debts that you owe. Liabilities include your vendor accounts, loans, and taxes.

To create a liability account

1. On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.
2. Click **Add**. The GL Account Edit screen appears.



3. Type the major account number and primary description for the new account.
4. Type the minor account number and secondary description for the new account.
Note: If the minor account number is 0, leave the description blank.
5. In the **Type** area, select **Liability**.

6. Make sure the **Active** check box is selected.

GL Account Edit (2600)

Major: 2000 ACCOUNTS PAYABLE

Minor: 200 GOODYEAR

Active

Type

Asset

Liability

Ret. Earn.

Income

Expense

OK Cancel

7. Click **OK**.

Creating an Equity Account

Equity is the difference between the total assets and total liabilities of a business. Equity accounts include your capital and retained earnings accounts.

To create an equity account

1. On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.
2. Click **Add**. The GL Account Edit screen appears.

1200	100	INV TIRES	PASSENGER	A
1200	200	INV TIRES	LIGHT TRUCK	A

Add Edit Delete Hist Find Active Only Close

3. Type the major account number and primary description for the new account.
4. Type the minor account number and secondary description for the new account.
Note: If the minor account number is 0, leave the description blank.
5. In the **Type** area, select **Ret. Earn.**
6. Make sure the **Active** check box is selected.

GL Account Edit (2600)

Major: 3020 DIVIDENDS

Minor: 0

Active

Type

Asset

Liability

Ret. Earn.

Income

Expense

OK Cancel

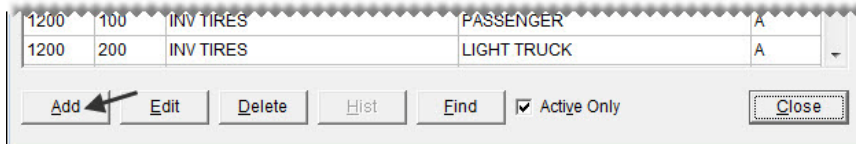
7. Click **OK**.

Creating an Income Account

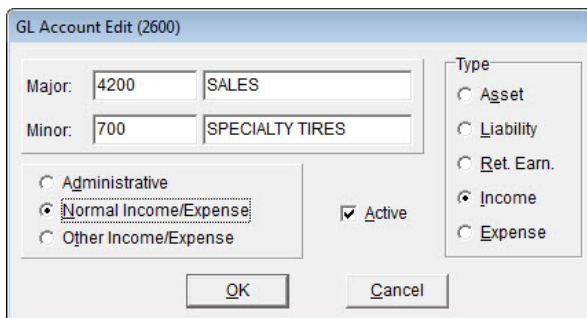
Income is any revenue that comes from the sale of goods and services or from other sources. Your income accounts are mainly sales accounts.

To create an income account

1. On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.
2. Click **Add**. The GL Account Edit screen appears.



3. Type the major account number and primary description for the new account.
4. Type the minor account number and secondary description for the new account.
Note: If the minor account number is 0, leave the description blank.
5. In the **Type** area, select **Income**.
6. To define which section of the income statement will include information about the new account, select one of the following:
 - ♦ **Administrative**
 - ♦ **Normal Income/Expense**
 - ♦ **Other Income/Expense**
7. Make sure the **Active** check box selected.



8. Click **OK**.

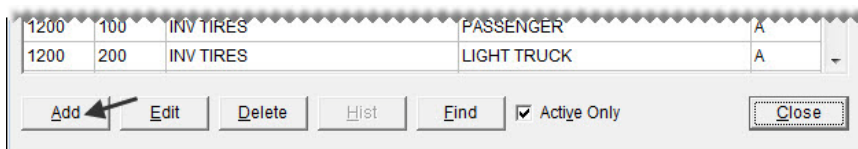
Creating an Expense Account

An expense is a decrease in equity that comes from the cost of materials and services used to produce income. Examples of expenses are the cost of inventory, loan fees, and insurance.

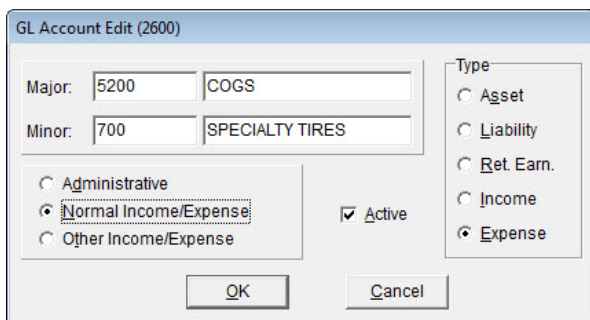
To create an expense account

1. On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.

- Click **Add**. The GL Account Edit screen appears.



- Type the major account number and primary description for the new account.
- Type the minor account number and secondary description for the new account.
Note: If the minor account number is 0, leave the description blank.
- In the **Type** area, select **Expense**.
- To define which section of the income statement will include information about the new account, select one of the following:
 - ♦ **Administrative**
 - ♦ **Normal Income/Expense**
 - ♦ **Other Income/Expense**
- Make sure the **Active** check box selected.



- Click **OK**.

Inactivating a General Ledger Account

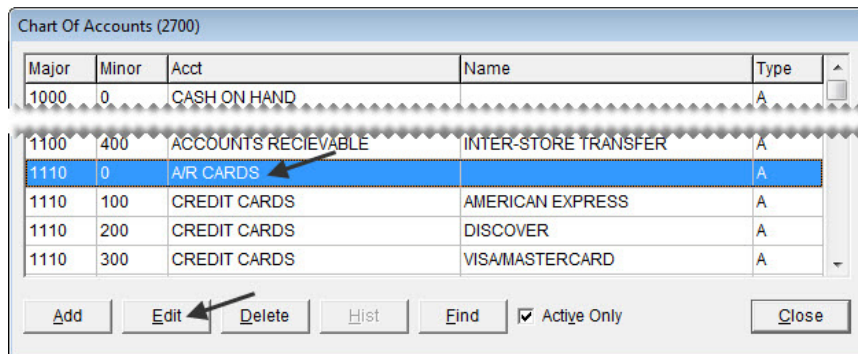
If you no longer use a general ledger account, you can inactivate it. By inactivating an account, you can exclude it from the Chart of Accounts screen.

Note: Before you inactivate a general ledger account, make sure that the account isn't assigned to a GL code or a customer or vendor type. Otherwise, TireMaster will stop you from posting various entries.

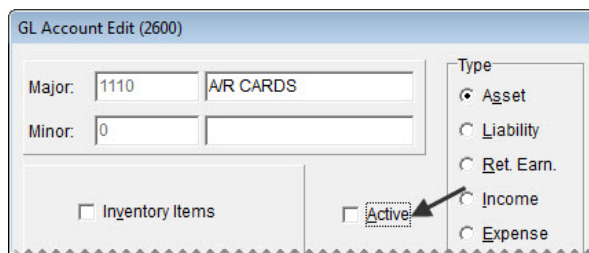
To inactivate a general ledger account

- On the **General Ledger** menu, select **Chart of Accounts**. The Chart of Account screen appears.

2. Select the account that you want to inactivate, and click **Edit**. The GL Account Edit screen appears.



3. Clear the **Active** check box, and click **OK**. The Chart of Accounts screen appears.



Note: If the **Active Only** check box is selected on the Chart of Accounts screen, the inactivated account won't be listed.

4. Close the Chart of Accounts screen.

Deleting a General Ledger Account

If you've never used a general ledger account, you can delete it from the Chart of Accounts.

Note: If an account can't be deleted, you can inactivate it. For more information, see [“Inactivating a General Ledger Account”](#) on page 491.

To delete a general ledger account, open the Chart of Accounts screen. Then select the account you want to remove, and click **Delete**.

Setting Default General Ledger Accounts

Setting default accounts in System Controls ensures that many routine transactions consistently post to the general ledger. In new TireMaster systems, general ledger account numbers are already assigned to the following controls:

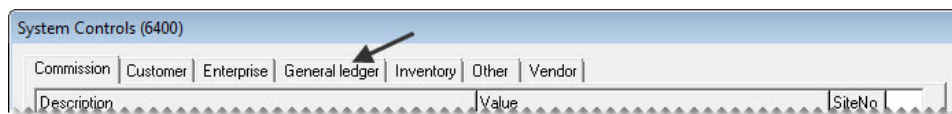
- ◆ **Default Account - Cash**
- ◆ **Default Account - Cash Over/Short**
- ◆ **Default Account - FET Correction**
- ◆ **Default Account - Finance Charge Income**

- ◆ **Default Account - Freight**
- ◆ **Default Account - Inventory Correction**
- ◆ **Default Account - PO Sales Tax Expense**
- ◆ **Default Account - Sales Tax**
- ◆ **Default Account - Sales Tax Rounding**
- ◆ **Default Account - Year-End Profit Loss**

You can leave the default settings as is or assign different accounts to the controls. For more information, see [“General Ledger Controls” on page 860](#).

To set a default general ledger account

1. On the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **General Ledger** tab.



3. Select the control for the default account that you want to set, and press **Enter**. The Chart of Accounts screen appears.
4. Select an account, and click **OK**.
5. To set additional controls for default accounts, repeat steps 3 and 4.
6. Close the System Controls screen.

Subledgers

In TireMaster, the term subledger refers to the record that account activity for an individual customer, vendor, or item is tracked in. There are also subledgers for tracking the credits you expect to receive from vendors for national-account, government-support, and adjustment sales.

The balances of similar subledgers are added together to generate the total of one general ledger account. For example, the total of all customer balances equals the balance of the accounts receivable account. Similarly, the total of all expected credits from each vendor equals the balance of the accounts payable expected credits account.

Viewing 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 Recon. Report”](#) on page 761.

GL Ranges

TireMaster uses GL ranges to verify that account numbers fall within the numerical range allowed for an account type, such as asset or liability. When you set up a new a general ledger account, TireMaster compares the major account number to the account type. If the account number doesn’t belong in the GL range for the account type, TireMaster displays a warning. To save the new account, you need to enter a valid account number or select a valid account type.

New TireMaster systems ship with a set of default GL ranges (Table 11). It includes five primary ranges for general account types and 13 secondary ranges for the kinds of accounts that can be grouped under the general account types.

Note: The default GL ranges meet current accounting standards. In almost all cases, the ranges for assets, liabilities, equity, income, and expenses should not be changed. Before you update the GL ranges, contact your accountant.

Table 11: Default GL Ranges

ID	Range Name	Major Account Range
1	Assets	1000 – 1999
6	Accounts Receivable	1100 – 1199
7	Inventory	1200 – 1399
8	Cash	1000 – 1099
9	Checking	1010 – 1019
2	Liability	2000 – 2999
10	Accounts Payable	2000 – 2099
11	National Account, Government Support, Adjustment	2000 – 2099
3	Equity	3000 – 3999
4	Income	4000 – 4999
12	Sales	4000 – 4699
13	Commission	4500 – 4599
14	Sales Offset	4500 – 4599

Table 11: Default GL Ranges

ID	Range Name	Major Account Range
15	Cost Offset	4500 – 4599
16	Accounts Receivable Discount	4600 – 4699
5	Expense	5000 – 9999
17	Cost of Goods Sold	5000 – 9999
18	Accounts Payable Discount	5600 – 5699

Updating GL Ranges

The GL ranges can be updated by changing the account numbers used for a range or associating a secondary range with a different primary range.

Note: Although you can update the secondary ranges, some changes might adversely affect the income statement and balance sheet.

To update the GL ranges

1. On the **Setup** menu, select **GL Ranges**. The GL Ranges screen appears.
2. To change the account numbers used for a range, type different major account numbers for the beginning and end of the range in the **From** and **To** columns.

ID	Description	From	To	Relate
1	Assets	1000	1999	1
6	AR	1100	1199	1
7	Inventory	1200	1399	1
8	Cash	1000	1009	1

3. To associate a secondary range with a different primary range, do one of the following in the **Relate** column:
 - ◆ To associate the range with the asset account range, type **1**.
 - ◆ To associate the range with the liability account range, type **2**.
 - ◆ To associate the range with the equity account range, type **3**.
 - ◆ To associate the range with the income account range, type **4**.
 - ◆ To associate the range with the expense account range, type **5**.

ID	Description	From	To	Relate
1	Assets	1000	1999	1
6	AR	1100	1199	1
7	Inventory	1200	1399	1
8	Cash	1000	1009	1

4. Close the GL Ranges screen.

Disabling a GL Range

If you don't want TireMaster to verify account numbers for a particular account type, you can disable the GL range.

Note: If you disable a GL range that contains secondary ranges, you must disable all secondary ranges

To disable a GL Range

1. On the **Setup** menu, select **GL Ranges**. The GL Ranges screen appears.
2. Type the number **0** in the **From** and **To** fields for the range you want to disable.
3. If the range's **Relate** column contains a value, delete it.
4. To save the changes, click **OK**.

Journal Entries

A journal entry is a line in the general ledger that represents a transaction. Each set of journal entries is made up of two or more lines and must have equal totals for debits and credits.

TireMaster makes some journal entries automatically when you perform various transactions (for example, completing an invoice or closing the day). In these instances, the settings for inventory items, vendors, and customers determine which general ledger accounts transactions post to.

For some journal entries, you need to define which accounts some or all of the items in a transaction should post to. For example, when you perform a payout, TireMaster credits the general ledger account assigned to your till but you need to define which expense account to debit. For manual journal entries, you need to define *all* of the general ledger accounts to debit and credit. Manual journal entries are entered in the Journal Entries screen (Figure 78).

Note: Entries that need to post to *both* a bank account and the general ledger need to be entered in the Check Reconciliation Add screen. For more information, see [“Working with Bank Accounts” on page 566](#).

About the Journal Entries Screen

You can make manual journal entries in the Journal Entries screen.

Figure 77: Journal Entries Screen

Item	Description
Effective Date	Lets you backdate journal entries. By default, this field displays the current date.
Include Recurring	Lets you add one or more preset recurring journal entries to the screen, so you can post them to the general ledger.
DR	Displays the total debit amount in a group of journal entries.
CR	Displays the total credit amount in a group of journal entries.
Diff	Displays the difference (if any) between the total debit and credit amounts. Journal entries cannot post if the debits and credits do not equal each other.
Site	Lets you define the site for a journal entry in multi-store systems.
Dept	Lets you enter the department (if any) for a journal entry.
Major	Lets you define the major account number for a journal entry.
Minor	Lets you define the minor account number for a journal entry.
Amount	Lets you enter the amount for a journal entry.
D/C	Lets you define whether to post a debit (D) or credit (C). Note: Debits increase only debit accounts, while credits increase only credit accounts.
Description	Lets you enter a description for a journal entry. This description appears on the GL Transaction View screen.
CL	Lets you define the GL class for a journal entry line that posts to an income or expense account.
Recurring Setup	Opens the screen for setting up recurring journal entries.
Add	Creates a line for a new journal entry.
Delete	Removes the selected journal entry line.

Item	Description
Total	Displays the total and difference for the journal entries. If the entries don't balance, TireMaster adds a balancing entry. Note: You can save unbalanced journal entries, but you cannot post them to the general ledger.
Save	Lets you save a group of journal entries without posting them to the general ledger.
Post	Posts a group of journal entries to the general ledger. Note: After posting, you can view and print a detail report.
Cancel	Exits the screen without saving or completing the journal entries.

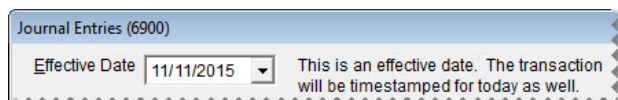
Making a Manual Journal Entry

You need to make manual journal entries for transactions that do not post to the general ledger automatically. The credits and debits in the entry must equal each other before you can post it to the general ledger.

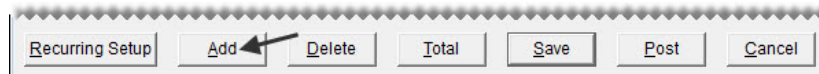
Note: Multiple users can make journal entries at the same time. Each user who makes journal entries needs to log in to TireMaster with a unique ID and password. If one user saves a journal entry, only that user can view and complete the journal entry at a later time.




To make a manual journal entry

1. Select **Journal Entries** from the **General Ledger** menu. The Journal Entries screen appears.
2. If you need to backdate the entry, select a different date from the **Effective Date** drop-down menu.



3. Add the first line of the journal entry.
 - a. Click **Add**. A journal-entry line appears.




- b. If you need to change the site, click the **Site** field and press . Then select the site you want the entry to post to.
- c. If you use departments, click the **Dept** field and press . Then select the department you want to entry to post to.
- d. Click the **Major** or **Minor** field and press . Then select the general-ledger account you want the entry to post to.
- e. Type the amount for the entry.

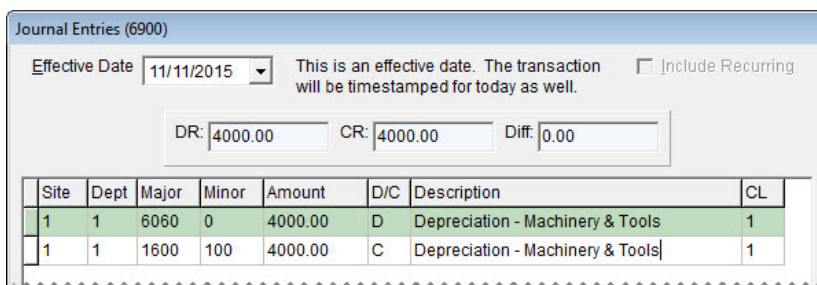
f. In the **D/C** field, type **D** for a debit or **C** for a credit.

g. Type a description for the entry.

Tip: Using the same description for all the lines of a journal entry can make researching manual entries easier.

h. If you need to change the GL class, click the **CL** field and press . Then select the GL class that you want the entry to post to.

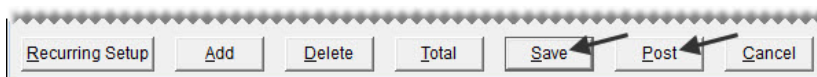
4. To add the remaining lines of the journal entry, repeat steps 3a through 3h.



Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	6060	0	4000.00	D	Depreciation - Machinery & Tools	1
1	1	1600	100	4000.00	C	Depreciation - Machinery & Tools	1

Note: You can check the **Diff** field to verify that the debits and the credits for the entry are in balance.

5. To post the entries to the general ledger immediately, click **Post** and answer the questions when prompted. If you want to post the entries later, click **Save** instead.



Recurring Journal Entries

You can set up a series of journal entries to record transactions that occur on a regular basis, such as depreciation and prepaid expenses. When it's time to post one or more recurring entries, you can load the preset information into the Journal Entries screen, make any needed changes, and post to the general ledger.

Setting Up Recurring Entries

Recurring entries are set up in the Recurring Journal Entry Setup screen. If an entry is for a fixed amount, you can specify it at this time.

To set up a recurring entry

1. Select **Journal Entries** from the **General Ledger** menu. The Journal Entry screen appears.
2. Click **Recurring Setup**. The Recurring Journal Entry Setup screen appears.




- Click **Add**. A journal-entry line appears.



- Enter the following information for the journal-entry line as needed:

- ◆ Site number (if you have multiple sites)
- ◆ Department number (if you use multiple departments)
- ◆ Major and minor account numbers
- ◆ **D** for debit or **C** for credit
- ◆ A description for the entry
- ◆ GL class number

Note: The site, department, account, and GL class can be entered by pressing  and making a selection from the list that appears.

- To add the remaining lines of the recurring entry, repeat steps 3 and 4.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	6060	0	1695.00	D	Depreciation Expense	1
1	1	1600	100	145.00	C	Accum. Depreciation - Machinery/Tools	1
1	1	1600	200	1500.00	C	Accum. Depreciation - Vehicles	1
1	1	1600	300	50.00	C	Accum. Depreciation - Furniture/Fixtures	1

- When you're finished setting up the entries, click **Save**. The Recurring Journal Entry Setup screen closes.



Note: The debit and credit amounts must match for the entries to be saved.

Posting Recurring Entries

When you're ready to post one or more recurring entries, you can import the preset information for those entries into the Journal Entries screen.

To post recurring entries

- Select **Journal Entries** from the **General Ledger** menu. The Journal Entries screen appears.
- Click **Recurring Setup**. The Recurring Journal Entries Setup screen appears.



3. Select the entries you want to post:
 - ♦ For all entries, select the **Mark All** check box.

- ♦ For a single entry, select the check box for its line.

<input type="checkbox"/>	1	1	1600	200	1500.00	C	Accum. Depreciation - Vehicles
<input checked="" type="checkbox"/>	1	1	1600	300	50.00	C	Accum. Depreciation - Furniture/Fixtures

- ♦ To exclude an entry, clear the check box for its line.

<input checked="" type="checkbox"/>	1	1	6060	0	1695.00	D	Depreciation Expense
<input type="checkbox"/>	1	1	1600	100	145.00	C	Accum. Depreciation - Machinery/Tools
<input checked="" type="checkbox"/>	1	1	1600	200	1500.00	C	Accum. Depreciation - Vehicles

4. Click **Save**. The Journal Entries screen appears.

5. Select the **Include Recurring** check box. The recurring entries that you selected are added to the Journal Entries screen.

6. Change the amounts of the recurring entries if needed.
7. Make additional entries if needed. For more information, see [“Making a Manual Journal Entry” on page 498](#).
8. To post the entries to the general ledger, click **Post** and answer the questions when prompted. If you want to post the entries later, click **Save** instead.

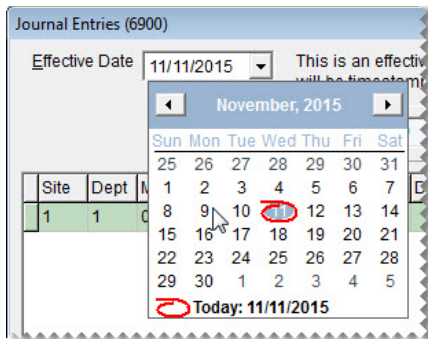
Reversing a Journal Entry

In some cases, you might need to cancel a transaction after it posted to the general ledger. You can reverse a journal entry to negate the effects of the original transaction.

Note: When you reverse an entry that posted to an inactive general ledger account, you need to reactivate the account. Once you've completed the reversing entry, you can inactivate the account again.

To reverse a journal entry

1. Look up the journal entry for the original transaction on the GL Transaction View screen, and print a copy of the GL Transaction View List. For more information, see [“Viewing Transaction Entries” on page 505](#).
2. On the main screen, select **Journal Entries** from the **General Ledger** menu. The Journal Entries screen appears.
3. Select date of the original journal entry from the **Effective Date** drop-down menu.



Note: If the fiscal period for the original journal-entry date has been locked, unlock it. For more information, see [“Unlocking Fiscal Periods” on page 516](#).

4. For each line of the original transaction that resulted in a debit, do the following:
 - a. Click **Add**.
 - b. In the **Site**, **Dept**, **Major**, **Minor**, and **Amount** fields, type the same values as the line in the original transaction.
 - c. In the **D/C** column, type **C** (the opposite of the original transaction) to credit the account.
 - d. Type a description for each reversing line.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	6150	100	135.00	C	Reversal: Insurance Expense	1

Tip: To simplify research, type **REVERSAL :** and the description from the original transaction. For example, if the description of the original transaction was **Postage**, type **REVERSAL : Postage**.

5. For each line of the original transaction that resulted in a credit, do the following:
 - a. Click **Add**.
 - a. In the **Site**, **Dept**, **Major**, **Minor**, and **Amount** fields, type the same values as the line in the original transaction.
 - b. In the **D/C** column, type **D** (the opposite of the original transaction) to debit the account.

- c. Type a description for each reversing line.

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	6150	100	135.00	C	Reversal: Insurance Expense	1
1	1	1800	0	135.00	D	Reversal: Insurance Expense	1

6. When you are finished adding lines and the debits equal the credits, click **Post** and answer the questions when prompted. If you want to post the entries later, click **Save** instead.



Conducting Research

In some cases, you might need to refer to transactions that have posted to the general ledger, or you might want to reprint a document. TireMaster provides two methods for finding the information you need.

GL Transaction View Screen

The GL Transaction View screen lets you view the journal entries for transactions based on various parameters. You can also view and print documents resulting from the transactions you look up.

EFFECT	ACTUAL	YR	PER	SITE	DEPT	MAJ	MIN	DESCRIPTION	DEBIT	CREDIT	GLNO	KEYMOD	DOC#	MAJNAME	MINNAME	CLAS
7/16/2015	7/16/2015 : 2015 17	1	1	1	1	1200	200	Inventory	0.00	270.75	58		113	INV TIRES	LIGHT TRUCK	1
7/16/2015	7/16/2015 : 2015 17	1	1	1	1	5200	200	COGS	270.75	0.00	58		113	COGS TIRES	LIGHT TRUCK	1
7/16/2015	7/16/2015 : 2015 17	1	1	1	1	4400	0	Labor Sales	0.00	12.99	58		113	SALES LABOR		1
7/16/2015	7/16/2015 : 2015 17	1	1	1	1	4200	200	Parts Sales	0.00	361.00	58		113	SALES TIRES	LIGHT TRUCK	1
7/16/2015	7/16/2015 : 2015 17	1	1	1	1	1000	0	Cash Sale	442.21	0.00	58		113	CASH ON HAND		1

Figure 78: GL Transaction View Screen

Note: At a resolution of 1024 x 768 or higher, the GL Transaction View screen displays document information in the upper-right corner.

Item	Description
Date	Lets you look up transactions that occurred on a specific date or during a specific date range.
Year/Num/Per	Lets you look up transactions that occurred during a specific fiscal period or a range of fiscal periods.

Item	Description
Site	Lets you look up transactions for a specific site or a range of sites.
Department	Lets you look up transactions that posted to a specific department or a range of departments.
Account	Lets you look up transactions that posted to a specific account or range of accounts.
Actual Date	Lets you sort transactions by the actual date instead of the effective date. The actual date is the day a transaction was performed. The effective date is the day that the transaction posted to the general ledger.
GLNO	Lets you look up a specific transaction by entering its journal entry number.
Filter	Displays transactions that meet the parameters you've selected.
Document Type (keymod)	Lets you look up transactions that produced a specific document type.
Effect	Displays the date when a transaction posted to the general ledger.
Actual	Displays the date and time a transaction was performed.
YR	Displays the fiscal year that a transaction posted to.
Per	Displays the fiscal period that a transaction posted to.
Site	Displays the site where a transaction took place.
Dept	Displays the department affected by a transaction.
Maj	Displays the number of the major account that a transaction posted to.
Min	Displays the number of the minor account that a transaction posted to.
Description	Displays the description for a transaction. Some descriptions (such as those for easy checks and vendor charges) are created by TireMaster.
Debit	Displays the debit amount posted to the account for a transaction line.
Credit	Displays the credit amount posted to the account for a transaction line.
GLNO (column)	Displays the journal entry number for a transaction line. All lines of a journal entry have the same GLNO.
KEYMOD	Displays the transaction type or document resulting from the transaction.
DOC#	Displays the number for a transaction or document. Note: The series of transaction or document numbers is based on the keymod or document type.
MAJNAME	Displays the name of the major account that a transaction posted to.
MINNAME	Displays the name of the minor account that a transaction posted to.

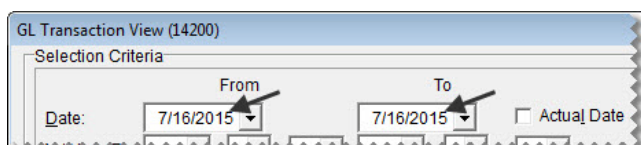
Item	Description
CLASS	Displays the GL class for a transaction.
NUM	Displays the number of the fiscal series.
CUST/VEND	Displays the name of the customer or vendor for a transaction.
Research	Displays the document or transaction that caused the journal entry.
Print	Prints the transactions currently displayed on the GL Transaction View screen.
Reset	Clears the transactions currently displayed on the GL Transaction View screen.
Close	Closes the GL Transaction View screen.

Viewing Transaction Entries

When you need to see how a transaction posted to the general ledger, you can look it up on the GL Transaction View screen.

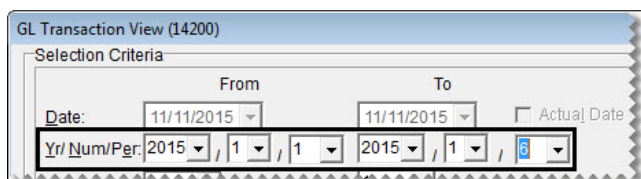
To view general ledger transactions

1. From the **General Ledger** menu, select **Transaction View**. The GL Transaction View screen appears.
2. Enter one or more search parameters in the **Selection Criteria** area:
 - ♦ **Date:** For a single day, select the same beginning and ending dates from the pop-up calendar. For a range, select different beginning and ending dates.



Note: To limit the search to the date a transaction was performed, select the **Actual Date** check box.


- ♦ **Yr/Num/Per:** For a fiscal period, select the beginning year, number, and period from the drop-down list. For a range, select both a beginning and an ending year, number, and period.



Note: To retrieve a year-end journal entry, select a beginning year and number. Then select period 0.

- ◆ **Site:** For a specific site (multi-store systems only), select the site from the drop-down list. For a range, select both a beginning and an ending site number.

- ◆ **Department:** For a specific department, select the department number from the drop-down list. For a range, select both a beginning and an ending department number.

- ◆ **Account:** For transactions that posted to one account, click the beginning account field, press , and select an account. For a range, enter an account number in both the beginning and ending account fields.

- ◆ **GLNO:** If you know a the journal-entry number for a transaction, type the number in the **GLNO** field.

- To limit the search by document type, select one or more check boxes in the in the **Document Type (Keymod)** area.

- Click **Filter**. TireMaster retrieve the entries that match the selected search parameters and document types.

- For a hard copy of the entries, click **Print**.

- To clear the entries from the screen, click **Reset**.

- Close the GL Transaction View screen.

Invoice/Document Search Screen

With the Invoice/Document Search screen, you can search for documents generated by TireMaster. From this screen, you can also reprint documents, view BAR change entries, or open the GL Transaction View screen to see the journal entries related to a selected document.

Site#	Mod	Invoice	Date	Reference	VID#	VIDSite#	Customer/Vendor
1		104	12/26/2014				HART, DR. KEN
1	XX	104	12/26/2014	Beginning Balance			CARLSON, JOE
1	PO	104	12/26/2014 3:50:01 PM	Startup-FUZ	5	1	ZZ-INVENTORY QTY ADJUST
1	JE	104	12/30/2014				ZZ-INVENTORY QTY ADJUST
1	IC	104	1/5/2015 10:54:49 AM				ZZ-INVENTORY QTY ADJUST
1	RO	104	10/2/2015				LITTLEFIELD, DENNIS
1	PY	104	11/12/2015 2:37:19 PM				BUCKMAN, JENNY E.
1	CC	104	11/18/2015				ZZ-VISA/MASTERCARD

Figure 79: Invoice/Document Search Screen

Item	Description
Find (field)	Lets you type a document or transaction number for the document that you want to retrieve.
Doc#	Lets you search by document or transaction number.
Ref/Claim#	Lets you search by the value in the Reference or Claim field.
VID#	Lets you search by the system-generated vendor invoice document number.
Deleted Work Order	Lets you search by document number for deleted work orders.
Find (button)	Lets you carry out the search.
Site#	Displays the site where a transaction took place.
Mod	Displays the code for the document or transaction type for a transaction.
Invoice	Displays the document or transaction number for a transaction.
Date	Displays the effective date of a transaction. The effective date is the day that the transaction posted to the general ledger.
Reference	Displays the value in the reference field for a transaction.
VID#	Displays the number of the vendor invoice document.
VIDSite#	Displays the site where a vendor invoice document was created.
Customer/Vendor	Displays the name of the customer or vendor associated with a document. For deleted work orders, the system-assigned customer number is shown instead of the customer's name.
Reprint	Lets you reprint the selected document.
BAR	Lets you view any BAR change entries for a selected transaction, if BAR auditing is required and has been enabled in System Controls.

Item	Description
Research	Lets you view the transactions that posted to the general ledger.
Close	Closes the Invoice/Document Search screen.

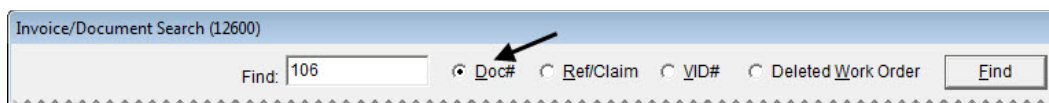
Searching for Invoices, Purchase Orders, and Other Documents

If you need to reprint documents or research transactions, you can look them up with the Invoice/Document Search screen.

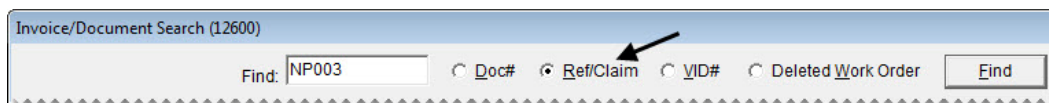
To search for a document

1. From the **General Ledger** menu, select **Invoice & Document Search**. The Invoice/Document Search screen appears.
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:

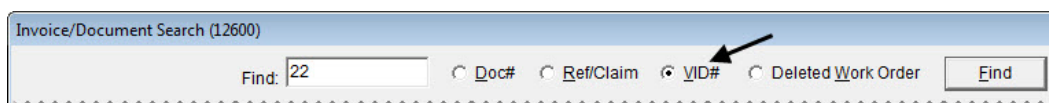
- ◆ **Doc#** to look up a document by the system-generated document number



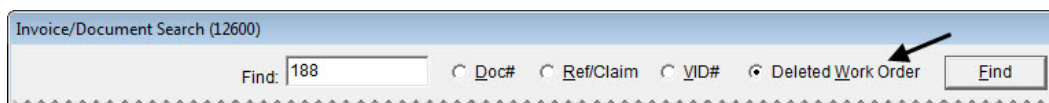
- ◆ **Ref/Claim#** to look up a document by the reference or claim number entered during a transaction



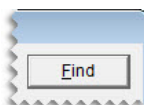
- ◆ **VID#** to look up a document by the system-generated vendor invoice document number



- ◆ **Deleted Work Order** to look up a work order that was deleted



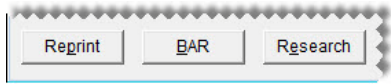
3. Click **Find**.



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.

GL Classes

With GL classes, you can display information for each type of sale in its own section of the income statement. Sales are typically divided into the following GL classes:

- ◆ Class 1: Normal Sales
- ◆ Class 2: Transfer Sales
- ◆ Class 3: NA/GS/ADJ Sales (for national-account, government-support, and adjustment sales)

Using GL classes lets you report the profit (or loss) for items that bring in little or no money separately from items sold under normal circumstances. Typically, these low-profit or no-profit items are the tires that are sold in national-account, government-support, adjustment, and transfer sales. When sales figures for these items are combined with the sales figures for items sold at their regular prices, the overall gross profit margin is lowered.

Note: When you set up a reconciliation code to track vendor credits, you need to assign a GL class for national-account, government-support, and adjustment sales to the reconciliation code.

When you print an income statement, you can do one of the following:

- ◆ Display a summary of the net gain or loss for a particular type of sale. For this summary, roll up a GL class.
- ◆ Display the sales and cost totals for a particular type of sale. To include these totals, don't roll up a GL class.

GL classes are also part of general ledger account numbers. For more information, see [“General Ledger Account Numbers” on page 485](#).

Designing a Detailed Income Statement

The amount of detail on your income statements depends on the number of GL classes. The startup database in New TireMaster systems includes the following GL classes:

- ◆ Class 1: Normal Sales
- ◆ Class 2: Transfer Sales
- ◆ Class 3: NA/GS/ADJ Sales

With these settings, national-account, government-support, and adjustment sales are lumped into one GL class. If you want a separate profit (loss) report for each type of sale, you could set up your GL classes in the following manner:

- ◆ Class 1: Normal Sales
- ◆ Class 2: Transfer Sales
- ◆ Class 3: National-Account Sales
- ◆ Class 4: Government-Support Sales
- ◆ Class 5: Adjustments

You can also add detail to the income statement by setting up GL classes based on your vendors:

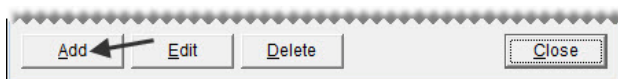
- ◆ Class 1: Normal sales
- ◆ Class 2: Transfer Sales
- ◆ Class 3: Goodyear Sales
- ◆ Class 4: Tires Express Sales
- ◆ Class 5: Napa Sales
- ◆ Class 6: Schucks Sales
- ◆ Class 7: Other Vendors

Adding GL Classes

You can use GL classes to affect the appearance of information on the income statement. Each GL class that you add increases the amount of detail on the income statement.

To add a GL class

1. On the **Setup** menu, select **GL Class Options**. The GL Class Options screen appears.
2. Click **Add**. The GL Class Edit screen appears.



3. Type a description for the GL class.
4. To save the new GL class, click **OK**.

Note: Disregard the **Roll Up/Net** check box. You can define whether to roll up the GL class when printing the income statement.

5. Close the GL Class Options screen.

Renaming GL Classes

If you dislike the description for a GL class, you can rename it. To rename a GL class, open the GL Class Options screen. Then select the GL class you want to rename and click **Edit**. Type a new description for the GL class and click **OK**.

Deleting GL Classes

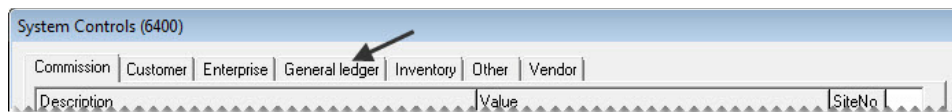
If you have never used a particular GL class, you can delete it. To delete a GL class, open the GL Class Options screen. Then select the GL class you want to delete and click **Delete**.

Setting the Default GL Class

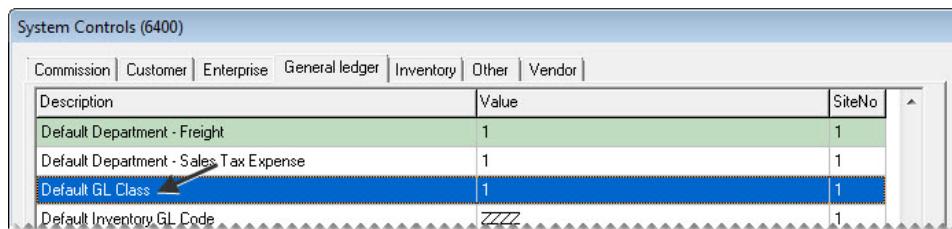
Typically, the GL class for normal sales is the default GL class. If needed, you can change this setting in System Controls.

To set the default GL class

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **General ledger** tab.



3. Select **Default GL class**, and press **Enter**.
4. Type the number for the GL class that you want to use as the default.



5. Click **OK**.

Fiscal Calendar

In TireMaster, you can implement a fiscal year by setting up the fiscal calendar. For accounting purposes, you need to establish a fiscal year and report earnings based on that schedule. A fiscal year is an accounting period of 12 months that needs to be represented on business reports and financial statements. A fiscal year can but does not have to correspond to the actual calendar year.

Although the fiscal year can begin with any month, you need to start with the same day and month every year, unless you get government approval to change your company's fiscal year.

Setting the Fiscal Calendar

When you go online, you need to set up the fiscal calendar for the current year and any previous years for which you need to make journal entries. For some companies, fiscal periods start on the first day of the month and end on the last day of the month. After you go live, you need to update the calendar for each new fiscal year.

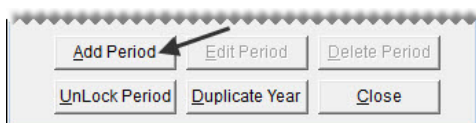
To set the fiscal calendar

1. On the **General Ledger** menu, select **Fiscal Calendar**. The Fiscal Calendar screen appears.
2. In the **Fiscal Year** field, type the earliest fiscal year that you'll make journal entries for.

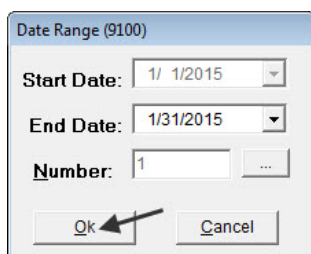



Note: Once you've set up a particular year in the fiscal calendar, you cannot set up any years that come before it. For example, if you type **2012**, you won't be allowed to type **2011** and **2010**.

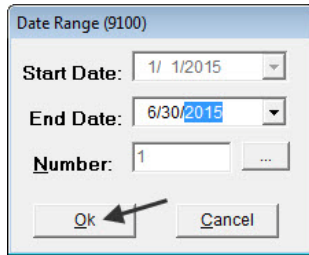
3. Click **Add Period**. The Date Range screen appears.



4. Do one of the following:
 - ♦ To use the default date range, click **OK**.

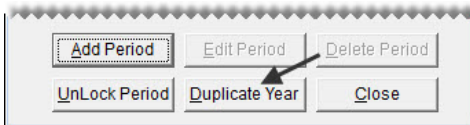



- ◆ To change the date range, click  and select an ending date from the pop-up calendar. Then click **OK**.



A new period is added to the fiscal calendar.

5. Repeat steps 3 and 4 for each of the remaining periods you need to add.
6. To add years to the fiscal calendar, click **Duplicate Year** for each additional year.



Tip: To see the fiscal years that you just added, click the **Fiscal Year** field and repeatedly press .

Note: If you changed the your company's fiscal calendar by creating a short year and a new fiscal year, TireMaster sets the value in the **Number** column to 2. For more information, see [“Changing the Fiscal Calendar” on page 514](#).

7. Close the Fiscal Calendar screen.

Changing the Fiscal Calendar

Although it's rare, some businesses decide to change their fiscal calendar. A business might change its fiscal year under the following circumstances:

- ◆ A new owner buys the company
- ◆ The company gets a new accountant who wants to change the bookkeeping system
- ◆ The company hasn't been in existence for an entire fiscal year

To change the fiscal calendar, you need to receive permission from the Internal Revenue Service.

To implement changes to the fiscal calendar, you need to create a short tax year. A short tax year is a fiscal year that's less than 12 months. For example, if you change from a fiscal year that lasts from January through December to a fiscal year that begins in October, the first nine months of the year (January through September) become a short tax year.

When you change the fiscal calendar, TireMaster uses a fiscal number to distinguish the short fiscal year from the new fiscal year. Typically, the number 1 identifies the short year and number 2 identifies the new fiscal year. TireMaster resets the number to 1, once both the short year and the new fiscal year of 12 periods are completed.

Note: To implement a short fiscal year, you need to get a security code from TireMaster Support.

To change the fiscal year

1. On the **General Ledger** menu, select **Fiscal Calendar**. The Fiscal Calendar screen appears.
2. In the **Fiscal Year** field, type the year that you want to turn into a short year.

Number	Period	Begin	End	Closed
1	1	01/01/2016	01/31/2016	Open

Tip: You can also select the year by putting the cursor in the **Fiscal Year** field and pressing .

3. Select the last period for the year, and click **Delete Period**. The period is removed from the Fiscal Calendar screen.

1	11	11/01/2016	11/30/2016	Open
1	12	12/01/2016	12/31/2016	Open

Buttons: Add Period, Edit Period, Delete Period, UnLock Period, Duplicate Year, Close

Note: If you cannot delete the selected period, make sure no periods follow it. For example, if you cannot delete Period 12 of the year 2009 you first need to delete Period 1 of 2010.

4. Repeat step 3 to delete remaining periods that are not part of the short year.
5. To create the first period of the new fiscal year, do the following:
 - a. Click **Add Period**. The Date Range screen appears.

Buttons: Add Period, Edit Period, Delete Period, UnLock Period, Duplicate Year, Close

- b. If you need to change the ending date, click and select a date from the pop-up calendar.
- c. To change the fiscal number for the new fiscal year, click . The Security Pass Code screen appears.

Note: The value in the **Number** column distinguishes the short fiscal year from the new fiscal year on the Fiscal Calendar screen. When both the short year and the new fiscal year of 12 periods are completed, TireMaster resets the number to 1.

- d. Type the security code provided by TireMaster Support and click **OK**.

Security Pass Code (16369)

Please call Support for a Pass Code

Pass Code: 123456789

Buttons: Ok, Cancel

- e. To save your changes and exit the Date Range screen, click **OK**.

6. To add the remaining periods of the new fiscal year, do the following:
 - a. Click **Add Period**. The Date Range screen appears.
 - b. Verify the ending date is correct, and click **OK**.
 - c. Repeat steps a and b until the new fiscal year has 12 periods.
7. Close the Fiscal Calendar screen.

Unlocking Fiscal Periods

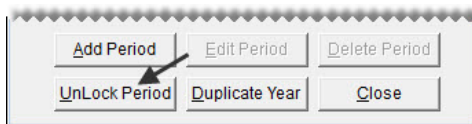
Before you can post an entry to a fiscal period that has been closed, you need to unlock the period on the Fiscal Calendar screen. Once the entry has posted, you can relock the period.

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. On the **General Ledger** menu, select **Fiscal Calendar**. The Fiscal Calendar screen appears.
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 re-open 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 [“Locking a Fiscal Period” on page 702](#).

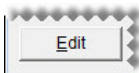
Setting Up Sites

The site number identifies each of your stores, and it is used in general ledger account numbers to identify where transactions have taken place. In the settings for sites, you can specify information that prints on some documents, such as invoices, quotes, and work orders.

Note: For single-store systems, the site number should always be 1. If you are running a multi-store system, Support will help you set up additional sites.

To set up a site

1. On the **Setup** menu, select **Sites**. The Site List appears.
2. Click **Edit**. The Site Identification Maintenance screen appears.



Note: If you need to add a new site, call TireMaster Support.

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 data phone number is the phone number used for the site's Internet connection.
5. Type the name of the person TireMaster 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 auto-repair 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.

Site Identification Maintenance (9500)

Site #	1
Name	ASAAutomotive Systems
Address 1	800 S. Industry Way
Address 2	Suite 150
City	Meridian
State	ID Zip 83642
Data Phone	
Fax Phone	
Phone	208-855-0781
Contact	Class
Dealer ID	
BAR ID	
EPA ID	
Disp Name	Site #1
Status	<input checked="" type="checkbox"/> Active
Sort Order	1
Customer	

OK Cancel

9. Leave the **Active** status check box and the **Disp Name** and **Sort Order** fields alone. Other sites use these settings to define whether they will include your on-hand quantity information on the Inventory List. For more information, see [“Setting Up Site-Specific Quantity Information” on page 722](#).

Note: Disregard the **Customer** button. It's for single-store environments running the Data Exchange application.

10. To save the site information, click **OK**.

11. Close the Site List.

Departments

By using departments, you can track the profitability of different segments of your business. The profitability for each department is displayed on the income statement. The department number is also included in general-ledger account numbers to show which departments transactions posted to.

If you use multiple departments, you need to set them up in one of the following ways:

- ◆ By customer types, such as wholesale and retail (See [“Customer Method” on page 520.](#))
- ◆ By types of inventory items and services sold (See [“Inventory Method” on page 521.](#))

With multiple departments, you need to assign departments to several program settings and you need to select which department various transactions should post to. For some transactions, such as manual journal entries, you can only change the department when the transaction posts to an income or expense account. Only income and expense accounts are used for the income statement.

Maintaining Departments

Although multiple departments can give you additional information about different portions of your business, they take time to set up and maintain. For example, having three departments triples the size of your chart of accounts. If you use multiple departments, you might want to add even more accounts to the chart of accounts to generate additional information about your income and expenses. However, if departments are not properly maintained, the departmental totals on the income statement will be wrong.

Note: If you want to use multiple departments, we recommend that you set them up them during the going-online process. Although you can add departments after going live, doing so can adversely affect the quality of your historical data.

Adding Departments

Before you set up multiple departments, determine what kind of information departments can help you gather and how many departments you need.

With multiple departments, there is a risk of user error when manually completing transactions. For example, selecting the wrong department for a journal entry can result in inaccurate information on departmental income statements. To prevent user error, give your departments names that make it easy for employees to know which departments they should post entries to.

To add departments

1. On the **Setup** menu, select **Departments**. The Department Listing screen appears.
2. Click **Add**. The Department Edit screen appears.

3. Type a description for the department.
4. Click **OK**.

5. Close the Department Listing screen.

Renaming Departments

If you dislike the description for a department, you can rename it. To rename a department, open the Department Listing screen. Select the department whose name you want to change and click **Edit**. Then type a new description and click **OK**.

Setting the Default Department

In a multi-department system, you need specify which department to use as the default department (that is, which department will automatically appear in various program screens that use department settings). If you don't set up multiple departments, use the department that comes already set up in TireMaster. If you use only one department, you don't need to specify a default department in System Controls because the default has already been set.

Tip: Your default department should be the one that's most-frequently used.

To change the default department

1. On the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **General Ledger** tab.

3. Select **Default Department**, and press **Enter**.

Description	Value	SiteNo
Default Account - Year-End Profit/Loss	3010-0	1
Default Department	1	1
Default Department - Freight	1	1

4. Type the number for the department that will be the default department. Then click **OK**.
5. Close the System Controls screen.

Department Methods

When you set up departments, you need to use either the customer method or the inventory method. The method that you choose depends on the kind of information that you want your departments to provide.

Customer Method

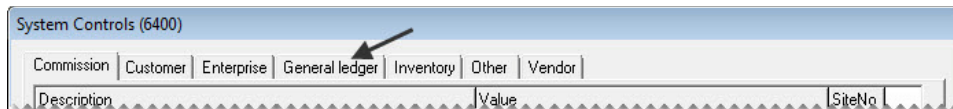
With the customer method, you can see which types of customers generate the most profit. A retail department and a wholesale department are examples of customer method departments.

To set up departments by customer, you need to do the following:

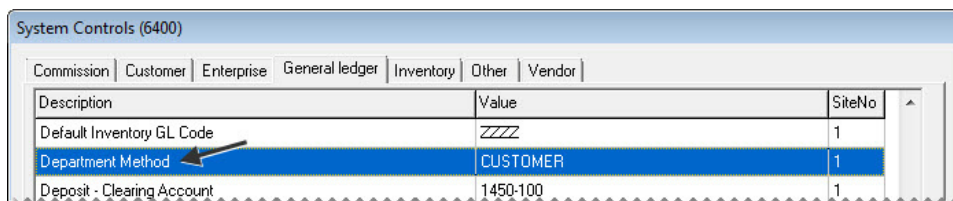
- ◆ Set the customer department method in System Controls.
- ◆ Assign a department to each customer type.

To set up departments by customer

1. To set the customer department method, do the following:
 - a. On the **Setup** menu, select **System Controls**. The System Controls screen appears.
 - b. Click the **General Ledger** tab.

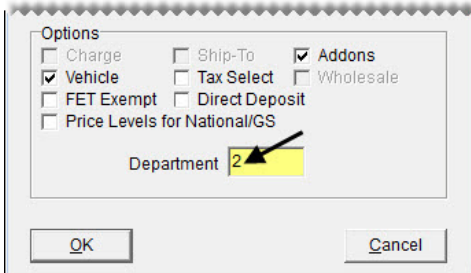


- c. Scroll to the control **Department Method** and verify whether Customer is already assigned. If it isn't, press **Enter**. Then select **Customer** and click **OK**.



- d. Close the System Controls screen.
2. To assign a department to each customer type, do the following:
 - a. On the **Customers** menu, select **Types**. The Customer/Vendor Type List appears.
 - b. Select the customer type that you want to assign a department to and click **Edit**. The Customer/Vendor Type Edit screen appears.

- c. Click the **Department** field and press . Then select a department from list that appears.



Options

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

Department **2**

OK Cancel

- d. To save your changes, click **OK**
- e. Repeat steps 2b through 2d to assign departments to the remaining customer types.
- f. Close the Customer/Vendor Type List.

Inventory Method

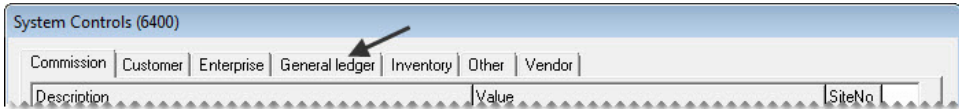
With the inventory method, you can see which types of items and services, such as tires and brake jobs, generate the most profit. A tire department and a repair department are examples of inventory method departments.

To set up departments by inventory, you need to do the following:

- ◆ Set the inventory department method in System Controls.
- ◆ Assign departments to each inventory GL code.

To set up departments by inventory

1. To set the inventory department method, do the following:
 - a. On the **Setup** menu, select **System Controls**. The System Controls screen appears.
 - b. Click the **General Ledger** tab.

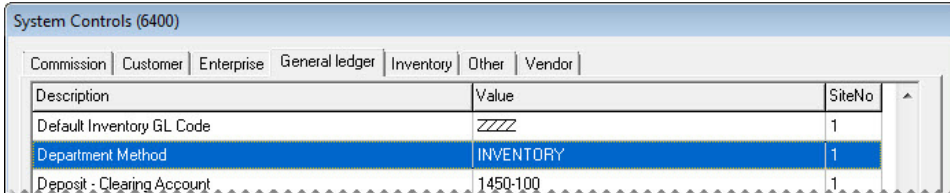


System Controls (6400)

Commission | Customer | Enterprise | **General ledger** | Inventory | Other | Vendor

Description	Value	SiteNo
-------------	-------	--------

- c. Select **Department Method** and press **Enter**.
- d. Select **Inventory** and click **OK**.




System Controls (6400)

Commission | Customer | Enterprise | General ledger | **Inventory** | Other | Vendor

Description	Value	SiteNo
Default Inventory GL Code	ZZZZ	1
Department Method	INVENTORY	1
Deposit - Clearing Account	1450-100	1

- e. Close the System Controls screen.
2. To assign a department to each GL Code, do the following:

- a. On the **Inventory** menu, select **Inventory GL Codes**. The Inventory GL Code List appears.
- b. Select the GL code that you want to assign to a department to and click **Edit**. The Inventory GL Code Maintenance screen appears.
- c. Click the **Department** field and press . Then select the appropriate department from list that appears.

Inventory GL Code Maintenance (14600)

GL Code: TMCI

Description: TIRES MED COMM INV

Department: 2

Inventory Std. Cost

- d. To save your changes, click **OK**.
- e. Repeat steps 2b through 2d to assign departments to the remaining GL codes.
- f. Close the Inventory GL Code List.

Changing the Department at Point of Sale

If you want an invoice to post to a department other than the one assigned to a customer type or an inventory GL code, you can override the setting at point of sale.

To change a department at point of sale

1. Begin the process of completing an invoice as usual. For more information, see [“Completing an Invoice” on page 336](#). The Invoice Completion screen appears.
2. Type the number of the department that you want the invoice to post to in the **Dept** field.

Print # of Copies: 0

Completed: 11/12/2015 Sales: DJ

License #: Dept: 2

Miles In: 0 Out: 0

PO#: Ref:

3. Fill in the remaining fields as needed, and click **OK**.

Accounts Receivable

With TireMaster, you can manage accounts receivable account activity for your customers. This chapter includes the following topics:

- ◆ “ROAs” on page 523
- ◆ “Reversing Finance Charges” on page 530
- ◆ “Adjusting a Customer’s AR Balance” on page 531
- ◆ “Issuing Credit Memos” on page 533
- ◆ “Handling Returned Checks” on page 534
- ◆ “Reimbursing Customers” on page 539
- ◆ “Entering Beginning Balances” on page 540

ROAs

An ROA (received on account) is a payment that you receive from a customer with 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.

Completing an ROA decreases (credits) a customer’s balance and the balance of the general ledger’s AR account, and it increases (debits) the balance of the general-ledger account for your cash till.

Note: When you close the day, TireMaster moves ROAs from the cash-till account to the checking account.

Open Item Ledger Screen

The Open Item Ledger screen (Figure 80) shows only the outstanding items for a customer’s account, including unpaid charges, unpaid finance charges, unapplied ROAs, and unapplied discounts. ROAs are shown as negative amounts (to help you see how the balance is calculated).

Open Item Ledger (7700)

Customer: CARL'S AUTO

Discount: 0.00 Unapplied Amt: 0.00 Search: Current ROA: 0.00

Sort: Invoice Due Date Site#

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	DiscDate	DiscAvail	InvDate	Paid	DiscTotal
1	XX	103	Beginning Bal	289.91	0.00	01/05/2015	0.00	289.91	A	01/01/2000	0.00	12/26/2014	0.00	0.00
1	RO	106		-289.91	0.00	01/15/2015	0.00	-289.91	A	01/01/2000	0.00	01/15/2015	0.00	0.00
1	XX	113	Adjustment	-20.79	0.00	12/05/2015	0.00	-20.79	A	11/23/2015	0.00	11/13/2015	0.00	0.00
1		147		415.96	415.96	05/05/2015	0.00	0.00		05/01/2015	0.00	05/01/2015	0.00	0.00
1		488		444.20	444.20	05/05/2015	0.00	0.00		11/13/2015	0.00	11/13/2015	0.00	0.00

Notes AR Journal Entry Un-Apply OK Cancel

Figure 80: Open Item Ledger

Item	Description
Sort	Lets you displays the documents on the screen by either the invoice number or due date.
Discount	Displays the total of any early-pay discounts that are being applied to the customer's balance.
Unapplied Amt.	Displays the amount that you can still apply to the customer's balance. When you finish applying payments and credits, the amount is 0.00.
Search	Lets you narrow down the documents displayed by invoice number, reference number, or amount.
Current ROA	Displays the amount of the ROA you just completed when the Apply ROA check box is selected on the ROA/Deposit Complete screen.
Site	Displays the site where the ROA, invoice, journal entry, or finance charge originated. In single-store and TireMaster Point of Sale systems, this number is always 1.
Mod	Identifies the item with one of the following document-type codes: <ul style="list-style-type: none"> ◆ Blank is for regular invoices. ◆ NA is for national-account invoices. ◆ GS is for government-support invoices. ◆ FC is for finance charges. ◆ RO is for ROAs and early-pay discounts. ◆ XX is for adjustments to the customer's balance (AR journal entries) and beginning-balance entries.
Invoice	Displays the item's system-assigned document number. When charges are set up with multiple payments, the same invoice number is used for each scheduled payment.

Item	Description
Ref #	Displays the reference number for an invoice, ROA, or adjustment to the customer's balance.
Amount	Displays the amount of the scheduled payment. For charges with only one payment, this amount is the entire amount of the invoice.
UnApplied (column)	Displays the amount of an ROA or credit that has not been marked to be applied to an invoice or finance charge.
DueDate	Displays the system-assigned invoice due date for invoices and ROA posting date. Note: If the due date for a customer charge is too soon, make sure that statements have not been cut off. If the date is too far in the future, make sure that statements have not been cut off more than once. You can check date of the last statement cut off on the Customer tab of the System Controls screen.
DiscAmt	Lets you enter an expected early-pay discount for an invoice.
Pay	Displays the following: <ul style="list-style-type: none"> ◆ The amount of a payment or credit that's being applied to an invoice or finance charge ◆ The amount of an invoice or finance charge that's being subtracted from the customer's balance, because a payment or credit was applied to it
Apply	Lets you define the following: <ul style="list-style-type: none"> ◆ Which payments and credits to apply to invoices and finance charges ◆ Which invoices and finance charges are being paid by payments and credits
DiscDate	Displays the date by which the customer needs to pay you to receive an early-pay discount.
DiscAvail	Displays the early-pay discount, if any, for an invoice.
InvDate	Displays the date when the invoice, finance charge, journal-entry, or ROA was entered into TireMaster.
Paid	Displays the amount that has previously been applied to an invoice, finance charge, or other entry.
DiscTotal	Displays the total of early-pay discounts, if any, given for an invoice.
Notes	Not used.
AR Journal Entry	Lets you adjust a customer's balance by making a journal entry that posts to the customer's subledger and the general ledger.Lets you adjust the customer's balance.
Un-Apply	Lets you unapply a group of items that were previously applied at the same time.

Item	Description
OK	Lets you save your changes and exit the screen.
Cancel	Lets you exit the screen without saving your changes.

Processing ROAs

Processing an ROA includes recording the payment and applying it to a customer's account balance either now or later.

To process an ROA

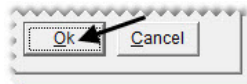
1. Click **Invoicing**. The Open Work Order List appears.
2. Click **ROA**. The Name Lookup/Entry screen appears.



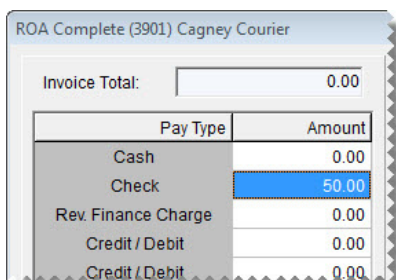
3. Look up the customer who is making the payment. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).

Tip: To check the customer's balance, click the **Aging** tab.

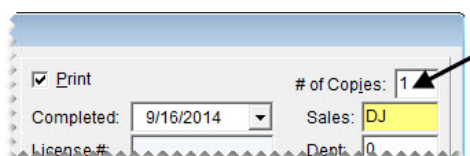
4. Click **OK**. The ROA/Deposit Complete screen appears.



5. 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.



6. To print a different number of copies, change the number in the **# of Copies** field.



7. Select or clear 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 [“Recording Payments from Credit Card Companies” on page 594](#).

- ◆ **Apply ROA** instructs TireMaster to open the customer’s open-item ledger so the payment can be applied.
- ◆ **Flag Old Invoices** instructs TireMaster to automatically apply the payment to the oldest invoices first.

Note: Whether this check box is selected by default depends on a control setting. For more information, see [“ROA Complete - Flag Old Invoices Selected” on page 858](#).

8. If you have comments about the payment or recommendations on how it should be applied, type your notes in the **Comments** field. You can view the comments for an ROA by clicking **Notes** on the customer’s Open Item Ledger.

9. Click **OK**. TireMaster prompts you to complete and print the ROA.



10. Click **Yes**. Then do one of the following:

- ◆ If the Open Item Ledger appears, go to step 11.
- ◆ If the Report Window opens, go to step 15.

11. If you want to change which invoices the ROA is applied to, select the **A** in the invoice’s **Apply** column and press the space bar. Then type an **A** in the **Apply** column for a different invoice.

	DueDate	DiscAmt	Pay	Apply	DiscDate	DiscAvail	InvDate	Paid	DiscTotal
00	09/16/2014	0.00	-50.00	A	01/01/2000	0.00	09/16/2014	0.00	0.00
00	10/05/2014	0.00	5.00	A	09/19/2014	0.00	09/09/2014	0.00	0.00
28	05/05/2014	0.00	10.76	A	09/09/2014	0.00	09/09/2014	400.00	0.00
00	05/05/2014	0.00	34.24	A	09/09/2014	0.00	09/09/2014	0.00	0.00

Note: If you’re entering the ROA at a store, you won’t actually apply the payment to an invoice. You’re suggesting that users at Corporate apply the payment to a particular invoice instead.

12. Click **OK**. TireMaster prompts you to save your changes.

13. Click **Yes**. TireMaster prompts you to apply the items.

14. If you want 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.

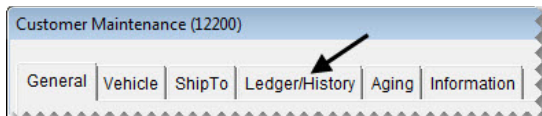
15. Print the ROA document and close the Report Window.

Applying ROAs

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

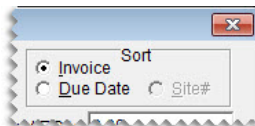
1. Look up the customer whose ROA you want to apply. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer”](#) on page 65.
2. Click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger screen appears.



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** column for the ROA that you want to apply.

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	PiscDate
1	RO	108		-800.00	0.00	11/13/2015	0.00	-800.00	A	01/01/2006
1	XX	114	Balance Adjus	-20.00	-20.00	12/05/2015	0.00	0.00		11/23/2015

7. Do the following for each invoice that you want to apply the ROA to:
 - a. Type the letter **A** in the **Apply** column.

Note: If you're entering the ROA at a store, you won't actually apply the payment to an invoice. You're suggesting that users at Corporate apply the payment to a particular invoice instead.

- b. Change the amount in the **Pay** column if needed.

Open Item Ledger (7700)

Customer: CARL'S AUTO

Discount: 0.00 Unapplied Amt: 0.00 Search: _____

Site	Mod	Invoice	Ref#	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	P
1	RO	108		-800.00	0.00	11/13/2015	0.00	-800.00	A	0
1	XX	114	Balance Adjust	-20.00	-20.00	12/05/2015	0.00	0.00		
1		147		415.96	0.00	05/05/2015	0.00	395.17	A	0
1		488		444.20	39.37	05/05/2015	0.00	404.83	A	0
1		499		695.32	695.32	05/05/2015	0.00	0.00		

Note: Although the amount in the **Pay** column 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.

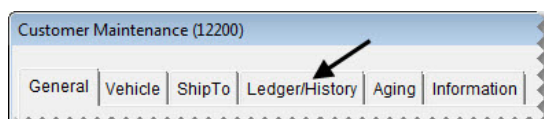
8. Click **OK**. TireMaster prompts you to save your changes.
9. Click **Yes**. TireMaster prompts you to apply the items.
10. To apply the payment to the customer's balance, click **Yes**.

Unapplying ROAs

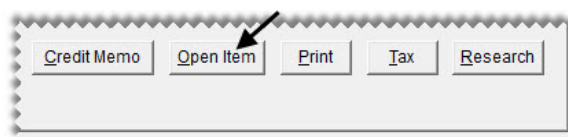
If you make a mistake when entering a customer payment, you can unapply an ROA.

To unapply an ROA

1. Look up the customer whose ROA you want to unapply. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **Ledger/History** tab.



3. Click **Open Item**. The Open Item Ledger screen appears.



4. Click **Un-Apply**. The ROA UnApply screen appears.



5. Select a row for the ROA that you want to unapply.

Apply Group	Apply Date	Inv-Site	Mod	Invoice	Roa-Site	Mod	Invoice	Amount	Discount	Number
10	11/13/2015	1		147	1	RO	108	395.17	0.00	1
10	11/13/2015	1		148	1	RO	108	404.83	0.00	1
9	11/13/2015	1	XX	103	1	RO	106	289.91	0.00	1
9	11/13/2015	1		147	1	XX	113	20.79	0.00	1

Note: All of the invoices that an ROA was applied to are assigned an identification number, which is displayed in the **Apply Group** field.

6. Click **OK**. A confirmation message appears.
7. Click **Yes**. The invoices added back to the Open Item Ledger screen.
8. Click **OK**. TireMaster prompts you to save your changes.
9. Click **Yes**. TireMaster prompts you to apply the items.
10. Click **No**. The payment is no longer applied to the customer's balance.

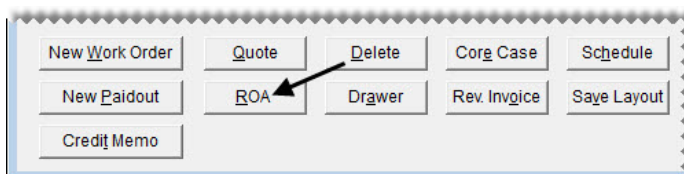
Reversing Finance Charges

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.

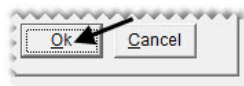
Note: For information about applying finance charges to a customer's account, see [“Finance Charge Edit Report”](#) on page 840.

To reverse a finance charge

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **ROA**. The Name/Lookup Entry screen appears.



3. Look up the customer whose finance charge you want to reverse. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer”](#) on page 65.
4. Click **OK**. The ROA/Deposit Complete screen appears.



5. Type the amount you want to reverse in the **Rev. Finance Charge** row.

Pay Type	Amount
Cash	0.00
Check	0.00
Rev. Finance Charge	6.36
Credit / Debit	0.00

6. To print a different number of copies, change the number in the **# of Copies** field.

7. If you want the reversal to be applied to open invoices automatically, make sure the **Apply ROA** check box is selected.

8. If you want the reversal to be applied to the oldest open invoices first, make sure the **Flag Old Invoices** check box is selected.
9. Click **OK**. TireMaster prompts you to complete and print the ROA.
10. Click **Yes**. The Open Item Ledger screen appears.
11. Select the finance charge that you want to reverse, and type an **A** in the **Apply** column.

DiscAmt	Pay	Apply	D
0.00	6.36	A	0
0.00	0.00		0
0.00	-6.36	A	0

Note: You might need to clear the **A** from one of the other rows. To clear the letter **A** from a row, select the letter and press the space bar or **Backspace** key.

12. Click **OK**. TireMaster prompts you to save your changes.
13. Click **Yes**. TireMaster prompts you to apply the items.
14. Click **Yes**.

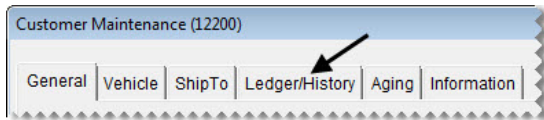
Adjusting a Customer's AR Balance

If you need to adjust a customer's balance, make an AR journal entry. For example, you can make an AR journal entry to write off a customer's bad debt.

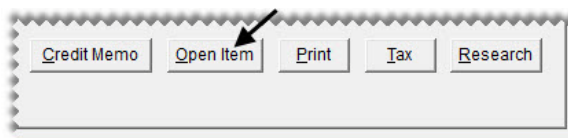
Note: For information about customer historical and AR ledgers, see “Customer Ledger/History Tab” on page 58.

To adjust a customer’s AR balance

1. Look up the customer whose balance you want to adjust. The Customer Maintenance screen appears. For more information, see “Looking Up a Customer” on page 65.
2. Click the **Ledger/History** tab.



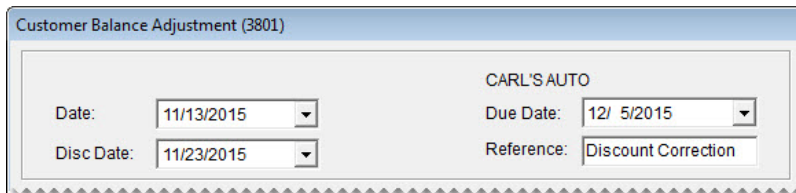
3. Click **Open Item**. The Open-Item Ledger screen appears.



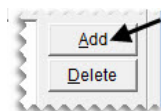
4. Click **AR Journal Entry**. The Customer Balance Adjustment screen appears.



5. Select the date on which the adjustment should be applied, along with the discount date and payment due date from the pop-up calendars.
6. Type a reference for the adjustment if needed.



7. Create the offset entry:
 - a. Click **Add**. A journal-entry line appears in the **Offsets** area.



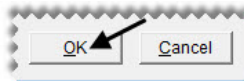
- b. If you use the customer department method, click the **Dept#** column, press , and select the appropriate department.
 - c. Click the **Major** column, press , and select the account that the offset entry will post to.
 - d. Type a description for the entry.

- e. Type the amount of the adjustment.

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	6250	0	Discount Correction	-15.95	1

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.

8. To finish the adjustment, click **OK**. A confirmation message appears.



9. Click **Yes**.

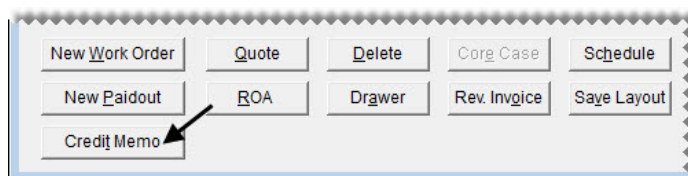
You can apply the adjustment to an invoice or another document right away or later. For more information, see [“Applying ROAs” on page 528](#).

Issuing Credit Memos

Occasionally, it may be necessary to issue credit memo to a customer who has provided a service to your company but would prefer an in-store credit instead of a direct payment. For example, your computer technician repaired a workstation and wants to be paid with an in store credit. Issuing a credit memo allows you to credit the customer's account and record the expense in the GL.

To Issue a Credit Memo

1. Click **Invoicing**. The Open Work Order List appears.
2. Click **Credit Memo**. TireMaster prompts you for the customer's name.



Note: You can also create a credit memo from the Customer Maintenance screen. To begin, look up the customer, click the **Ledger/History** tab, and click **Credit Memo**.

3. Look up the customer. For more information, see [“Looking Up a Customer” on page 65](#)
4. On the Customer Balance Adjustment screen, do the following:
 - a. A reference number for the memo.
 - b. Click **Add**, and look up the general ledger account number for the offsetting entry.
 - c. Type the amount as a *negative* number (for example, **-89.00**).

- a. Make sure the amount in the **Disc \$** field is 0.00.

Customer Balance Adjustment (3801)

KELLER, FRANK

Date: 2/25/2016 Due Date: 3/ 5/2016

Disc Date: 3/ 6/2016 Reference: Trade

Offsets:

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	6250	0	Credit Memo	-89.00	1

Disc \$: 0.00 Total: -89.00

*** Credit Memo ***

OK Cancel

5. Click **OK**. A confirmation message appears.
6. Click **Yes**. The Report Window appears.
7. Print the credit memo and click **Close**. The Open Item Ledger screen appears. You can apply the credit in the same manner as an ROA, or leave it as an open item.

Handling Returned Checks

When a bank returns a check because of nonsufficient (NSF) funds, you need to reduce the balance of your checking account and adjust the customer's balance. If your bank penalizes you for taking an NSF check, you also need deduct the amount of that fee from your checking account.

If you decide to recover your losses by charging the customer a fee for the returned check, you also need to record the fee in the customer's accounts-receivable ledger. This entry, along with the adjustment made to the customer's balance, will appear on the customer's next statement (if the customer hasn't paid you by the time you generate statements).

Note: To generate a statement for a customer, the **Statement** check box needs to be selected on the Customer Maintenance screen of that customer's record.

Recording a Returned Check

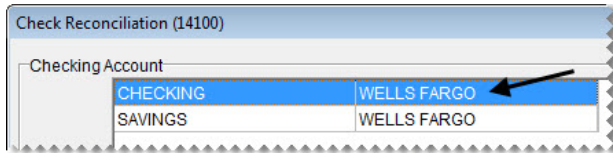
When a check is returned, you need to record a withdrawal in TireMaster's check register. This transaction accomplishes the following:

- ◆ It reduces the balance of your checking account by the check amount.
- ◆ It increases the customer's balance by the check amount.

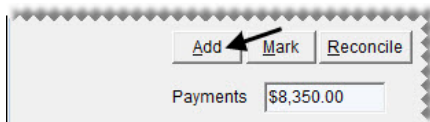
Note: If you use a debt-recovery service, you need to create a customer record for it and select that customer when recording the withdrawal instead of the original customer who wrote the bad check.

To record a returned check

1. From the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the bank account that the NSF check amount will be withdrawn from.



3. Click **Add**. The Check Reconciliation Add screen appears.



4. For the transaction type, select **Withdrawal**.



5. Select **AR**. The Name Lookup/Entry screen appears.
6. Enter the following withdrawal information:
 - a. Look up the customer who paid you with an NSF check. For more information, see [“Looking Up a Customer”](#) on page 65.

Note: If you use a debt-recovery service, look up that customer record instead of the customer record for the customer who originally wrote the bad check.
 - b. Type a description for the check (for example, **Returned check**).
 - c. Type the amount of the returned check (in the **Amount** field).

7. Click **OK**. TireMaster prompts you to complete the transaction.
8. Click **Yes**. The Report Window opens and displays the JE Edit Report.

9. Print the report and close the Report Window.

Note: Although the report description indicates that an AR easy check is written, no easy checks are produced in this type of transaction.

The completed withdrawal is displayed on the Check Reconciliation screen (Figure 81).

NUM	DATE	PAYEE	DESCRIPTION	PAYMENT	DEPOSIT	C	TYPE	INVOICE_S
5	11/16/15	GOODYEAR TIRE CO.		8050.00	0.00	C		1
4	11/16/15	AUTO ZONE		300.00	0.00	C		1
0	11/16/15	GREEN, DON	Returned Check	39.45	0.00	W		1
0	11/16/15	Wells Fargo Checking A	Rebate Check	0.00	88.23	D		1
0	11/16/15	ZZWISA/MASTERCARD	Direct Deposit ROA De.	0.00	522.32	D		1

Figure 81: Completed Withdrawal

The customer's account balance is also increased by the amount of the withdrawal (Figure 82).

Customer Maintenance (12200)

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

Sort By: Ref# Date Invoice #

GREEN, DON 1 207

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
11/16/15	1	EC	101		39.45	0.00		
10/15/15	1		150		39.45	0.00		1900

Figure 82: The Withdrawal Also Increases the Customer's Balance

If the returned check was originally processed as an ROA, you need to complete two additional steps. First, unapply the ROA in the customer's record. Then apply the withdrawal (for the NSF check) to the original payment that you just unapplied.

Charging Customers Returned Check Fees

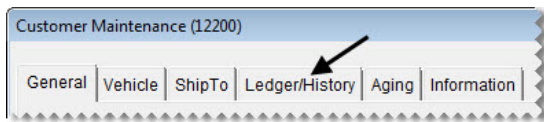
If you charge customers fees for returned checks, you can record those penalties by making AR journal entry for each customer who has written a nonsufficient funds check. This entry, along with the adjustment made to the customer's balance, will appear on the customer's next statement.

Note: If the customer who wrote the nonsufficient funds check doesn't normally receive a statement, select the **Statement** check box on the Customer Maintenance screen for that customer's record.

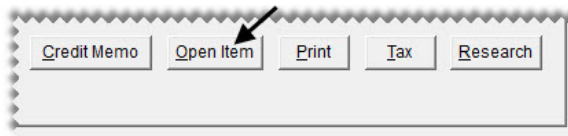
To charge a customer a returned check fee

1. On the **Customers** menu, select **Maintenance**. The Name Entry/Lookup screen appears.
2. Look up the customer who paid you with an NSF check. For more information, see ["Looking Up a Customer"](#) on page 65.

- Click the **Ledger/History** tab.



- Click **Open-Item**. The Open-Item Ledger screen appears.



- Click **AR Journal Entry**. The Customer Balance Adjustment screen appears.




- Select the current date from both the **Date** and **Due Date** pop-up calendars.
- Type a reference number or code for the fee.

The screenshot shows a window titled "Customer Balance Adjustment (3801)". The customer name "GREEN, DON" is displayed. There are four input fields: "Date:" with a dropdown menu showing "11/16/2015", "Due Date:" with a dropdown menu showing "12/ 5/2015", "Disc Date:" with a dropdown menu showing "11/26/2015", and "Reference:" with a text box containing "NSF Fee #1900".

- Create the offset entry:
 - Click **Add**. A journal-entry line appears in the **Offsets** area.



- In the **Major** field, press , and select the general ledger account that you want the fee to post to.

Note: You can apply NSF check fees to credit an income or expense account.
- Type a description for the entry (for example, **Fee for NSF check**).
- Type the amount of the fee.

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	4900	0	Fee for NSF Check	40.00	1

The screenshot shows a window titled "Offsets:" containing the table above. There are "Add" and "Delete" buttons to the right of the table.

Note: You can disregard entering a value in the **Disc \$** field.

- To finish the adjustment, click **OK**. A confirmation message appears.
- Click **Yes**. The Open Item Ledger screen appears.
- Click **OK**. TireMaster prompts you to save your changes.

12. Click **Yes**. TireMaster prompts you to apply the items.
13. Click **Yes**. The customer's balance is increased by the amount of the fee you just assessed.

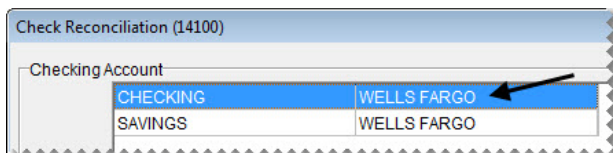
Recording Bank Fees for Returned Checks

If your bank charges you a fee for taking a nonsufficient-funds check, you need to deduct that fee from your checking account.

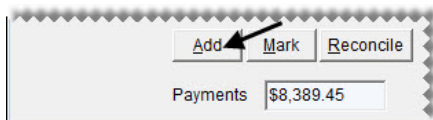
Note: You will probably make this check register entry when you receive a statement from your bank.

To record a bank fee for a returned check

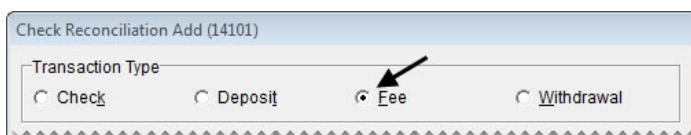
1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the checking account that the fee is being withdrawn from.



3. Click **Add**. The Check Reconciliation Add screen appears.



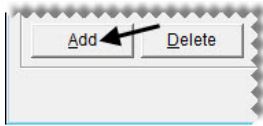
4. For the transaction type, select **Fee**.



5. Enter the following information:
 - a. Select the date on which the fee should post to the general ledger from the pop-up calendar.
 - b. Type the name of the bank in the **Payee** field.
 - c. Type a description for the entry (for example, **Bank fee for returned check**).

Check Number:	0	Tracking #:	108
Date:	11/16/2015		
Payee:	Wells Fargo		Lookup
Description:	Bank Fee for Returned Check		

6. Create the offset entry.
 - a. Click **Add**. A journal-entry line appears.



- b. Click the **Major** column, press , and select the general ledger account that you use for this type of bank fee.
 - c. Type a description for the entry.
 - d. Type the amount of the bank fee.

Site#	Dept#	Major	Minor	Description	Amount	CL
1	1	6022	0	NSF Bank Fee	35.00	1

7. To complete the entry, click **OK**. A confirmation message appears.
8. Click **OK**. The Report Window opens and displays the JE Edit Report.
9. Print the report and close the Report Window.

Reimbursing Customers

When you reverse invoices or when customers return or trade in items, you might need to refund their money. You can reimburse customers in one of the following ways:

- ◆ Issue a cash refund
- ◆ Issue a store credit
- ◆ Issue a credit memo
- ◆ Write a check
- ◆ Reverse the 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 that 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.

Reimbursing Customers 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.

Issuing Store Credits

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.

Note: To issue the credit, you might need to change the customer's status from cash-only to charge.

Reimbursing Customers with Checks

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. Then write an AR easy check to the customer for the amount of the reimbursement. For more information, see [“Generating AR Easy Checks” on page 579](#).

Reversing Credit Card Invoices

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. The Card Authorization Box appears.
3. Process the credit card manually or automatically with card processing software. For more information, see [“Completing Credit Card and Debit Card Sales” on page 591](#).
4. To complete the invoice, click **OK**.

Tip: Make sure to give the customer copies of the invoice and the credit card receipt.

Entering 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.

Cbal Utility

Making entries with the Cbal utility (Figure 83) automatically debits the general-ledger's AR account and credits the offset balances directly to the Startup AR account. Cbal entries also post to the selected customer's ledger.

Note: The Cbal utility is only to be used during the going-online process to enter outstanding customer balances from your previous system.

Customer Balance - Startup Utility (16115)

HUNLEY TRANSPORTATION 1 217

Balance: Current: Future: GL Offset Account:
 3999-100

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

Site	Mod	Invoice	Eff Site	Ref	Inv Date	Due Date	Charge
1	XX	112	1	Beginning Balan	1/16/2015	2/10/2015	25.33
1	XX	113	1	Beginning Balan	12/20/2014	1/20/2015	100.00

Figure 83: Customer Balance Utility

Item	Description
Blank fields	Display a customer's name, site, and the system-assigned customer number.
Pick Customer	Lets you look up a customer.
Balance	Displays the total amount a customer owes you.
Current	Displays a customer's current balance.
Future	Displays the balance that will appear as current on a customer's next statement.
GL Offset Account	Displays the general ledger account used for posting AR beginning balances. Note: In the startup database, this account is 3999-100. However, you can select a different account in System Controls.
1-30	Displays the balance due as of a customer's last statement.
31-60	Displays the balance due as of a customer's second-to-last statement.
61-90	Displays the balance due as of a customer's third-to-last statement.
Over 90	Displays any balances due for more than 90 days.
SITE	Displays the number for the site where the Cbal entry is being made.

Item	Description
KEY	Displays the document-type code XX, which identifies Cbal entries and adjustments to the customer's balance.
INVOICE	Displays the system-generated number for the Cbal entry.
EFFECT	Identifies the site where the Cbal entry takes place. In single-store systems and TireMaster Point of Sale, this number is always 1.
REF	Lets you enter reference number for the Cbal entry.
INVDATE	Lets you enter the date when the invoice or balance was completed.
DUEDATE	Lets you enter the due date for the invoice or balance.
CHARGE	Lets you enter the amount for the entry.
Add Invoice	Lets you add a new entry.
Edit Invoice	Lets you change the reference number, dates, or charge amount for an invoice that hasn't been posted.
Delete Invoice	Lets you delete the selected entry.
Complete Adjustments	Lets you post a customer's beginning-balance entries.
Exit	Lets you close the screen.

Entering Customers' Beginning Balances

With the Cbal utility, you can enter outstanding customer balances from your previous system into TireMaster. You can make entries into Cbal in one of the following ways:

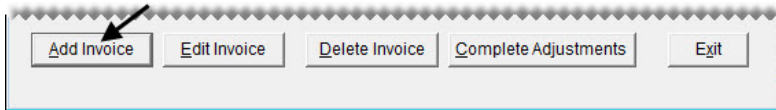
- ◆ Make an entry for the lump sum of each aging breakdown (such as future, current, or 1–30).
- ◆ Make an entry for each payment owed to you. If a customer has four invoices and is set up for two installments for each invoice, you would need eight entries.

The last statement cutoff in system controls needs to be set to two months before you go live. So if you go live october first, set the last statement cutoff to Aug. 25.

To enter a customer's beginning balance

1. Generate a report of customer balances from your previous system.
2. Log in to Cbal:
 - a. On the desktop, double-click **Computer**. The My Computer screen appears.
 - b. Double-click the local disk drive on which TireMaster is installed (usually **D:** or **C:**).
 - c. Double-click the TireMaster program folder (usually **TireMasterTMPOS**).
 - d. Double-click **cbal.exe**. The CBAL Login screen appears.

- e. Type your user ID and password, and click **OK**. The Name Lookup/Entry screen appears.
3. Look up the customer whose beginning balances you want to enter. For more information, see [“Looking Up a Customer” on page 65](#).
4. For *each* balance that you need to enter, do the following:
 - a. Click **Add Invoice**. The Add Invoice screen appears.



- 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.

 A screenshot of a dialog box titled "Add Invoice (16116)". It contains several input fields: "Invoice", "Keymod", and "Site" (all empty); "Ref:" with the text "Beginning Balance"; "Invoice Date" with a dropdown menu showing "1/16/2015"; "Due Date" with a dropdown menu showing "2/10/2015"; and "Charge:" with the value "25.33". At the bottom are "Ok" and "Cancel" buttons.

- f. To save the entry, click **OK**.
5. If you're at the corporate site, select the store that the entry is for and click **OK**.

6. When you've entered all of the customer's balances, click **Complete Adjustments**.

Customer Balance - Startup Utility (16115)

HUNLEY TRANSPORTATION 1 217 Pick Customer

Balance: Current: Future: GL Offset Account: 3999-100

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

Site	Mod	Invoice	Eff Site	Ref	Inv Date	Due Date	Charge
1	XX	112	1	Beginning Balan	1/16/2016	2/10/2016	25.33
1	XX	113	1	Beginning Balan	12/20/2015	1/10/2016	100.00

Add Invoice Edit Invoice Delete Invoice Complete Adjustments Exit

7. To enter balances for another customer, click **Pick Customer** and repeat steps 3 and 6.

Customer Balance - Startup Utility (16115)

HUNLEY TRANSPORTATION 1 217 Pick Customer

8. To close the cbal utility, click **Exit**.
9. 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 782](#).

Accounts Payable

With TireMaster's accounts-payable component, you can manage your activity for your vendors. This chapter covers the following topics:

- ♦ “Vendor Charges” on page 545
- ♦ “Calculating Vendor Account Balances” on page 554

Vendor Charges

A vendor charge is an entry that increases (credits) the balance of a vendor's subledger and the general ledger's accounts payable account. In TireMaster, there are two types of vendor charges.

PO charges are created automatically when purchase orders are completed. The document type code PO identifies PO charges. For more information, see “[Replenishing Inventory](#)” on page 277.

Manual vendor charges, can be performed individually or in batches. The document type code VC identifies vendor charges.

Creating Individual Vendor Charges

When you need to make a single entry for items that aren't received through the purchase order system, such as rent and utilities, create a manual vendor charge.

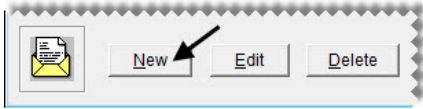
Note: Users at Corporate can create vendor charges for all stores. Users at a store can only create vendor charges for that store.

To create an individual vendor charge

1. On the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.


Note: To display only charges for a single vendor, click **Lookup** and look up the vendor's name. Then click the **Limit** check box.

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




- Look up the name of the vendor. The Vendor Charge screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
- Select the site to which you want to post the charge and click **OK**.
- Select the charge date, discount date, and payment due date from the pop-up calendars.
- Type a reference number for the charge if needed.

- Create the offset entry:
 - Click **Add**. A journal-entry line appears in the **Offsets** area.

Note: If the vendor is assigned a default general ledger account, the journal-entry line and account number are added automatically.
 - Click the **Major** column, press , and select the account that the offset entry will post to.
 - Type a description for the entry.
 - Type the amount.

Site#	Dept#	Major	Minor	Descr	Amount	CL
1	1	6450	100	November Electricity Bill	359.27	1

- Note:** If you're receiving a credit or reimbursement from the vendor, type a negative number (such as **-55.55**).
- If the charge is for a transfer, a national-account sale, a government-support sale, or a defect adjustment, click the **CL** column, press , and select the appropriate GL class.
- If you do not want to take a discount for the charge, type **0.00** in the **Disc \$** field.
 - Click **OK**. A confirmation message appears.
 - To save the charge, click **Yes**. The charge is added to the Vendor Charges screen.
 - To create another charge, click **New** and use the same vendor or look up a different vendor. Then repeat steps 5 through 10.

- To complete the charge (or charges), click **OK**. TireMaster prompts you to print the Charge Edit Report.

The screenshot shows the 'Vendor Charges (4200)' window. At the top, there are input fields for 'Vendor' (IDACO COMMUNICATIONS) and 'Batch' (highlighted in yellow). There are buttons for 'Lookup', 'Limit' (unchecked), and 'Manage Batches'. Below these is a table with the following data:

Vendor	Site	Mod	Chrg#	Date	Ref	Charge	Vendor	VendorSite
IDACO COMMUNICATIONS	1	VC	151	11/12/2015	ICO1115	152.00	171	1
NATURAL POWER CO.	1	VC	150	11/12/2015	NPCO1115	359.27	177	1

At the bottom of the window, there are buttons for 'New', 'Edit', 'Delete', 'OK' (with an arrow pointing to it), and 'Cancel'.

Note: To complete the charges for a single vendor, click **Lookup** and look up the vendor's name. Then click the **Limit** check box.

- For a copy of the report, click **Yes** and print it. Otherwise, click **No**. A confirmation message appears.
- To complete the charges, click **Yes**.

Batch Processing Vendor Charges

If you process a high volume of charges for a vendor, you might want to process that vendor's charges in a batch. The charges in a batch can be completed as soon as they're entered, or you can save the batch and add new charges to it later. Because TireMaster keeps a running total of all the charges in a batch, you can easily compare that total to the statement issued by the vendor.


Creating a Batch of Vendor Charges

You can create a group of multiple charges for a single vendor. The charges can be completed right away or saved for processing at a later time. Batches created at one site can include charges for other sites.

To process a batch of vendor charges

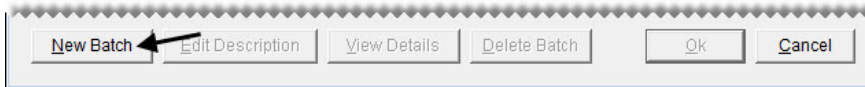
- From the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.
- Click **Manage Batches**. The AP Batch Charges screen appears.

This is a close-up screenshot of the 'Vendor Charges (4200)' window. It shows the 'Vendor' field, the 'Batch' field (highlighted in yellow), and the 'Manage Batches' button. An arrow points to the 'Manage Batches' button. The 'Limit' checkbox is also visible and unchecked.

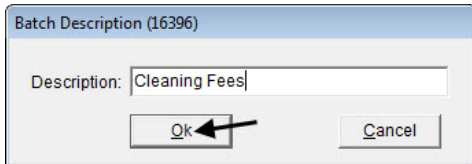
Note: You can also open the AP Batch Charges screen by clicking in the **Batch** field and pressing .

- Create a batch for the group of charges you need to process:

- a. Click **New Batch** and select a vendor from the list. The Batch Description screen appears.



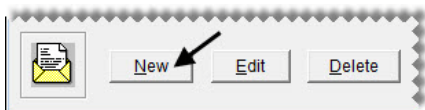
- b. Type a name for the batch and click **OK**.



- c. To close the AP Batch Charges screen, click **OK**. The Vendor Charges screen appears.

4. Enter each charge for the new batch:

- a. Click **New**. TireMaster prompts you to use the selected vendor

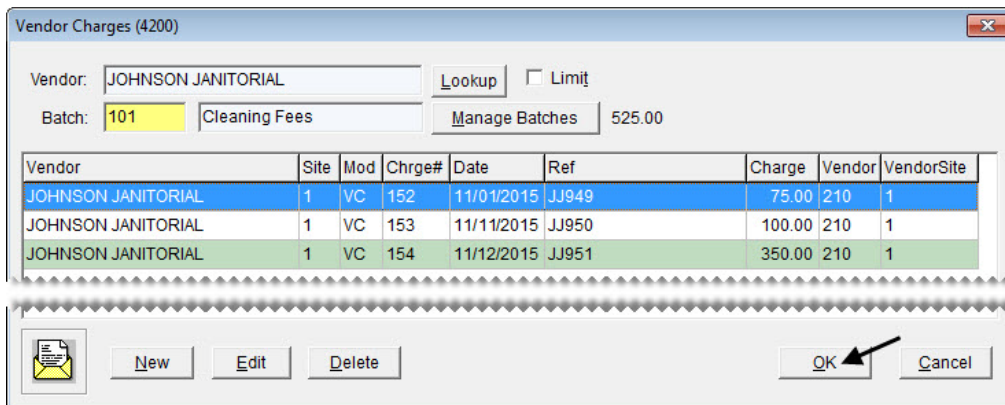


- b. Click **Yes**. TireMaster prompts you to use the selected batch.

- c. Click **Yes**. The Vendor Charge screen appears.

- d. Create one or more charges for the vendor. For more information, see [“Creating Individual Vendor Charges”](#) on page 545.

5. When you’re done entering each charge, click **OK**. TireMaster prompts you to print the Charge Edit Report.



6. Click **Yes**. The Report Window opens.

7. Print the report and close the Report Window. TireMaster prompts you to complete the charges.

8. To finish processing the batch of charges now, click **Yes**. To save the batch of charges, click **No**. Then click **Cancel** to exit the Vendor Charges screen.

Retrieving a Batch of Vendor Charges

If you saved a batch of vendor charges, you can easily retrieve it. Users at Corporate can view completed batches for all sites, while users at a store can retrieve batches created and completed at that store only.

To retrieve a batch of vendor charges

1. From the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.
2. Click **Manage Batches**. The AP Batch Charges screen appears.



Note: If you know the batch number, you can type it in the **Batch** field and skip the remaining steps.

3. Select the batch that you want to update. If you can't find the batch you're looking for, do the following as needed:
 - ◆ Select a different sort order from drop-down list.
 - ◆ Select a different batch status from the drop-down list.
 - ◆ Display batches for a single vendor. Click **...** next to the **Vendor** field and select a vendor from the list.
 - ◆ At Corporate, you can view completed batches for all sites by selecting **Sort by Site, Batch #** from the **Sort Order** drop-down menu and **Show All** from the **Batch Status** drop-down menu.
4. Click **OK**. The Vendor Charges screen appears. You can add more charges to the batch, delete it, view its totals, or finish processing it.

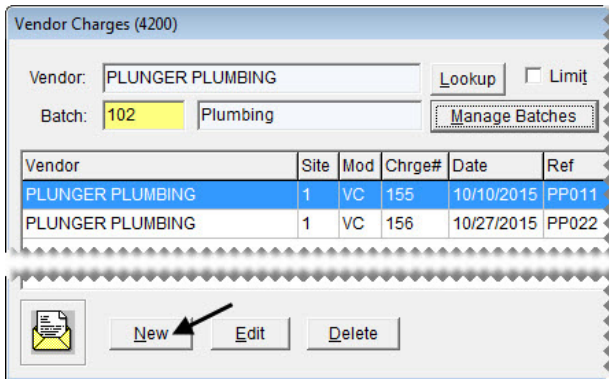
Updating a Batch of Vendor Charges

If you've saved a batch of vendor charges, you can update it by adding or removing charges.

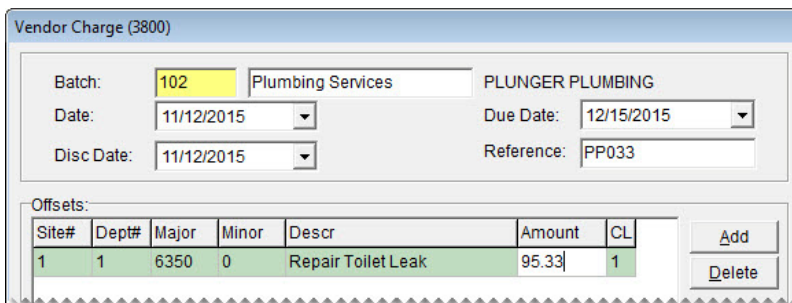
To update a batch of vendor charges

1. Look up a batch of vendor charges. For more information, see [“Retrieving a Batch of Vendor Charges” on page 549](#).
2. To add a new charge to the batch:

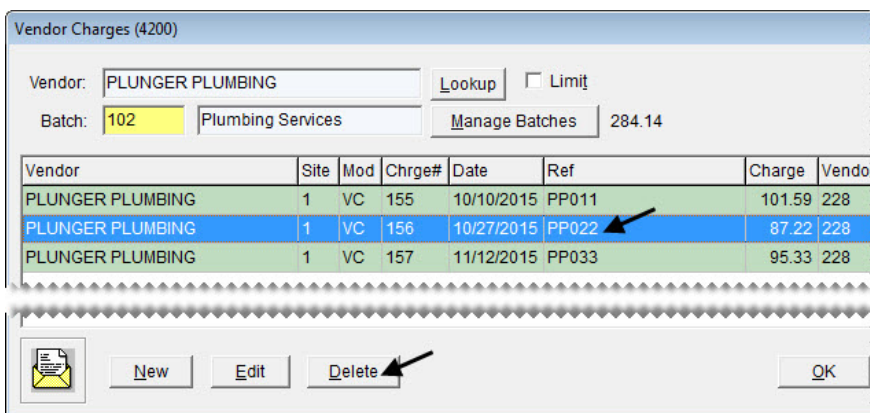
- a. Click **New**.



- b. Click **Yes** when prompted to use the selected vendor.
- c. Click **Yes** when prompted to use the selected batch.
- d. Select the charge date, discount date, and payment due date from the pop-up calendars.
- e. Type a reference number for the charge if needed.
- f. Click **Add** and make the offset entry for the charge. For more information, see [“Creating Individual Vendor Charges”](#) on page 545.



3. To remove a charge from the batch:
 - a. Select the charge you want to remove and click **Delete**.



- b. Click **Yes** to confirm that you want to remove the selected document from the batch.
- c. Click **Yes** to confirm that you want to delete the document.

- When you're finished updating batch of charges, close the Vendor Charges screen or process the charges. For more information, see [“Creating a Batch of Vendor Charges” on page 547](#).

Adding Charges to a Batch

If you have several individual charges for a particular vendor that haven't been completed, you can add them to an existing batch for that vendor.

To add a charge to a batch

- From the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.
- Select the charge that you want to assign to a batch and click **Edit**. The Vendor Charge screen appears.

Vendor Charges (4200)

Vendor: Limit

Batch:

Vendor	Site	Mod	Chrg#	Date	Ref	Charge	Vendor
NATURAL POWER CO.	1	VC	159	11/12/2015	112015	892.11	177
GLORIOUS GEEK IT SERVICES	1	VC	158	10/1/2015	GG9820	125.66	211
GLORIOUS GEEK IT SERVICES	1	VC	160	11/12/2015	GG9900	152.00	211

- Click the **Batch** field and press . The AP Batch Charges screen appears.

Vendor Charge (3800)

Batch: GLORIOUS GEEK IT SERVICES

Date: Due Date:

Disc Date: Reference:

Note: If you know the batch number, type it in the **Batch** field and go to step 5.

- Select the batch that you want to assign the charge to and click **OK**. A confirmation message appears.

AP Batch Charges (16290)

Selection Criteria

Sort Order: Vendor:

Batch Status:

S	Batch #	Site	Vendor	Total	Date	Description
	103	1	GLORIOUS GEEK IT SERVIC 0.00		11/12/2015	IT Services
	105	1	GLORIOUS GEEK IT SERVIC 0.00		11/12/2015	Networking

Note: Only batches for the vendor assigned to the selected charge are displayed.

5. Click **Yes** to return to the Vendor Charge screen.
6. Click **OK**. TireMaster prompts you to save the charge.
7. Click **Yes**.

Tip: To verify that the charge was added to the batch, view the batch details. For more information, see [“Viewing a Batch of Vendor Charges”](#) on page 552.

Viewing a Batch of Vendor Charges

When a vendor sends you a statement, you can easily compare it to your records. You can view the running total for a batch and the individual charges for it on the AP Batch Details screen.

Tip: If you know the batch number for the batch you want to view, you can type the number in the **Batch** field of the Vendor Charges screen to display the charges and the total for the batch.

To view a batch of vendor charges

1. Look up a batch of vendor charges. For more information, see [“Retrieving a Batch of Vendor Charges”](#) on page 549.
2. Select the batch you want to see, and click **View Details**. The AP Batch Details screen appears.

The screenshot shows a window titled "AP Batch Charges (16290)". At the top, there are "Selection Criteria" with dropdown menus for "Sort Order" (set to "Sort by Batch #") and "Batch Status" (set to "Show All"), a "Vendor" field, and a "Reset Selection Criteria" button. Below this is a table with columns: S, Batch #, Site, Vendor, Total, Date, and Description. The table contains five rows of data. The first row (Batch # 101) is highlighted in blue, and an arrow points to the "Cleaning Fees" description. At the bottom of the window, there are buttons for "New Batch", "Edit Description", "View Details" (with an arrow pointing to it), "Delete Batch", "Ok", and "Cancel".

S	Batch #	Site	Vendor	Total	Date	Description
	101	1	JOHNSON JANITORIAL	525.00	11/12/2015	Cleaning Fees
	102	1	PLUNGER PLUMBING	196.92	11/12/2015	Plumbing Services
	103	1	GLORIOUS GEEK IT SERVIC	125.66	11/12/2015	IT Services
	104	1	JOHNSON JANITORIAL	0.00	11/12/2015	Window Cleaning
	105	1	GLORIOUS GEEK IT SERVIC	0.00	11/12/2015	Networking

Tip: If you don't see the batch you want to view, select a different sort order, batch status, or both from the drop-down lists.

- To see the entries that posted to the general ledger for a charge, select the charge and click **Research**.

Site	Mod	Charge	Charge	Ref
1	VC	152	\$75.00	JJ949
1	VC	153	\$100.00	JJ950
1	VC	154	\$350.00	JJ951

Batch Total: \$ 525.00

Buttons: Research, OK

Note: Journal entries can be viewed only for batches whose charges have been processed (completed).

- To close the AP Batch Details screen, click **OK**.

Deleting a Batch of Vendor Charges

If you no longer need a particular batch of vendor charges or if you created a batch in error, you can delete it. Only unlocked batches can be deleted.

To delete a batch of vendor charges

- Look up a batch of vendor charges. For more information, see [“Retrieving a Batch of Vendor Charges” on page 549](#).
- Select the batch that you want to delete, and click **Delete Batch**.

Selection Criteria

Sort Order: Sort by Batch # Vendor: [] ...

Batch Status: Show All Reset Selection Criteria

S	Batch #	Site	Vendor	Total	Date	Description
	101	1	JOHNSON JANITORIAL	525.00	11/12/2015	Cleaning Fees
	102	1	PLUNGER PLUMBING	196.92	11/12/2015	Plumbing Services
	103	1	GLORIOUS GEEK IT SERVIC	125.66	11/12/2015	IT Services
	104	1	JOHNSON JANITORIAL	0.00	11/12/2015	Window Cleaning
	105	1	GLORIOUS GEEK IT SERVIC	0.00	11/12/2015	Networking

Buttons: New Batch, Edit Description, View Details, Delete Batch, OK, Cancel

Note: If you don't see the batch you want to delete, select different sort order, batch status or both from the drop-down lists.

- To confirm that you want to delete the batch, click **Yes**.

- To confirm that you want to delete the charges included in the batch, click **Yes**. To delete the batch only, click **No**. The charges that were once part of the batch are listed individually on the Vendor Charges screen.

Calculating Vendor Account Balances

TireMaster includes tools for paying vendors and applying any credits that you've received from them.

AP Payments Screen

The AP Payment screen (Figure 84) lists outstanding charges (purchase orders and vendor charges) for your vendors. On this screen, you can apply payments to the charges and generate checks for those payments.

The screenshot shows the 'AP Payments (13900)' window. At the top, there's a 'Payment Account' section with a table of accounts: 'CHECKING' and 'SAVINGS' under 'WELLS FARGO'. Below this, 'Balance' is \$79,000.00 and 'End Balance' is \$79,000.00. To the right, there's a 'Sort' section with checkboxes for 'Due', 'Name(1)' (checked), and 'Ref'. The main area is a table of vendor charges with columns: Name, Site, Mod, Invoice, Date, REF, Charge, UnApplied, Due, DiscAmt, PayAmt, Pay, PaidAmt, Discount. The table lists various vendors like AMC TIRE WAREHOUSE, AMERICAN TIRE DISTRI, AUTO ZONE, BUCKMAN, JENNY E., and FMC WAREHOUSE. At the bottom, there are summary fields: '# Checks: 0', 'Discounts: \$0.00', 'Total Check\$: \$0.00', and 'Total: \$0.00'. There are also buttons for 'Mark All', 'UnMark', 'Vendor', 'Totals', 'Show Next 30 days', 'Refresh', 'OK', and 'Cancel'.

Name	Site	Mod	Invoice	Date	REF	Charge	UnApplied	Due	DiscAmt	PayAmt	Pay	PaidAmt	Discount
AMC TIRE WAREHOUSE 1	VC	135	09/02/2015	test		18.00	18.00	10/20/2015	0.00	0.00		0.00	0.00
AMC TIRE WAREHOUSE 1	PO	142	10/09/2015	000		176.98	176.98	11/20/2015	0.00	0.00		0.00	0.00
AMC TIRE WAREHOUSE 1	PO	143	10/09/2015	ppppp		170.91	170.91	11/20/2015	0.00	0.00		0.00	0.00
AMERICAN TIRE DISTRI 1	VC	110	12/26/2014	Beginnin		1322.79	1322.79	01/10/2015	0.00	0.00		0.00	0.00
AMERICAN TIRE DISTRI 1	PO	124	12/30/2014	ATD001		2206.64	2206.64	01/10/2015	0.00	0.00		0.00	0.00
AMERICAN TIRE DISTRI 1	PO	128	12/31/2014	ATD002		2949.06	2949.06	01/10/2015	0.00	0.00		0.00	0.00
AUTO ZONE	1	PO	148	10/15/2015	66666666	250.00	250.00	11/15/2015	0.00	0.00		0.00	0.00
AUTO ZONE	1	PO	149	10/15/2015	11111	50.00	50.00	11/15/2015	0.00	0.00		0.00	0.00
BUCKMAN, JENNY E.	1	VC	117	12/30/2014	JB001	327.60	327.60	01/15/2015	0.00	0.00		0.00	0.00
FMC WAREHOUSE	1	VC	111	12/26/2014	Beginnin	1258.90	1258.90	01/20/2015	0.00	0.00		0.00	0.00
FMC WAREHOUSE	1	PO	125	12/30/2014	FMC001	3152.32	3152.32	01/20/2015	0.00	0.00		0.00	0.00
FMC WAREHOUSE	1	PO	129	12/31/2014	FMC002	2393.56	2393.56	01/20/2015	0.00	0.00		0.00	0.00

Figure 84: AP Payments Screen

Item	Description
Account	Displays the bank accounts you've set up in TireMaster.
Balance	Displays the current balance for the selected account.
End Balance	Displays the projected ending balance after the total from all applied items is deducted from the selected checking account.

Item	Description
Due	Lists charges from oldest to newest.
Name	Lists charges alphabetically by vendor name.
Ref	Lists charges in numerical order by reference number (REF column).
# Checks	Displays the number of pending checks. Note: Only one check is created for each vendor. If you want to print separate checks for a vendor, apply each payment and print the resulting checks one at a time.
Discounts	Displays the total discount amount for all payments that are marked to be applied.
Total Check \$	Displays the total check amount for all payments that are marked to be applied, minus any discount amounts.
Total	Displays the total amount of the check plus any discounts.
Mark All	Lets you quickly mark all payments to be applied. Note: When all items are marked, the name of this button changes to UnMark All .
UnMark	Lets you remove the selected payment, all payments, or payments for a specific vendor. Tip: You can also unapply a payment by selecting the A in the PAY column for that payment and pressing the Backspace key or Space Bar .
Vendor	Lets you display the charges for a particular vendor. Note: To display all vendors again, click Vendor and then click Cancel twice.
Totals	Displays the total amount owed to each vendor for the items applied.
Show Next ____ days	Lets you specify and view the payments that are due within a certain number of days.
Refresh	Updates the table after you change the Show Next ____ days value.
OK	Accepts items marked to be applied.
Cancel	Exits the screen without saving any changes.

Generating AP Payments

You can efficiently generate payments for a group of vendors with the AP Payments screen. When you pay vendors using this method, the payments are automatically applied to their balances. When you process AP payments, you can print checks to give to the vendors or you can record payment that were made with a debit or your bank's online bill pay application.

Note: You can also pay vendors with AP easy checks. For more information, see [“Generating AP Easy Checks” on page 578.](#)

To generate a group of AP payments

1. Select **AP Payments** from the **Vendors** menu. The AP Payments screen appears.
2. To sort the charges listed on the screen, click the **Due**, **Name**, and **Ref** check boxes. The numbers 1, 2, and 3 appear next to the check boxes based on the order in which they’re selected.

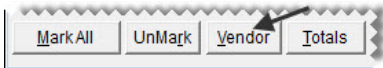


Note: By default, the charges are sorted in alphabetically.

3. To display only the charges that need to paid by a certain date, type the number of days until that date in the **Show Next ___ days** field. Then click **Refresh**.



4. To display only the charges for a single vendor, click **Vendor** and look up the vendor. For more information, see [“Looking Up Customer and Vendor Names” on page 10.](#)



Tip: If you decide that you want to display payments for all vendors, click **Vendor**. Then click **Cancel** twice.

5. Define which charges you want to pay and the payment amounts.
 - a. For each charge you want to pay, type an **A** in the **PAY** column.

Charge	UnApplied	Due	DiscAmt	PayAmt	Pay	PaidAmt	Discount	Di
250.99	0.00	10/10/2014	5.02	243.48	A	2.49	0.00	09
12 177.58	0.00	10/10/2014	3.55	174.03	A	0.00	0.00	09
35 920.00	-0.00	10/25/2014	18.40	901.60	A	0.00	0.00	10
> 672.90	672.90	10/10/2014	0.00	0.00		0.00	0.00	09

Tip: To mark payments for all charges, click **Mark All**. To unapply charges, click **UnMark**. You can also unmark individual charges by clicking the **A** in the **PAY** column and pressing the **Space Bar**.

- b. Change the payment and discount amounts as needed.

	DiscAmt	PayAmt	Pay	P
4	5.02	243.48	A	
4	3.55	174.03	A	
4	0.00	800.00	A	
4	0.00	0.00		
4	0.00	0.00		

6. Complete the payment.

- a. Click **OK**.

- b. Click **Yes** to confirm that you want to process the payment. The Pending Payment Check Listing screen appears.

Note: If you decide that you do not want to generate the payment for one of the vendors listed, clear the check box in the **Print** column.

- c. To generate a Check Edit Report, click **Report**. Then print the report and close the Report Window.
- d. If you want to generate checks to give the vendors, make sure the **Print Checks** check box is selected. If the payment was processed with a debit card or your bank's online bill pay application, clear the check box.

7. Click **Print**.

8. Click **Yes**. One of the following occurs:

- ◆ If you printed checks, TireMaster prompts you to verify the checks printed okay. If they did, click **Yes** and generate a check detail report (if needed). If you need to reprint the checks, click **No** and follow the on-screen instructions.
- ◆ If you didn't print checks, generate the check detail report (if needed).

Note: Depending on how the control **Print Checks Return to AP Payments** is set, TireMaster either returns to or closes the AP Payments screen. For more information, see [“Vendor Controls” on page 872](#).

Payment Editing Screen

You can apply payments and vendor credits on the Payment Editing screen (Figure 85), which lists all outstanding items in the vendor's subledger. The Payment Editing screen is also referred to as a vendor's open-item ledger.

Payment Editing (7701)

Customer: GOODYEAR TIRE CO.

Discount: Check Amount: Search Total Amount Paid:

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	DiscDate	DiscAvail	InvDate	Paid	DiscTotal
1	VC	112	Beginning Ba	814.12	0.00	01/15/2015	0.00	814.12	A	12/31/2014	0.00	12/26/2014	0.00	0.00
1	PO	121	GY001	6590.98	0.00	01/15/2015	0.00	6590.98	A	01/04/2015	131.82	12/30/2014	0.00	0.00
1	PO	130	GY002	9185.19	8590.29	01/15/2015	-50.00	644.90	A	01/05/2015	183.70	12/31/2014	0.00	0.00
1	PO	131	GY003	6898.44	6898.44	02/15/2015	0.00	0.00		01/07/2015	137.97	01/02/2015	0.00	0.00
1	PO	139	Qty Discrepan	637.77	637.77	10/15/2015	0.00	0.00		10/04/2015	12.76	09/29/2015	0.00	0.00

Notes Un-Apply OK Cancel

Figure 85: Payment Editing Screen

Item	Description
Sort	Lets you organize items on the screen by either reference number or due date.
Discount	Displays the total of any early-pay discounts for the PO and vendor charges that payments and credits are being applied to.
Check Amount	Displays the amount that you can still apply. When you finish applying a payment or vendor credit to a PO or vendor charge, the amount is 0.00.
Search	Lets you narrow down the documents displayed by invoice number, reference number, or amount.
Total Amount Paid	Displays the sum of the amounts in the Discount and Check Amount columns.
Site	Identifies the site where a transaction was generated.
Mod	Identifies the item with one of the following document-type codes: <ul style="list-style-type: none"> ◆ PO is for PO charges ◆ VC is for vendor charges (positive amounts) and vendor credits (negative amounts) ◆ EC is for easy checks ◆ PY is for payments
Invoice	Displays the system-generated number for the charge, payment, or credit.
Ref #	Displays the reference number for the charge, payment, or credit.
Amount	Displays the amount for the charge, payment, or credit. For PO charges that are set up for multiple payments, each installment is displayed separately by due date.
UnApplied	Displays the amount for the transaction that has not yet been applied.

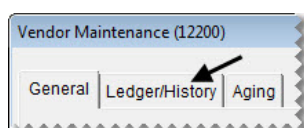
Item	Description
DueDate	Displays the due date for the charge, payment, or credit. Note: Vendor terms are used only in the full version of TireMaster.
DiscAmt	Lets you enter the expected early-pay discount for a charge.
Pay	Displays the amount to apply. You can identify the to apply by typing it in this field or by marking PO charges and vendor charges on the AP Payments screen.
Apply	Displays an A when a charge, credit, or payment is marked to be applied.
DiscDate	Displays the due date for early-pay discounts. Note: Vendor terms are used only in the full version of TireMaster.
DiscAvail	Displays the early-pay discount for a charge.
InvDate	Displays the date the charge, credit, or payment occurred.
Paid	Displays the amount previously applied for a charge, payment, or credit.
DiscTotal	Displays the total of early-pay discounts given for a charge.
Notes	Not used.
Un-Apply	Lets you unapply a group of charges, payments, or credits that were previously applied at the same time.
OK	Lets you save changes and close the screen. Any currently-due items that are applied will automatically be marked for payment on the AP Payments screen.
Cancel	Lets you close the screen without saving changes.

Applying Payments and Vendor Credits

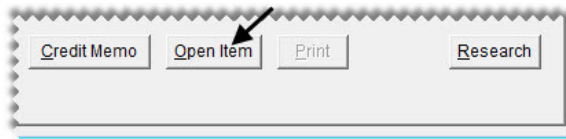
Once you've made payments to or received credits from a vendor, you can apply those items to the vendor's balance.

To apply payments and vendor credits

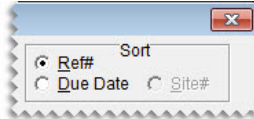
1. On the **Vendors** menu, select **Maintenance**. The Name Entry/Lookup screen appears.
2. Look up the name of the vendor whose payment and credits you want to apply. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
3. Click the **Ledger/History** tab.



- Click **Open Item**. The Payment Editing screen appears.



- To sort items on the screen, select either **Ref#** or **Due Date**.



- Apply items:
 - Select the payment or credit that you want to apply to a purchase order or vendor charge, and type **A** in the **Apply** column.
 - Select one or more purchase orders or vendor charges that you want to apply the payment or credit to.
 - Type the amount you want to apply in the **Pay** column, and press **Enter**. The letter **A** appears in the **Apply** column.
 - Type the amount of the discount you want to take, if any, in the **DiscAmt** column.

Payment Editing (7701)

Customer: GOODYEAR TIRE CO.

Discount: Check Amount: Search:

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply
1	VC	112	Beginning Bal	814.12	0.00	01/15/2015	0.00	814.12	A
1	PO	121	GY001	6590.98	0.00	01/15/2015	0.00	6590.98	A
1	PO	130	GY002	9185.19	8590.29	01/15/2015	-50.00	644.90	A
1	PO	131	GY003	6898.44	6898.44	02/15/2015	0.00	0.00	
1	VC	161	GY112015	-400.00	0.00	12/15/2015	0.00	-400.00	A

Tip: If you plan to apply the full amount and take the full discount, you can type **A** in the **Apply** column instead.

- Click **OK**. TireMaster prompts you to save your changes.
- Click **Yes**. TireMaster prompts you to apply the items.
- To apply the charges now, click **Yes**. If you click **No**, you can open to the vendor's Payment Editing screen and apply the charges later.

Unapplying Items in a Vendor's Ledger

Unapplying items in a vendor's subledger can be done in one of the following ways:

- ◆ You can unapply items that are marked to be applied, by clearing the letter **A** from the **Apply** column on the Payment Editing screen (the vendor's open-item ledger). To clear the letter **A**, click the **Apply** column, and press the space bar or the **Backspace** key.
- ◆ You can unapply checks written in the AP Payments screen by voiding them. For more information, see [“Voiding AP Payments” on page 585](#).

Making Payments

You can track the activity of one or more payment accounts in TireMaster. This chapter includes the following topics:

- ◆ “Establishing and Maintaining Payment Accounts” on page 563
- ◆ “Working with Bank Accounts” on page 566
- ◆ “Easy Checks” on page 578
- ◆ “ACH Payments” on page 582
- ◆ “Voiding Payments” on page 585

Establishing and Maintaining Payment Accounts

Multiple payment accounts can easily be added and updated in TireMaster. When you set up a payment account, you need to define the following:

- ◆ The general ledger account to which payment activity will post
- ◆ Whether the payment account will be listed on screens used to process payments

Once you’ve added all of your payment accounts, you also need to identify which one will be selected by default when you open the screens for processing payments (the AP Payments screen, the easy checks screens, and the Check Reconciliation screen).

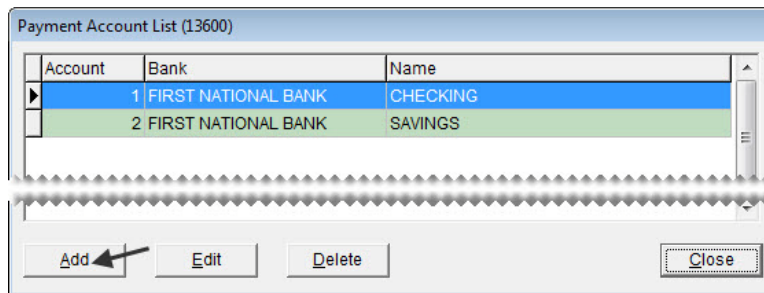
Adding Payment Accounts


You can set up one or more payment accounts in TireMaster. If you set up multiple accounts, name them in a manner that describes the purpose of each account. (**Examples:** Checking, Savings, Payroll, and ACH Payments)

To add a payment account

1. On the **Setup** menu, select **Payment Accounts**. The Payment Account List appears.

2. Click **Add**. The Payment Account screen appears.



3. Click **Site** and select the site that will use the payment account.
4. Enter the following information:
 - a. The name of the bank where the account was opened.
 - b. A name for the account (such as checking, savings, payroll, or ACH Payments).
 - c. The account number assigned by the bank.
5. Assign a general ledger account to the new payment account. To assign an account, click the **GL Account** field, press , and select an account from the list that appears.
6. To include the payment account on payment processing screens (the AP Payments Pending Payment List, the Check Reconciliation Add screen, and easy check screens), make sure the **Show on Payment Screens** check box is selected. To exclude the payment account from the payment processing screens, clear the check box instead.

Account:

Bank:

Name:

Account #:

Accounts

Account

Show on Payment Screens

Payment Account (13700)

Account: Site:

Bank: FIRST NATIONAL BANK

Name: CHECKING

Account #: 999-1-1-222-1

Accounts

Account:

Show on Payment Screens

- To save the new account, click **OK**.

Updating Payment Accounts

If needed, you can update the settings for a payment account, including the bank name and general ledger account number.

To update a payment account

- On the **Setup** menu, select **Payment Accounts**. The Payment Account List appears.
- Select the account you want to update and click **Edit**. The Payment Account screen appears.

Payment Account List (13600)

Account	Bank	Name
1	FIRST NATIONAL BANK	CHECKING
2	FIRST NATIONAL BANK	SAVINGS
3	FIRST NATIONAL BANK	PAYROLL
4	FIRST NATIONAL BANK	ACH PAYMENTS

- If the account should be assigned to a different site, click **Site** and choose a site from the list.
- Change the bank name, account name, and bank-assigned account number as needed.
- Assign a different general ledger account, if needed. To assign an account, click the **GL Account** field, press , and select an account from the list that appears.
- To include the payment account on payment processing screens (the AP Payments, the Check Reconciliation Add, and easy check screens), make sure the **Show on Payment Screens** check box is selected. To exclude the payment account from the payment processing screens, clear the check box instead.
- To save your changes, click **OK**.

Deleting Payment Accounts

You can delete payment accounts that have never been used. To delete a payment account, select **Payment Accounts** from the **Setup** menu. Then select the account you want to remove, and click **Delete**.

Setting the Default Checking Account

The default checking account is the bank account that's typically used for paying bills. When you begin the process of making a payment or recording payment information, the default checking account is automatically selected for you. This setting also affects general ledger posting of day-end till deposits and direct-deposit ROAs, because those transactions post to the GL account that's assigned to the default checking account.

To set the default checking account

1. On the **Setup** menu, select **System Controls**.
2. Click the **Vendor** tab.
3. Select **Default Checking Account** and press **Enter**.
4. Select the account that you want to use as the default checking account, and click **OK**.
5. Close the System Controls screen.

Working with Bank Accounts

You can perform various transactions and track the activity of your bank accounts with TireMaster.

Making Payments from a Bank Account

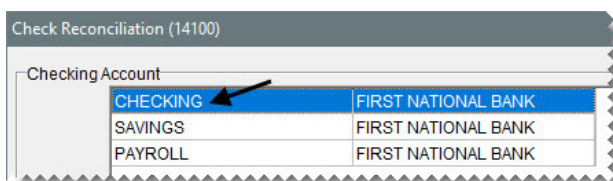
With TireMaster, you can generate checks and record electronic payments (debit card, online bill pay, and ACH). If you've set up customer or vendor records for payees, you can post payments to both a customer or vendor subledger account and the general ledger. When there are no customer or vendor records for payees, payments post to the general ledger only.

Note: For tracking purposes, you can look up payments made with the Check Reconciliation screen in the subledger for ZZ-Misc Vendor.

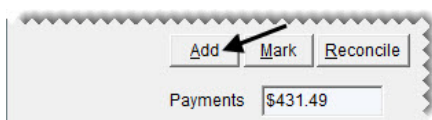
To make a payment

1. From the **General Ledger** menu, select **Check Reconciliation**.

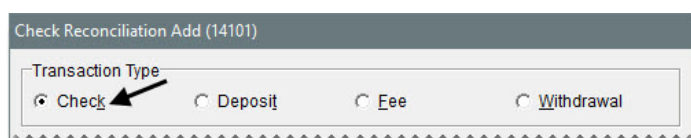
2. Select the bank account from which the payment is being made.



3. Click **Add**. The Check Reconciliation Add screen appears.



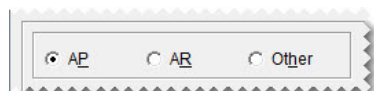
4. For the transaction type, make sure **Check** is selected.



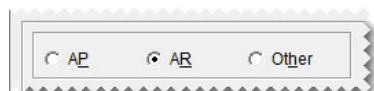
5. To backdate or postdate the payment, change the entry in the **Date** field.

6. Define how the payment should be handled:

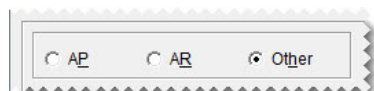
- ◆ To post the payment to a vendor's subledger account, select **AP** and look up the vendor when prompted.



- ◆ To post the payment to a customer's subledger account, select **AR** and look up the customer when prompted.



- ◆ For a payment that should not post to a vendor or customer subledger account, select **Other**. Then type the name of the payee.



Note: In this area of the program, addresses are not included on checks classified as other. If you need to include an address on a check, select **Easy Checks** from the **General Ledger** menu.

7. Type a memo, reference (such as a document number), or both if needed.

8. Enter the amount of the payment:

- ◆ If you're posting the payment to a customer or vendor subledger, type the amount in the lower-right corner of the screen.


A dialog box with a title bar. Inside, there is a text input field labeled 'Amount' containing the value '39.00'. Below the field are two buttons: 'OK' and 'Cancel'.

- ◆ If check is not posting to a customer or vendor subledger, click **Add**. Then enter the general ledger account number and amount of the offsetting entry.

A screenshot of a software interface. At the top is a table with the following data:

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	6280	0	OFFICE SUPPLIES EXPENS	39.00	1

Below the table is a control area with buttons 'Add' and 'Delete'. To the right of these buttons is a checked checkbox labeled 'Print Checks' and a text field labeled 'Amount:' containing '0.00'. At the bottom right are 'OK' and 'Cancel' buttons. Arrows in the original image point to the 'Add' button and the 'Amount' field in the table.

Note: Depending on the scenario, you might also need to select a different site, department, or GL class for the offsetting entry. To look up an account number, site, department, or class, press  in the appropriate column and make a selection from the list that appears.

9. Indicate whether a check is needed.

- ◆ To print a check for the payment, make sure the **Print Checks** check box is selected.
- ◆ If the payment will be or was already processed electronically (with a debit card, online bill pay, or ACH), clear the **Print Checks** check box.

10. Click **OK**. TireMaster prompts you to complete the payment.

11. Click **Yes**. One of the following occurs:

- ◆ If you printed a check, TireMaster prompts you to verify the check printed okay. If it did, click **Yes** and generate a check detail report (if needed). If you need to reprint the check, click **No** and follow the on-screen instructions.
- ◆ If you didn't print a check, generate the check detail report (if needed).

An entry for the payment is added to the Check Reconciliation screen.

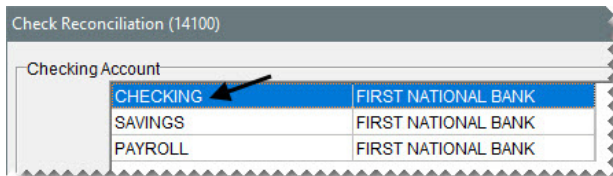
Note: Payments processed with the Check Reconciliation screen use the document-type code EC. For more information, see [“Easy Checks” on page 578](#).

Making Deposits

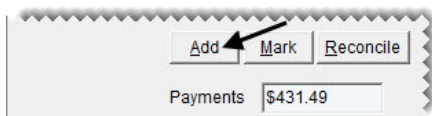
When you make a deposit into one or your bank accounts, you can record it on the Check Reconciliation screen.

To make a deposit

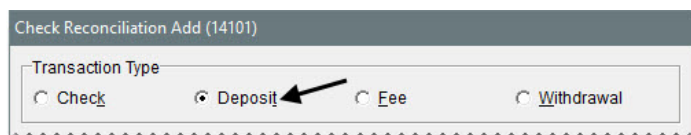
1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the bank account receiving the deposit.




3. Click **Add**. The Check Reconciliation Add screen appears.



4. For the transaction type, select **Deposit**.



5. To backdate or postdate the deposit, change the entry in the **Date** field.
6. Enter the following information:
 - a. Type the name of the payee.
 - b. Type a memo, reference (such as a document number), or both if needed.
7. Create an offsetting entry for the deposit:
 - a. Click **Add**. A journal-entry line appears.
 - b. Enter the account number and the amount of the offsetting entry.

Note: Depending on the scenario, you might also need to select a different site, department, or GL class for the offsetting entry. To look up a site, department, or class, press  in the appropriate column and make a selection from the list that appears.

- c. To make additional entries for this deposit, repeat steps 7a and 7b. TireMaster calculates the total amount of the deposit.

Check Reconciliation Add (14101)

Transaction Type
 Check Deposit Fee Withdrawal

Check Number: 19 Tracking #: 124
 Date: 3/ 8/2017
 Payee: ASAAutomotive Systems
 Memo: Cash from sale of old lobby chairs
 Ref:

AP AR Other

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	1530	0	FURNITURE & FIXTURES-	80.00	1

8. Click **OK**. TireMaster prompts you to complete the transaction.
9. Click **Yes**. The Report Window opens and displays the JE Edit Report.
10. Print the report and close the Report Window.

Recording Bank Fees

If your bank charges fees for various services, you can track them with the Check Reconciliation Add screen.

To record a bank fee

1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the bank account from which the fee will be withdrawn.

Check Reconciliation (14100)

Checking Account


CHECKING	FIRST NATIONAL BANK
SAVINGS	FIRST NATIONAL BANK
PAYROLL	FIRST NATIONAL BANK

3. Click **Add**. The Check Reconciliation Add screen appears.

Payments \$431.49

- For the transaction type, select **Fee**.

- To backdate or postdate the fee, change the entry in the **Date** field.
- Enter the following information:
 - Type the name of the payee.
 - Type a memo, reference (such as a document number), or both if needed.
- Create an offsetting entry for the fee:
 - Click **Add**. A journal-entry line appears.
 - Enter the account number, account name (description), and amount for the offsetting entry.

Note: Depending on the scenario, you might also need to select a different site, department, or GL class for the offsetting entry. To look up an account number, site, department, or class, press  in the appropriate column and make a selection from the list that appears.
 - To make additional entries for the fee, repeat steps 7a and 7b. TireMaster calculates the total amount of the fee.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	6022	0	BANK / CARD CHARGES-	20.00	1

- Click **OK**. TireMaster prompts you to complete the transaction.”
- Click **Yes**. The Report Window opens and displays the JE Edit Report.
- Print the report and close the Report Window.

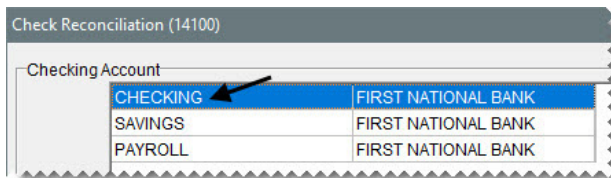
Withdrawing Money from a Bank Account

You can record transactions such as ATM cash withdrawals in TireMaster by making withdrawals from a bank account. When you enter a withdrawal in TireMaster, you can post it to a vendor’s subledger account, a customer’s subledger account, or neither.

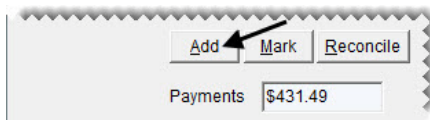
Note: Although withdrawals do not result in a printed easy check, they are identified with the document-type code EC. Similarly, if you create a withdrawal that posts to a customer or vendor subledger, the JE Edit Report produced in such a transaction includes the description “AR Easy Check” or “AP Easy Check.”

To withdraw money from a bank account

1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the bank account from which you want to make a withdrawal.



3. Click **Add**. The Check Reconciliation Add screen appears.



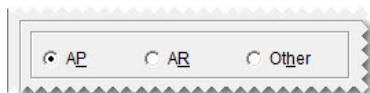
4. For the transaction type, select **Withdrawal**.



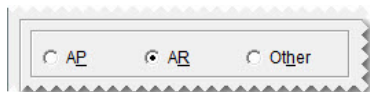
5. To backdate or postdate the withdrawal, change the entry in the **Date** field.

6. Define how the withdrawal should be handled:

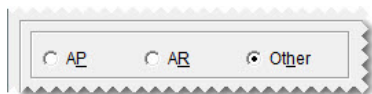
- ◆ To post the withdrawal to a vendor’s subledger account, select **AP** and look up the vendor when prompted.



- ◆ To post the withdrawal to a customer’s subledger account, select **AR** and look up the customer when prompted.



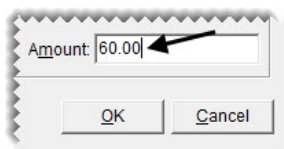
- ◆ For a withdrawal that should not post to a vendor or customer subledger, select **Other**. Then type the name of the payee.



7. Type a memo, reference (such as a document number), or both if needed.

8. Enter the amount of the withdrawal:

- ◆ If you're posting the withdrawal to a vendor or customer subledger, type the amount in the lower-right corner of the screen.



- ◆ If the withdrawal should not post to a vendor or customer subledger, click **Add**. Then enter the account number, account name (description), and amount of the offsetting entry.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	9999	9999	UNKNOWN ACCOUNT-	40.00	1

9. Click **OK**. TireMaster prompts you to complete the transaction.

10. Click **Yes**. The Report Window opens and displays the JE Edit Report.

11. Print the report and close the Report Window.

Transferring Money to Another Bank Account

To transfer money from one bank account to another, you need to do the following:

- ◆ Make a withdrawal from the account that the money is being transferred *from*
- ◆ Make a deposit into the account that the money is being transferred *to*

When you transfer money from one account to another, you need to make sure the transfer is recorded in the check registers for *both* accounts. To do this, use the unknown expense account to offset the entries for each part of the transfer.

To transfer money to another bank account

1. Make a withdrawal from the bank account that the money is being transferred from:
 - a. From the **General Ledger**, select **Check Reconciliation**.
 - b. Select the payment account that the money is being transferred from. Then click **Add**.
 - c. For the transaction type, select **Withdrawal**.
 - d. Type the name of the payee for the withdrawal.
 - e. Type a memo, reference (such as a document number), or both if needed.
 - f. Click **Add**, and make an offsetting entry to the unknown expense account. For more information, see [“Withdrawing Money from a Bank Account”](#) on page 571.

Check Reconciliation Add (14101)

Transaction Type
 Check Deposit Fee Withdrawal

Check Number: Tracking #:

Date:

Payee:

Memo:

Ref:

AP AR Other

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	9999	9999	UNKNOWN ACCOUNT-	1500.00	1

- g. Click **OK**, and follow the on-screen instructions to complete the withdrawal.
2. Make a deposit into the account that the money is being transferred to.
 - a. From the **General Ledger**, select **Check Reconciliation**.
 - b. Select the payment account that the money is being transferred to. Then click **Add**.
 - c. For the transaction type, select **Deposit**.
 - d. Enter the payee.
 - e. Type a memo, reference (such as a document number), or both if needed.

- f. Click **Add**. Then make an offsetting entry for the *same* amount as the withdrawal performed in step 1, posting it to the unknown expense account.

Site#	Dept#	Major	Minor	AcctName	Amount	CL
1	1	9999	9999	UNKNOWN ACCOUNT-	1500.00	1

- g. Click **OK**, and follow the on-screen instructions to complete the deposit.

Marking Pending Voids

If you need to remove a check, electronic payment, deposit, fee, or withdrawal from the check register, mark it as a pending void. When you reconcile a bank account, entries marked as pending voids are removed from the Check Reconciliation screen.

Note: If you have not already created vendor charges or journal entries to remove items marked as pending voids from the general ledger, refer to the information on the Check Reconciliation - Voids Report to make the reversing entries.

To mark a pending void

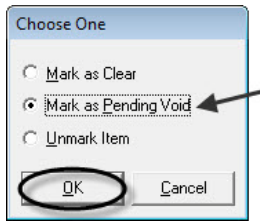
1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
2. Select the check, deposit, fee, or withdrawal that you want to mark as a pending void, and click **Mark**.

3	09/02/14	AUTO ZONE		2.49	0.00	C	1
0	09/02/14	FIRST NATIONAL BANK MONTHLY FEE		20.00	0.00	F	1
0	09/02/14	ASA Tire Systems	Cash from sale of old lol	0.00	80.00	D	1

Begin Bal. \$50,650.85 Balance \$12,005.25

Payments \$45,749.76 Deposits \$7,104.16

3. Select **Mark as Pending Void**, and click **OK**.



The letter **P** is displayed in the **C** column for items that have been marked as pending voids. If you cannot see any items marked with a **P**, select the **Show Pending Voids** check box (Figure 86).

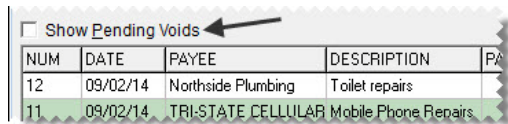


Figure 86: The Show Pending Voids Check Box

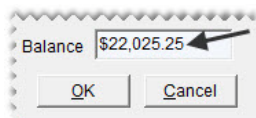
Reconciling a Bank Account

By reconciling a bank account, you can verify that the balance you've calculated for the account matches the balance calculated by the bank.

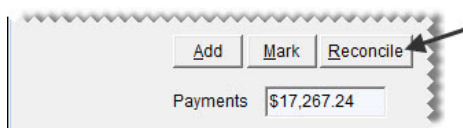
Note: Before you can reconcile a bank account, the check register's ending balance must match the general ledger's balance for the bank account.

To reconcile a bank account

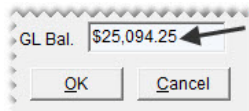
1. On the **General Ledger** menu, select **Check Reconciliation**. The Check Reconciliation screen appears.
 - Tip:** To display payments or deposits that are marked to be voided, select the **Show Pending Voids** check box.
2. Compare the check register and general ledger balances:
 - a. Write down the amount in the **Balance** field.



- b. Click **Reconcile**.



- c. Write down the amount in the **GL Bal** field. If the two balances differ, make adjusting journal entries or check-register entries as needed. Keep in mind that *pending voids affect this amount*.



- d. Click **Cancel** to exit reconcile mode.

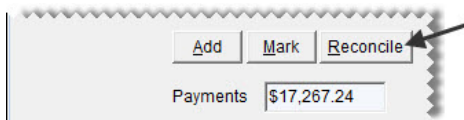
3. Mark each check, deposit, fee, and withdrawal on the bank statement as cleared on the Check Reconciliation screen. To mark an item as cleared, double-click its row. The letter **C** is displayed in the **C** column for items that have been marked as cleared.

NUM	DATE	PAYEE	DESCRIPTION	PAYMENT	DEPOSIT	C	TYPE	INVOICE
18	09/03/14	Payroll Account	Transfer to Payroll	9000.00	0.00		W	1
0	09/03/14	My Store's Checking Ac	Transfer from savings a	0.00	10000.00		D	1
0	09/03/14	My store's savings acco	Transfer to Savings	1500.00	0.00		W	1
17	09/02/14	Sweet Tooth Vending	Refill Candy Machine	46.00	0.00		C	1
16	09/02/14	MR. PAYNE'S WINDOW	Cleaning Services	175.00	0.00	C		1
15	09/02/14	UNITED PRINTING	Promotional posters	179.36	0.00		C	1
14	09/02/14	COSTCO	Miscellaneous Supplies	152.36	0.00		C	1

4. If the bank statement shows any payments, deposits, or withdrawals that are missing from the Check Reconciliation screen, add them and mark them as cleared.

Tip: To generate a record of cleared and outstanding items, click **Cancel** to close the Check Reconciliation screen. Then print the Check Register Report. After the report prints, resume the reconciliation. For more information, see [“Check Register Report” on page 803](#).

5. Click **Reconcile**. The Check Reconciliation screen changes to reconcile mode.



6. Type the bank statement's ending balance in the **End Bal** field. The amount in the **Difference** field should be \$0. If it isn't, make sure the beginning balance is correct and that the appropriate items are marked as cleared.

Stmt Date	2/25/2014	Begin Bal.	\$29,212.49	GL Bal.	\$25,094.25
End Bal.	28312.13	Difference	\$0.00	OK	Cancel

Note: The amount in the **Begin Bal** field should match the bank statement's beginning balance.

7. Verify that the difference is \$0.00, and click **OK**. One of the following occurs:
 - ♦ If any items are marked as pending voids, the Report Window appears. Print the Check Reconciliation - Voids Report and close the Report Window. Then finish the reconciliation.
 - ♦ If no items are marked as pending voids, TireMaster prompts you to finish the reconciliation.

Easy Checks

An easy check is a payment that you can process quickly, because you can wait until later to apply it to an invoice or a vendor charge. Easy checks can also be used to quickly pay miscellaneous expenses.

Note: In addition to generating checks, debit card transactions and bills paid online can be entered as AP, AR, and miscellaneous easy checks.

Generating AP Easy Checks

When you need to quickly process a payment for a single vendor, you can generate an AP easy check. This type of payment posts to the vendor's subledger without requiring you to process other pending payments. In addition to generating checks, you can also record electronic payments (debit card, online bill pay, or ACH).

To generate an AP easy check

1. On the **Vendors** menu, select **Easy Checks**. The Easy Check screen appears.
2. Select the bank account from which the payment will be made.
3. Select **AP**. The Name Lookup/Entry screen appears.
4. Look up the name of the vendor you're paying. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
5. Enter the following information:
 - a. Type a memo, reference (such as a document number), or both if needed.
 - b. If you need to backdate or postdate the payment, select a different date from the pop-up calendar.
 - c. Type the payment amount.

- d. If you want to generate a check to give to the vendor, make sure the **Print Checks** check box is selected. If the payment will be or was handled electronically (with debit card, online bill pay, or ACH), clear the check box.

Easy Check (14000)

Payment Account:

CHECKING	WELLS FARGO
SAVINGS	WELLS FARGO

Check #: 13 Balance: \$78,637.99

Pay To: GLORIOUS GEEK IT SERVICES Lookup

Address: 8002 E. FAIRVIEW

Address2:

City: BOISE

State: ID Zip: 83704

Memo: Server repair

Reference: GG90016

AP AR Other Date: 3/ 7/2017

Site #	Dept #	Major	Minor	AcctName	Amount	CL

 Print Checks Amount: 225.00

6. Click **OK**. TireMaster prompts you to complete the payment.
7. Click **Yes**. One of the following occurs:
 - ◆ If you printed a check, TireMaster prompts you to verify the check printed okay. If it did, click **Yes** and generate a check detail report (if needed). If you need to reprint the check, click **No** and follow the on-screen instructions.
 - ◆ If you didn't print a check, generate the check detail report (if needed).

Generating AR Easy Checks

AR easy checks are for reimbursing customers. When you process an AR easy check, the payment posts to the customer's subledger and the general-ledger. When you process an AR easy check, you can print a check to give to the customer or you can record electronic payments (debit card, online bill pay, or ACH).

To generate an AR easy check

1. On the **Customers** menu, select **Easy Checks**. The Easy Check screen appears.
2. Select the bank account from which the payment will be made.
3. Select **AR**. The Name Lookup/Entry screen appears.

4. Look up the name of the customer you're reimbursing. For more information, see [“Looking Up a Customer” on page 65](#).
5. Enter the following information:
 - a. Type a memo, reference (such as a document number), or both if needed.
 - b. If you need to backdate or postdate the payment, select a different date from the pop-up calendar.
 - c. Type the payment amount.
 - d. If you want to generate a check to give the customer, make sure the **Print Checks** check box is selected. If the payment will be or was handled electronically (with debit card, online bill pay, or ACH), clear the check box.

6. Click **OK**. TireMaster prompts you to complete the payment.
7. Click **Yes**. One of the following occurs:
 - ◆ If you printed a check, TireMaster prompts you to verify the check printed okay. If it did, click **Yes** and generate a check detail report (if needed). If you need to reprint the check, click **No** and follow the on-screen instructions.
 - ◆ If you didn't print a check, generate the check detail report (if needed).

Generating Miscellaneous Easy Checks

Miscellaneous easy checks are for paying bills that don't need to post to a customer or vendor subledger account. For tracking purposes, miscellaneous easy checks post to the subledger for ZZ-Misc Vendor. When you process a miscellaneous easy check, you can print a check or you can record electronic payments (debit card, online bill pay, or ACH).

To generate a miscellaneous easy check

1. On the **General Ledger** menu, select **Easy Checks**.
2. Select the bank account from which the check will be paid.
3. Make sure **Other** is selected.
4. Enter the following information:
 - a. Type the payee's name and address.
 - b. Type a memo, reference (such as a document number), or both if needed.
 - c. If you need to backdate or postdate the payment, select a different date from the pop-up calendar.
5. Define how the payment should post to the general ledger:
 - a. Click **Add**. A journal-entry line appears.
 - b. Enter the account number and the amount of the offsetting entry. Also, change the site number, department, and GL class if needed. To look up a site, department number, or GL class, press . Then make a selection from the list that appears.
 - c. If the check needs to post to more than one general ledger account, repeat steps 5a and 5b. TireMaster calculates the total check amount.

- d. If you want to generate a check to give the payee, make sure the **Print Checks** check box is selected. If the payment will be or was handled electronically (with debit card, online bill pay, or ACH), clear the check box.‘

Payment Account:

CHECKING	WELLS FARGO
SAVINGS	WELLS FARGO

Check #: 13 Balance: \$78,637.99

Pay To: TARGET

Address: 100 N. PLAZA WAY

Address2:

City: MERIDIAN

State: ID Zip: 83642

Memo: LOBBY TV

Reference:

AP AR Other Date: 3/7/2017

Site #	Dept #	Major	Minor	AcctName	Amount	CL
1	1	1530	0	FURNITURE & FIXTURES	252.28	1

 Print Checks Amount: 252.28

6. Click **OK**. TireMaster prompts you to complete the payment.
7. Click **Yes**. One of the following occurs:
 - ◆ If you printed a check, TireMaster prompts you to verify the check printed okay. If it did, click **Yes** and generate a check detail report (if needed). If you need to reprint the check, click **No** and follow the on-screen instructions.
 - ◆ If you didn't print a check, generate the check detail report (if needed).

ACH Payments

If you've made arrangements with a bank to generate Automated Clearing House (ACH) payments for you, that activity can be recorded and tracked in TireMaster.

Preparing to Track ACH Payments

Before you track ACH payments in TireMaster, set up a general ledger account for tracking ACH payments and add a payment account for ACH payments. Setting up a GL account and a payment account especially for ACH payments makes it easier for you to differentiate automated clearing house activity from payments handled with checks, debit cards, and online bill pay applications.

To prepare for ACH payment tracking

1. Add a general ledger account for tracking ACH payment activity. This account should be an asset account, such as 1010–400 Cash in Bank–ACH Payments. For more information, see [“Creating an Asset Account”](#) on page 487.

The screenshot shows the 'GL Account Edit (2600)' dialog box. It has two input fields for Major and Minor accounts. Major: 1010 CASH IN BANK, Minor: 400 ACH PAYMENTS. There is a checkbox for 'Inventory Items' (unchecked) and a checkbox for 'Active' (checked). On the right, there is a 'Type' section with radio buttons for Asset (selected), Liability, Ret. Earn., Income, and Expense. At the bottom are 'OK' and 'Cancel' buttons.

2. Add a payment account for ACH payments. When you assign a general ledger account to the new payment account, select the GL account created in step 1 and make sure the **Show on Payment Screens** check box is selected.

The screenshot shows the 'Payment Account (13700)' dialog box. It has fields for Account (4), Bank (FIRST NATIONAL BANK), Name (ACH PAYMENTS), and Account #. Below these is an 'Accounts' section with a table showing 'Account' with values 1010 and 400. At the bottom, there is a checkbox for 'Show on Payment Screens' (checked) and 'OK' and 'Cancel' buttons.

Recording ACH Payments

Recording ACH payments includes identifying the outstanding invoices and miscellaneous expenses you want to pay, along with providing your ACH processor with that information.

To record ACH Payments

1. Enter one or more payments in TireMaster AP Payments, easy checks, or Check Reconciliation screens. When you enter the payments, do the following:
 - ◆ Select the payment account for ACH payment
 - ◆ *Clear* the **Print Checks** check box before you complete the payment.

For more information, see [“Generating AP Payments”](#) on page 555, [“Easy Checks”](#) on page 578, or [“Making Payments from a Bank Account”](#) on page 566.

2. Generate a list of payments for the ACH processor to make. For more information, see [“Generating a Payment List for Your ACH Processor” on page 584](#).
3. Withdraw the payment total from your bank account for paying bills and deposit that amount in the payment account for tracking ACH payments. This transfer will adjust the balance of the bank account for paying bills and reset the balance of the ACH payment account to \$0.00. For more information, see [“Transferring Money to Another Bank Account” on page 573](#).

Note: If you want to remove the entries for the completed ACH payment and transfer from the Check Reconciliation screen, complete the following steps. Change the status of each pay entry and the transfer entry to cleared (double-click in the **C** column), and click **Reconcile**. Then make sure all of the balances are \$0.00, and click **OK**.

Generating a Payment List for Your ACH Processor

You can provide your ACH processor with a list of vendors and other clients who need to be paid by exporting payment data from TireMaster to a spreadsheet.

To generate a payment list for ACH processor

1. Select **Reports** from the **Vendors** menu.
2. Select **Vendor Payment History Report**, and click **Launch**.
3. Enter the beginning and ending dates for the date range when the payments occurred. For a single day, enter the same date for both the beginning and ending dates.
4. From the **Payment Account** drop-down, select the account for ACH payments.
5. To group the information on the list, select **Payment Number**, **Document Number**, or **Vendor Name**.
6. Click **Export**. TireMaster prompts you to save the list.
7. Update the name of the file, if needed. Then click **Save**. A confirmation message appears.
8. Click **OK** to close the message. Then close the Payment History Report Options screen and the Report List.
9. Import the list in a spreadsheet. When you're prompted to define the data type, selected **Delimited**. Then choose **Comma** when you're prompted to define the type of delimiter.
10. Make any adjustments needed to comply with the requirements from your ACH processor. For example, you might need to provide a payment total for each vendor instead of listing individual invoices that were paid.
11. Save the list in the format specified by your ACH provider (for example, a comma delimited CSV file).

Voiding Payments

If you make a mistake when processing, you can clear it out of TireMaster. The process for voiding payments differs, depending on how they were processed.

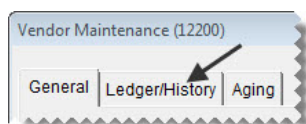
Voiding AP Payments

To void a payment generated from the AP Payments screen, you need to unapply the payment in the vendor's subledger. In addition to voiding the payment, this process also removes the entry from the check register (Check Reconciliation screen) and adds the voided amounts back onto the AP Payments screen.

Note: For information about AP payments, see [“Applying Payments and Vendor Credits” on page 559](#).

To void an AP Payment

1. On the **Vendors** menu, select **Maintenance**. The Name Lookup/Entry screen appears.
2. Look up the vendor whose payment you want to void. The Vendor Maintenance screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
3. Click the **Ledger/History** tab.



4. Click **Open Item**. The Payment Editing screen appears.



5. Click **Un-apply**. The ROA Unapply screen appears.



6. Select a row for the payment that you want to unapply.

Apply Group	Apply Date	Inv-Site	Mod	Invoice	Roa-Site	Mod	Invoice	Amount	Discount	Number
48	09/04/2014	1	PO	166	1	PY	130	57.72	1.18	1
15	08/25/2014	1	VC	140	1	PY	112	19.29	0.00	1
15	08/25/2014	1	VC	143	1	VC	121	18.29	0.00	1

Note: The document-type code PY identifies transactions for which you can void AP payment entries. The number in the **Apply Group** column identifies a group of bills that was paid.

7. Click **OK**. A confirmation message appears.
8. Click **Yes**. The voided entry is added back to the Payment Editing screen.

9. Click **OK**. TireMaster prompts you to save your changes.
10. Click **Yes**. TireMaster prompts you to apply the items.
11. If you want to apply items at this time, click **Yes**. Otherwise, click **No**.

The check is no longer listed on the Check Reconciliation screen, the payment is unapplied in the vendor subledger, and the voided amounts are added back onto the AP Payments screen.

Voiding Payments Generated from the Check Register

TireMaster classifies payments originating from the check register (Check Reconciliation Add screen) as easy checks, so they're assigned the document type code EC. Therefore, payments generated in the check register can be voided in the same manner as AP, AR, and miscellaneous easy checks. For more information, see one of the following:

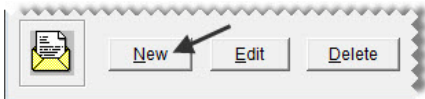
Voiding AP Easy Checks

To void an AP easy check (or an electronic payment processed as an easy check), you need to create a vendor charge to reverse the payment in the vendor's subledger. You also need to mark the payment as a pending void on the Check Reconciliation screen.

Note: You can also use this process to void checks written to vendors in the check register (Check Reconciliation Add screen).

To void an AP easy check

1. On the **Vendors** menu, select **Charges**. The Vendor Charges screen appears.
2. Click **New**. The Name Lookup/Entry screen appears.

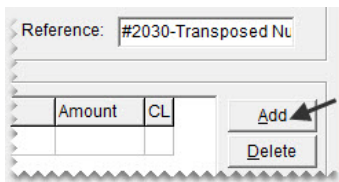


3. Look up the vendor whose easy check you want to void. The Vendor Charge screen appears. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
4. Enter the following information:
 - a. Enter the date when the payment was originally made in the **Date** field.
 - b. Type a reference number or a reason for voiding the payment.

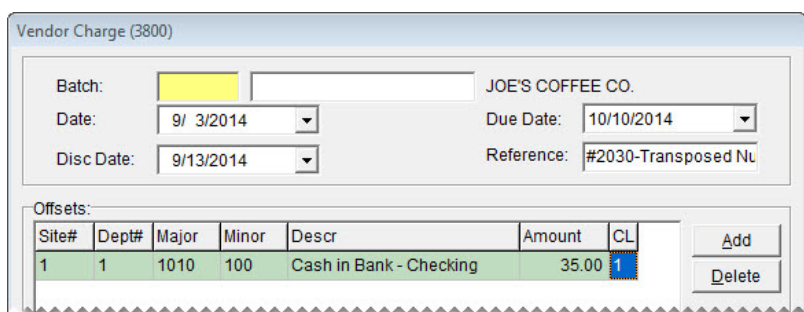
 A screenshot of a 'Vendor Charge (3800)' form. The form has a title bar and several input fields:


Batch:	<input type="text"/>	JOE'S COFFEE CO.
Date:	<input type="text" value="9/ 3/2014"/>	Due Date: <input type="text" value="10/10/2014"/>
Disc Date:	<input type="text" value="9/13/2014"/>	Reference: <input type="text" value="#2030-Transposed Nu"/>

5. Create an offsetting entry:
 - a. Click **Add**. A journal-entry line appears in the **Offsets** area.



- b. Enter the general ledger account number associated with the bank account that was originally used for the payment.
 - c. Type the general ledger account name (description) and amount of the payment that's being voided.
 - d. Change the site number, department, and GL class if needed.



Note: To look up an account, site, or department number or GL class, press . Then make a selection from the list that appears.

6. Click **OK**. TireMaster prompts you to save the charge.
7. Click **Yes**.
8. On the Vendor Charges screen, click **OK**. TireMaster prompts you to print a Charge Edit Report.
9. Click **Yes**. The Report Window opens.
10. Print the report and close the Report Window. TireMaster prompts you to complete the charges.
11. Click **Yes**.
12. Open the Check Reconciliation screen and mark the easy check as a pending void. For more information, see [“Marking Pending Voids” on page 575](#).

Show Pending Voids

NUM	DATE	PAYEE	DESCRIPTION	PAYMENT	DEPOSIT	C	TYPE	INVOICE
14	09/03/14	GILBERT, JOYCE		5.00	0.00	C	C	1
13	09/03/14	JOE'S COFFEE CO.		35.00	0.00	P	C	1
14	09/02/14	COSTCO	Miscellaneous Supplies	152.36	0.00	C	C	1

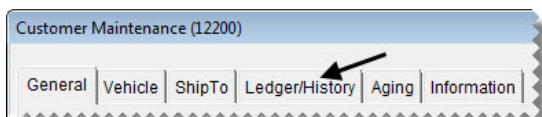
Voiding AR Easy Checks

To void an AR easy check, you need to create a negative AR journal entry to reverse the check in the customer's subledger. Then you need to open the Check Reconciliation screen and mark the check as a pending void.

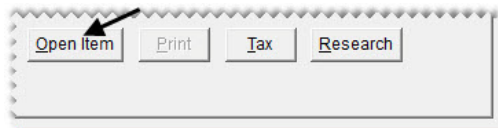
Note: You can also use this process to void checks written to customers in the check register (Check Reconciliation Add screen).

To void an AR easy check

1. On the **Customers** menu, select **Maintenance**. The Name Lookup/Entry screen appears.
2. Look up the customer whose easy check you want to void. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
3. Click the **Ledger/History** tab.



4. Click **Open Item**. The Open Item Ledger screen appears.



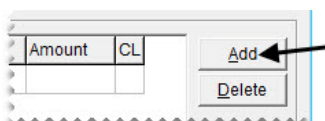
5. Click **AR Journal Entry**. The Customer Balance Adjustment screen appears.



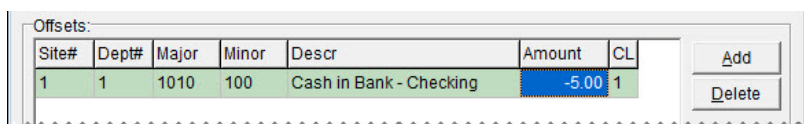
6. Enter the following information:
 - a. Enter the date when the check was originally written in the **Date** field.
 - b. Type a reference number or a reason for voiding the check.

Customer Balance Adjustment (3801)		GILBERT, JOYCE	
Date:	9/ 3/2014	Due Date:	10/ 5/2014
Disc Date:	9/13/2014	Reference:	Wrong Customer

7. Create an offsetting entry:
 - a. Click **Add**. A journal-entry line appears in the **Offsets** area.

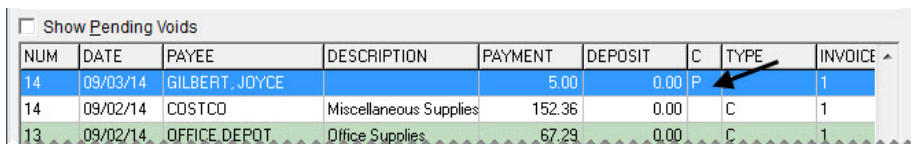


- b. Enter the general ledger account number associated with the bank account that was originally used to write the check.
- c. Type the general ledger account name (description).
- d. Type the amount of the check that's being voided as a negative number.
Example: If you're voiding an AR easy check for \$15.00, type **-15.00**.
- e. Change the site number, department, and GL class, if needed.



Note: To look up an account, site, or department number or GL class, press . Then make a selection from the list that appears.

- 8. Click **OK**. A confirmation message appears.
- 9. Click **Yes**. The Open Item Ledger screen appears.
- 10. Close the Open Item Ledger and the Customer Maintenance screens.
- 11. Open the Check Reconciliation screen and mark the easy check as a pending void. For more information, see [“Marking Pending Voids” on page 575](#).



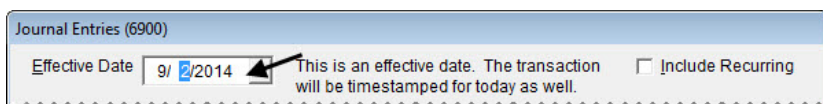
Voiding Miscellaneous Easy Checks

To void a miscellaneous easy check, you need to create a manual journal entry to reverse the check in the general ledger. Then you need to mark the check as a pending void in the Check Reconciliation screen.

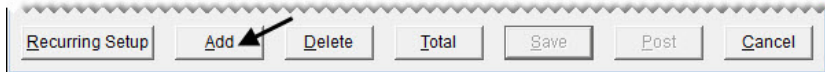
Note: You can also use this process to void miscellaneous checks written in the check register (Check Reconciliation Add screen).

To void a miscellaneous easy check

- 1. From the **General Ledger** menu, select **Journal Entries**. The Journal Entries screen appears.
- 2. Type the date the check was originally written in the **Effective Date** field.




3. Click **Add** to add a second journal-entry line.



4. For the first line, debit the GL account associated with the payment account used to write the easy check.

- a. Enter the account number and the amount of the payment being voided.
- b. Make sure the letter **D** is in the **D/C** field.
- c. Type the account name (description).
- d. Change the site number, department, and GL class, if needed.

Note: To look up an account, site, or department number or GL class, press . Then make a selection from the list that appears.

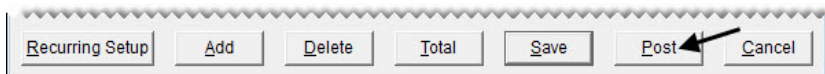
5. For the second line, create an entry that credits the GL account used for the offset entry when the payment was created.

- a. Enter the account number and the amount of the check being voided.
- b. Make sure the letter **C** is in the **D/C** field.
- c. Type description for the entry.
- d. Change the site number, department, and GL class, if needed.

The screenshot shows the 'Journal Entries (6900)' window. At the top, there is an 'Effective Date' dropdown set to '9/ 6/2014' and a checkbox for 'Include Recurring'. Below this, there are input fields for 'DR: 149.00', 'CR: 149.00', and 'Diff: 0.00'. A table below contains two journal entry lines:

Site	Dept	Major	Minor	Amount	D/C	Description	CL
1	1	1010	100	149.00	D	Cash in Bank - Void Northside Plumbing	1
1	1	6240	0	149.00	C	Maint. Expense - Void Northside Plumbing	1

6. Click **Post**. A confirmation message appears.



7. Click **Yes**. TireMaster prompts you to print a detail report.
8. Click **Yes**. The Report Window opens.
9. Print the JE Edit Report and close the Report Window.
10. Open the Check Reconciliation screen and mark the easy check as a pending void. For more information, see [“Marking Pending Voids” on page 575](#).

The screenshot shows a window titled 'Show Pending Voids' with a table of pending voids:

NUM	DATE	PAYEE	DESCRIPTION	PAYMENT	DEPOSIT	C	TYPE	INVOICE
13	09/02/14	OFFICE DEPOT	Office Supplies	67.29	0.00	C	C	1
12	09/02/14	Northside Plumbing	Toilet repairs	149.00	0.00	P	P	1
11	09/02/14	TRI-STATE CELLULAR	Mobile Phone Repairs	39.00	0.00	C	C	1

An arrow points to the 'P' in the 'TYPE' column for row 12.

Credit & Debit Cards

TireMaster’s card processing functions include the means to collect and track information about the credit and debit cards that customers use to pay for their purchases. This chapter includes the following topics:

- ♦ “Processing Payment Cards” on page 591
- ♦ “Setting Up Credit Cards” on page 596
- ♦ “Setting Up Debit Cards” on page 600

Processing 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.

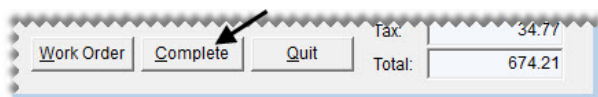
Note: For automatic payment card processing, you can integrate TireMaster with a third-party card processing application. For more information, contact your account manager.

Completing Credit Card and Debit Card Sales

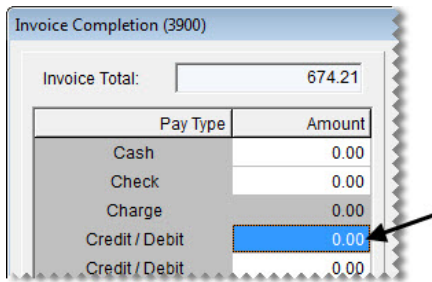
When a customer pays for a purchase with a debit or credit card, you need to identify which card is being used and provide the customer’s account information to complete the sale.

To complete a credit card or debit card sale

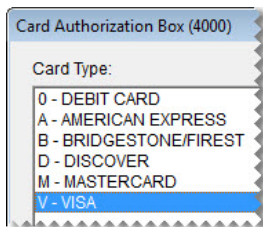
1. On the Open Work Order List, select the work order you want to complete and click **Select**. The Invoice Entry screen appears.
2. Click **Complete**. The Invoice Completion screen appears.



3. 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 appears.

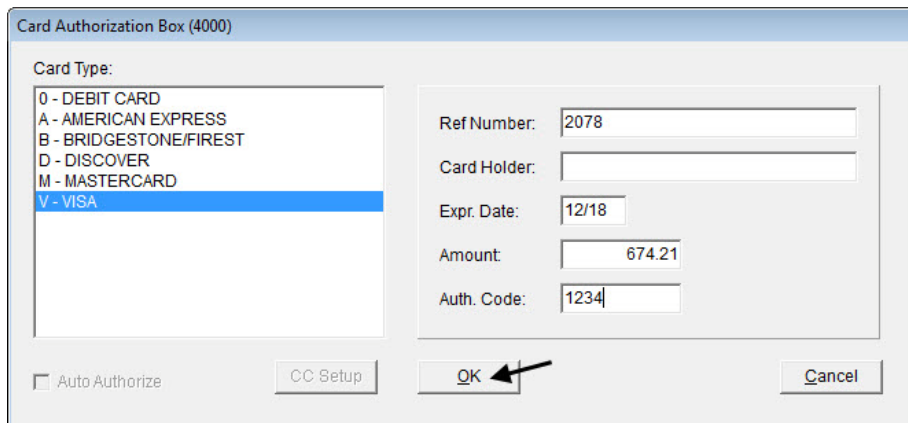


4. Select the card type.



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.

5. Do one of the following.
 - ◆ To manually process the card, type the last four digits of the card number, along with the card holder's name, expiration date, and authorization code. Then click **OK**.



- ◆ For an automatically processed credit card, click **OK** and swipe the card.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMERICAN EXPRESS
- B - BRIDGESTONE/FIREST
- D - DISCOVER
- M - MASTERCARD
- V - VISA**

Ref Number:

Card Holder:

Expr. Date:

Amount:

Auth. Code:

Auto Authorize

- ◆ For an automatically processed debit card, click **OK** and swipe the card. Then ask the customer to enter the PIN when prompted.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD**
- A - AMERICAN EXPRESS
- B - BRIDGESTONE/FIREST
- D - DISCOVER
- M - MASTERCARD
- V - VISA

Ref Number:

Card Holder:

Expr. Date:

Amount:

Auth. Code:

Auto Authorize

6. Complete the invoice and print a copy for the customer to sign. For more information, see [“Completing an Invoice” on page 336](#).

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.

Reversing Credit Card Invoices

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 accounts-receivable balance in TireMaster. For more information, see [“Reversing Invoices” on page 339](#) and [“Reversing Credit Card Invoices” on page 540](#).

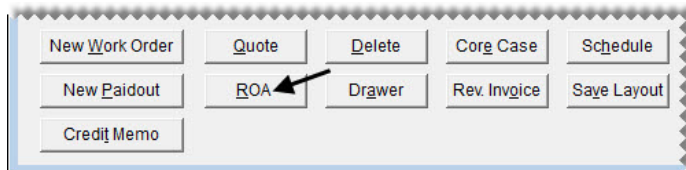
Recording Payments from Credit Card Companies

A credit card company pays you by making a direct deposit into your bank account. To enter a payment from a credit card company in TireMaster, create an ROA. Whether the ROA is for the full amount charged by customers depends on when the credit card company collects merchant fees from you:

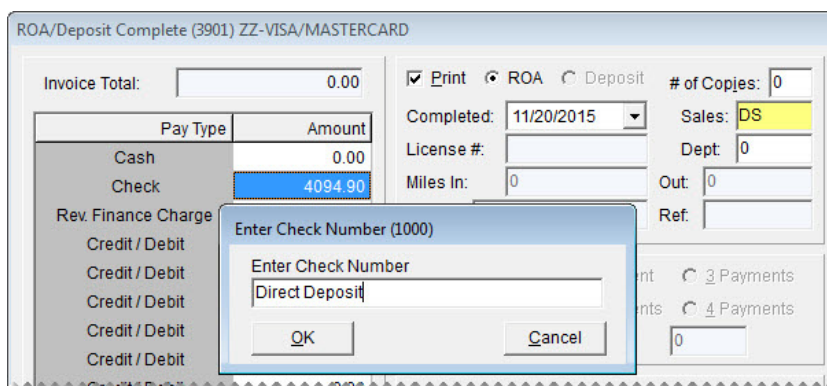
- ◆ If the fees will be withdrawn from your checking account *after* you receive the payment, the ROA will be the full amount charged by customers. In this scenario, you need to record the merchant fees in the check register for your checking account.
- ◆ If the credit card company deducted the merchant fees *before* sending you the payment, the amount of the ROA will be the difference between the amount charged by customers and the merchant fees. In this scenario, the merchant fees are entered as a discount in the credit card company's open-item ledger.

To record a payment from a credit card company

1. Click **Invoicing**. The Open Work Order List appears.
2. Create an ROA to enter the payment received from the credit card company:
 - a. Click **New ROA**. The Name/Lookup Entry screen appears.



- b. Look up the name of the credit card company. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer”](#) on page 65.
- c. Click **OK** to continue.
- d. Type the direct-deposit amount in the **Check** field and press **Enter**. TireMaster prompts you for a check number.
- e. Because there is no check, type **Direct Deposit** and date the payment was received. Then click **OK**. (Field doesn't hold enough characters.)



- f. Make sure the **Direct Deposit** check box is *selected* and the **Flag Old Invoices** check box is *clear*.

- g. Click **OK**. TireMaster prompts you to complete and print the ROA.
 h. Click **Yes**. The Open Item Ledger screen appears.
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** column.

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	Dr
1	CC	101	1234	722.32	0.00	01/25/2015	0.00	200.00	A	12
1	CC	102		1300.00	0.00	12/18/2015	0.00	1300.00	A	11
1	CC	103		2594.90	0.00	12/18/2015	0.00	2594.90	A	11
1	CC	104		643.89	643.89	12/18/2015	0.00	0.00		11
1	RO	110		-4094.90	0.00	11/20/2015	0.00	-4094.90	A	01

Note: To automatically enter the amount paid, type the letter **A** in the **Apply** column 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 4.

Site	Mod	Invoice	Ref #	Amount	UnApplied	DueDate	DiscAmt	Pay	Apply	Dr
1	CC	101	1234	722.32	0.00	01/25/2015	0.00	200.00	A	12
1	CC	102		1300.00	0.00	12/18/2015	0.00	1300.00	A	11
1	CC	103		2594.90	0.00	12/18/2015	10.79	2594.90	A	11
1	CC	104		643.89	643.89	12/18/2015	0.00	0.00		11
1	RO	110		-4094.90	0.00	11/20/2015	0.00	-4094.90	A	01

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 the register for your checking account.
 - a. Select **Check Reconciliation** from the **General Ledger** menu.
 - b. Select your checking account, and click **Add**.
 - c. Select either the **Fee** or **Withdrawal** transaction type.
 - d. Type the name of the credit card company in the **Payee** field, along with a description of the transaction.
 - e. Click **Add**. Then enter the account number for your bank/card charges expense account, along with a description and the merchant-fee amount.

Check Reconciliation Add (14101)

Transaction Type
 Check Deposit Fee Withdrawal

Check Number: 0 Tracking #: 111

Date: 11/20/2015

Payee: Visa/MasterCard

Description: November 2015 Merchant Fees

AP AR Other

Site#	Dept#	Major	Minor	Description	Amount	CL
1	1	6022	0	Credit Card Merchant Fees	10.79	1

- f. Click **OK**, and complete the transaction when prompted. For more information, see [“Recording Bank Fees”](#) on page 570 or [“Withdrawing Money from a Bank Account”](#) on page 571.

Setting 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 customer records for each of the credit cards you accept.

To prepare TireMaster for credit card handling, you need to complete the following steps:

- ◆ [Adding a Customer Type for Credit Cards](#)
- ◆ [Adding a Credit Card Customer](#)
- ◆ [Creating Credit Card Codes](#)

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.

Note: If you plan to process credit and debit cards automatically, the Acquirint card processing system needs to be installed and set up on your computers.

Adding 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. A customer type for credit cards ensures that charges to credit cards post to the correct general ledger accounts. New TireMaster systems ship with a credit card customer type (Z) already set up. However, you can add your own customer type for credit cards if you want. For more information, see [“Adding Customer Types” on page 75](#).

Adding 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 that you create for credit cards need to be assigned to credit card codes.

Note: Although one credit card customer record can be assigned to multiple cards, TireMaster sets the general ledger account for all of those cards to the same account number. If you need cards to post to different accounts instead, create separate general ledger account numbers and card customers, such as ZZ-Visa and ZZ-MasterCard.

To add a credit card customer

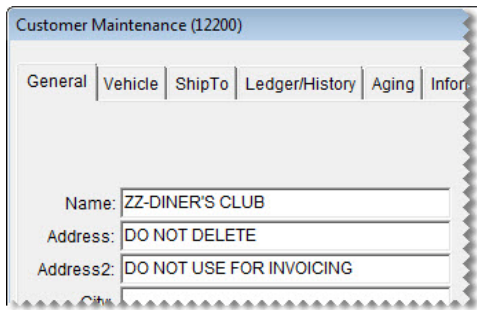
1. Select **Maintenance** from the **Customers** menu. The Name Lookup/Entry screen appears.
2. Click **Cancel** to close the Name Lookup/Entry screen.

3. Click **Add**. TireMaster prompts you for the credit card company's name.

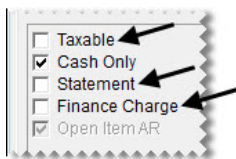
4. Type the name of the credit card and click **OK**. The Customer Maintenance screen appears.

Tip: To group credit card customers together on the Customer List, use the same prefix for the credit card customer's name (for example, ZZ-DINER'S CLUB and ZZ-AMERICAN EXPRESS).

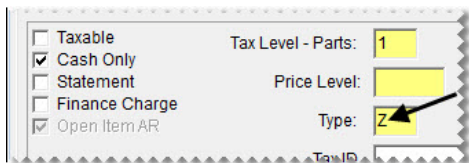
5. Enter messages reminding other users that this customer should not be deleted or used for invoicing in the address fields.



6. Clear the **Taxable**, **Statement**, and **Finance Charge** check boxes.



7. Click the **Type** field, and press . Then select type **Z** (Bank Cards/ Check Cashing/Etc.) from the list that appears and click **OK**.



8. Fill in additional customer information as needed.
9. To save the new customer record, click **OK**.

Creating 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.

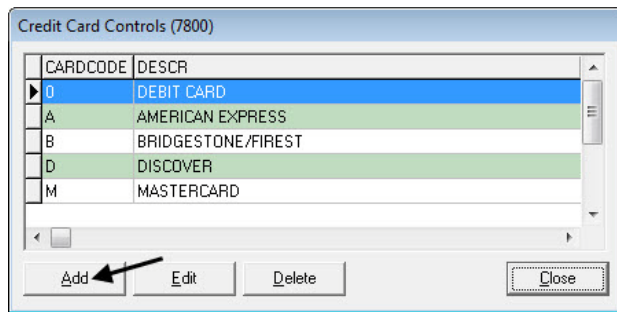
Note: If a customer, such as ZZ-Visa/MasterCard, is assigned to multiple credit cards, TireMaster sets the general ledger account for all of those cards to the same account number. If you need each of those cards to post to different accounts instead, create separate general-ledger account numbers and 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 ["Setting Up Debit Cards" on page 600](#) instead.

To set up a credit card code


1. From the **Setup** menu, select **Credit Cards**. The Credit Card Controls screen appears.

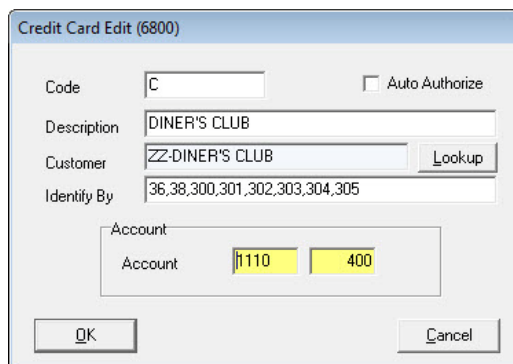
2. Click **Add**. The Credit Card Edit screen appears.



3. Type a unique, single-character 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 [“Looking Up a Customer” on page 65](#).
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” on page 599](#).

Example: The prefixes for MasterCard are 51 – 55. Therefore, you would type **51, 52, 53, 54, 55**.
8. Click the **GL Acct** field, and press . Then select the general-ledger account for tracking credit card transactions, and click **OK**.



9. To save the credit card code, click **OK**.

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 below (Table 12).

Table 12: Card Issuer Identification Numbers

Card	Prefix
MasterCard	51–55
Visa	4
American Express	34, 37
Diners Club	36, 38, 300–305
Discover	6011

Setting Up Debit Cards

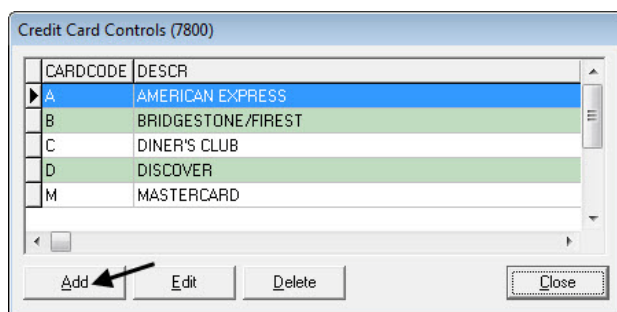
The way in which you set up debit cards depends on whether you'll process them manually or automatically. For manual processing, set up debit cards in the same manner as credit cards. See [“Creating Credit Card Codes” on page 598](#) for instructions.

To process debit cards automatically, 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. From the **Setup** menu, select **Credit Cards**. The Credit Card Controls screen appears.
2. Click **Add**. The Credit Cards screen appears.

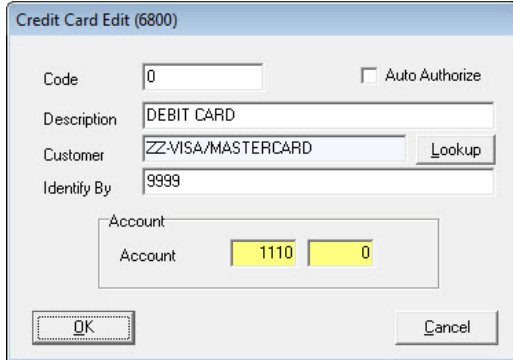


3. Type **0** in the **Code** field.

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 look up the customer record for Visa/Mastercard. For more information, see [“Looking Up a Customer” on page 65](#).

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 list 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. Click the **GL Acct** field, and press . Then select the general-ledger account for tracking debit-card transactions, and click **OK**.



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.

Special Sales

TireMaster includes tools for managing national-account, government-support, and adjustment sales. With various settings, you can process these sales separately from regular sales and track the vendor credits received as the result of these transactions. This chapter includes the following topics:

- ◆ “Reconciliation Codes” on page 603
- ◆ “National-Account Sales” on page 609
- ◆ “Government-Support Sales” on page 616
- ◆ “Adjustment Sales” on page 623
- ◆ “Credit Reconciliation” on page 628
- ◆ “Sales Commission Adjustments” on page 631
- ◆ “National-Account Reconciliation Report” on page 637

Reconciliation Codes

Reconciliation codes make it possible for you to track credits that you expect to receive from vendors for 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 that you do national-account, government-support, or adjustment sales with. Once you create a reconciliation code for a vendor, you need to assign it to the following:

- ◆ The 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.

National Recon Code Edit Screen

Reconciliation codes are set up and maintained in the National Recon Code Edit screen (Figure 87).

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

Figure 87: National Recon Code Edit Screen

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 Payable - Expected Credits) or an AR account.

Item	Description
Adjustment AR	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.
Commission Sales	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.
Cost Offset	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. Note: The loss is the difference between the expected credit and the actual credit.
Profit Offset	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. Note: The gain is the difference between the expected credit and the actual credit.
Commission Percentages	Includes fields for setting the commission percentages (handling fees) you expect from the vendor assigned to the reconciliation code.
National%	Lets you define the commission percentage (handling fee) you expect to receive for national-account invoices.
Government%	Lets you define the commission percentage (handling fee) you expect to receive for government-support invoices.
Adjust%	Lets you define the commission percentage (handling fee) you expect to receive for adjustment invoices.
Calculate Commission on FET	Lets you define whether to include federal excise tax (if any) in commission calculations.
GL Class	Includes fields for assigning a GL class to each type of sale. See “GL Classes” on page 510 for more information.
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.

General Ledger Settings for Reconciliation Codes

When you set up a reconciliation code, you need to define which general-ledger accounts to post to when a sale occurs and when a credit is processed. The chart of accounts in the startup database for new TireMaster systems includes the accounts shown below in Table 13. 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.

Table 13: Default General Ledger Accounts for a 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 that of rest of your sales. In the startup database for new TireMaster systems includes GL Class 3 - NA/GS/ADJ Sales. For more information, see [“GL Classes” on page 510](#).

Adding a Reconciliation Code

The process of setting up a reconciliation code includes assigning a vendor and defining which general ledger accounts will be affected by national-account, government-support and adjustment sale activity.

To add a reconciliation code

1. From the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.
2. Click **Add**. The National Recon Code Edit screen appears.



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 select the vendor for the reconciliation code.

National Recon Code Edit (8600)

Reccode: CO

Description: COOPER NA/GS/ADJ

Vendor: TIRES & MORE 1 170

Note: This vendor is the local or regional distributor for the national vendor.

4. Assign general ledger accounts to the reconciliation code:
- Click the field for an account, and press .
 - Select the account you want to assign from the Chart of Accounts, and click **OK**. For more information about these account entries, see [“National Recon Code Edit Screen”](#) on page 603.
 - Repeat steps 4a and 4b until all of the accounts are assigned.

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. In the **Commission Percentages** area, 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 GL classes to the reconciliation code:
- Click the field for a sale type, and press . The GL Class Options screen appears.
 - Select the GL class you want to assign and click **OK**. For more information, see [“GL Classes”](#) on page 510.

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

7. To save the reconciliation code, click **OK**.

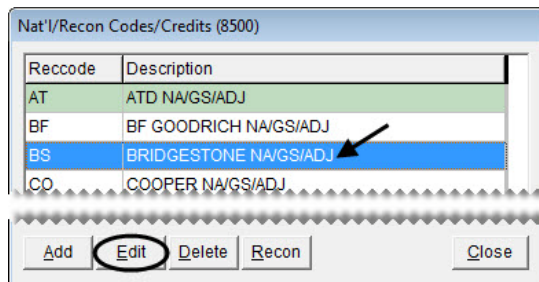
The new code can be assigned to items in the vendor’s product line and customers who have national-account or government-support agreements with the vendor.

Updating 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. From the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.
2. Select the reconciliation code you want to update, and click **Edit**. The National Recon Code Edit screen appears.



3. Make the needed changes. For information about the settings on this screen, see [“National Recon Code Edit Screen”](#) on page 603.
4. To save your changes, click **OK**.

Deleting a Reconciliation Code

If a reconciliation code has never been used, it can be deleted. If a reconciliation code has transaction history, you can inactivate it instead. For more information, see [“Inactivating a Reconciliation Code”](#) on page 608.

To delete a reconciliation code, open the Nat'l/Recon Codes/Credits screen. Then select the code you want to remove, and click **Delete**.

Inactivating a Reconciliation Code

If you no longer use a reconciliation code, you can inactivate it.

To inactivate a reconciliation code

1. From the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.
2. Select the reconciliation code you want to inactivate, and click **Edit**. The National Recon Code Edit screen appears.

3. Clear the **Active** check box and click **OK**.



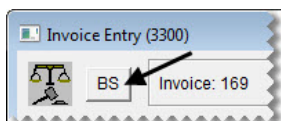
4. Close the Nat'l/Recon Codes/Credits screen.

Changing 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 appears.
2. Select the work order whose reconciliation code needs to be changed, and click **Select**. The Invoice Entry screen appears.
3. Click the button that displays the incorrect reconciliation code (in upper-left corner of the screen). The Customer Recon Codes screen appears.



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 is displayed in the upper-left corner of the screen and prices for items on the work order are recalculated.
6. Make any needed changes to items on the work order or complete it. For more information, see ["Completing an Invoice" on page 336](#).

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 selling price is your cost for that item.

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 ["Using Price Levels for National-Account Customers" on page 616](#).

Here's what happens in a national-account sale (Figure 88). 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.

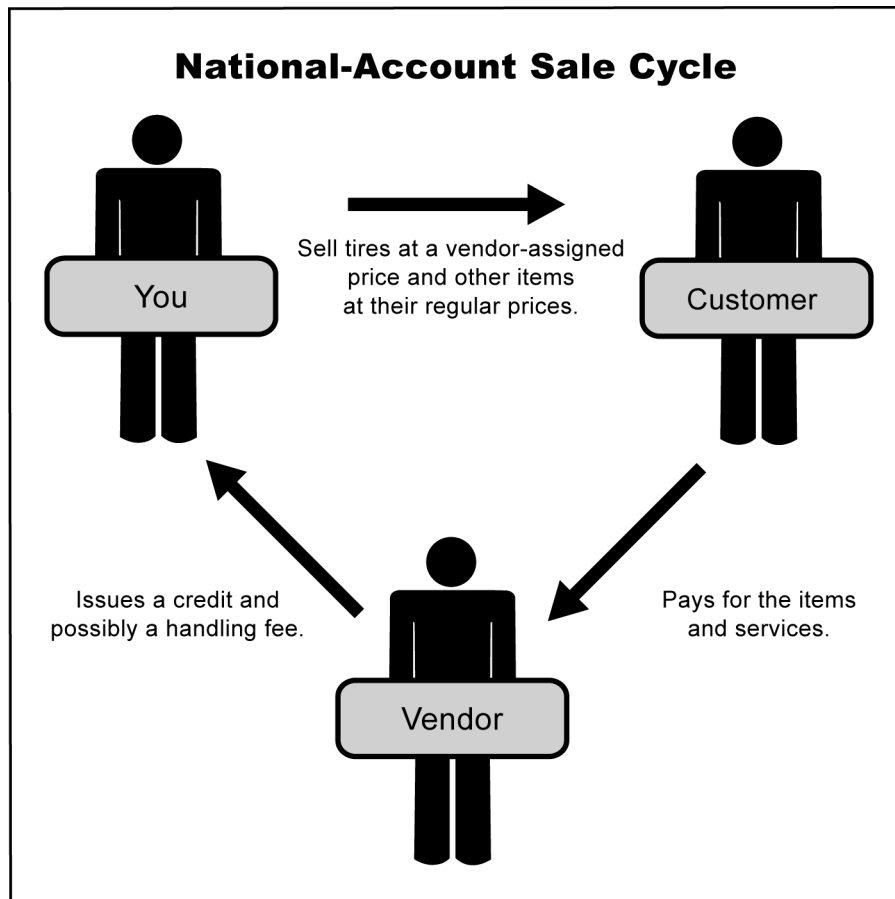


Figure 88: National-Account Sale Cycle

National-Account Sale Requirements

To perform national-account sales, you need to complete the following settings:

- ◆ Set up 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 continue to charge the regular price for add-ons (Figure 89).

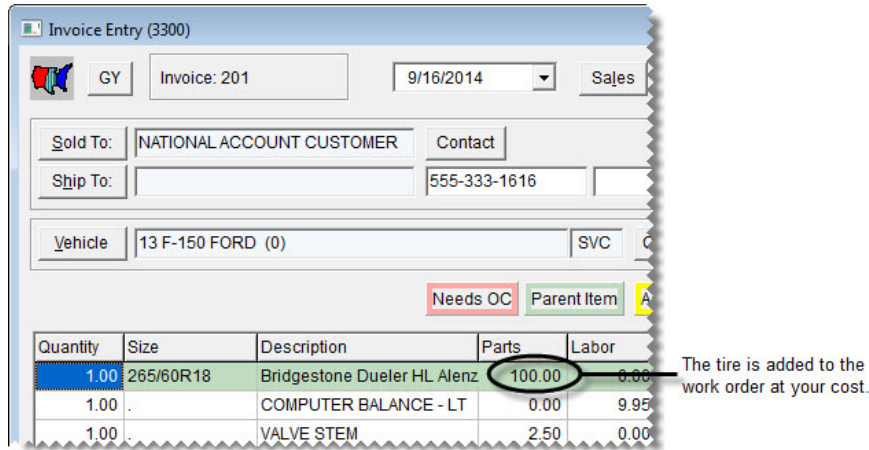


Figure 89: National-Account Sale Work Order

When you complete the sale, the invoice total posts to a holding account for expected credits instead of an accounts receivable or cash account. The remaining entries are similar to those for a regular sale (Figure 90).

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 90: 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 91).

Am	Claim	Memo#	CR Date	CR Amt	CR Com	Diff	P
00		BSNA002	11/30/2015	108.00	10.00	10.00	

The credit issued by the vendor. The handling fee issued by the vendor.

Figure 91: National-Account Sale Credit and Handling Fee

When you reconcile the vendor credit, the following entries shown in Figure 92 post to the general ledger.

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 92: National-Account Sale Reconciled Credit Journal Entries

Adding a National-Account Customer

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.

To separate national-account customers from the rest of your clients, you need to assign each of them:

- ◆ 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 which vendor the customer has a national-account agreement with.

To add a national-account customer

1. Add the new customer to TireMaster. For more information, see [“Adding a Customer” on page 62](#).
2. Enter the customer's contact information.
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.

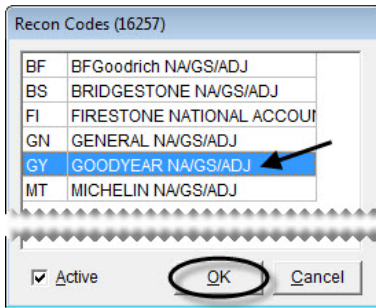
Note: To use price levels for national-account customers, price levels must be enabled in the settings for the national-account customer type. For more information, see [“Using Price Levels for National-Account Customers”](#) on page 616.

- d. Click the **Type** field, and press . Then select the national-account customer type (N) from the list that appears.

- 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 appears.

- b. Click **Add**. The Recon Codes screen appears.

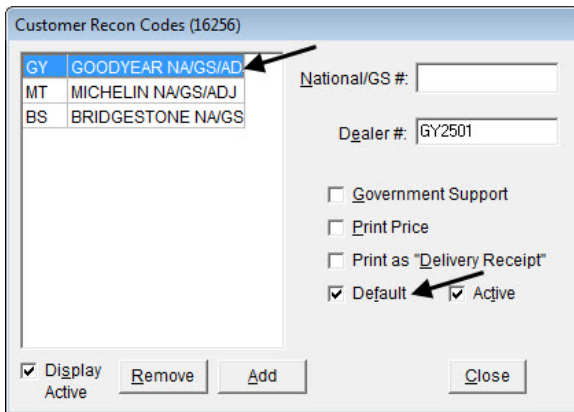
- c. Select the customer's reconciliation code and click **OK**.



- 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. 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 one 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.

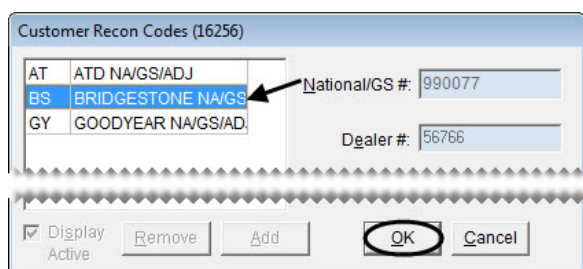
Tip: For a list of all the national-account settings assigned to a customer, print the Customer Recon Codes Report. For more information, see [“Customer Recon Codes Report”](#) on page 790.

Performing National-Account Sales

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 [“Starting Work Orders”](#) on page 329.
2. When the Customer Recon Codes screen appears, select the vendor's reconciliation code, and click **OK**. The Invoice Entry screen appears.



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 [“Using Price Levels for National-Account Customers”](#) on page 616.

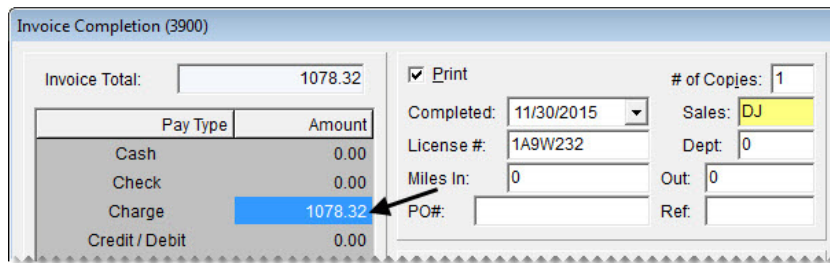
4. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts, Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press  repeatedly to make your selection.

Note: A system control setting defines whether sales tax is calculated by default for government-support invoices. For more information, see [“Sales Tax - Charge Govt. Customers”](#) on page 858.

Note: A system control setting defines whether sales tax is calculated by default for national-account invoices. For more information, see [“Sales Tax - Charge Natl. Customers”](#) on page 858.

5. To finish the sale, click **Complete**. The Invoice Completion screen appears 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 [“Completing an Invoice” on page 336](#).

Note: Whether the invoice includes prices depends on the customer’s arrangement with the vendor.

Using 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 93).

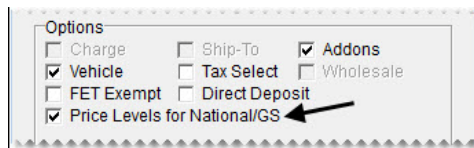


Figure 93: Enabling National-Account Price Levels

- ◆ 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. Here’s what happens in a government-support sale (Figure 94). You sell the customer tires at a discount and other items at their regular prices. The customer pays you. 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.

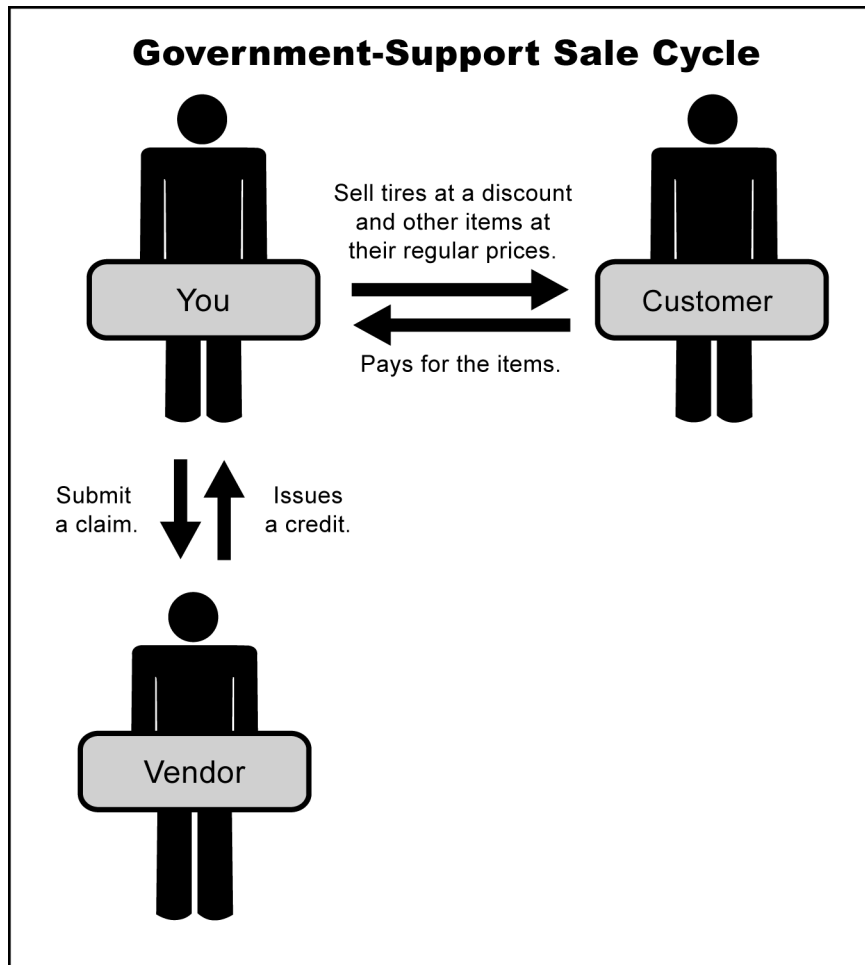


Figure 94: Government-Support Sale Cycle

Government-Support Requirements

To perform government-support sales, you need to complete the following settings:

- ◆ Set up 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. You need to replace this amount with the price supplied by the vendor (Figure 95).

Invoice: 202 9/16/2014 Sales

Sold To: GOVERNMENT-SUPPORT CUSTOM Contact

Ship To:

Vehicle: 13 VERSANISSAN (0) SVC

Needs OC Parent Item

Quantity	Size	Description	Parts	Labor
1.00	185/65R15	CS4 Touring H/V 88H BLK	60.00	0.00
1.00	.	COMPUTER BALANCE - PAS	0.00	8.95
1.00	.	VALVE STEM	2.50	0.00

The tire is added to the work order at your cost. Replace this amount with the price supplied by the vendor.

Figure 95: 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 96).

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 96: 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 97).

Am	Claim	Memo#	CR Date	CR Amt	CR Com	Diff	P
00		BSGS001	11/30/2015	4.00	1.00		

The credit issued by the vendor. The handling fee issued by the vendor.

Figure 97: Government-Support Credit and Handling Fee

When you reconcile the vendor credit, the entries shown in Figure 98 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 98: Government-Support Credit Journal Entries

Adding a Government-Support Customer

Government-support customers have agreements with vendors to buy tires at discounted prices from certain dealers. Usually, the prices are less than your cost. To separate government-support customers from the rest of your clients, complete the following settings for each of them:

- ◆ 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 which vendor the customer has a government-support agreement with.

To add a government-support customer

1. Add the new customer to TireMaster. For more information, see [“Adding a Customer” on page 62](#).
2. Enter the customer's contact information.
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 [“Using Price Levels for Government-Support Customers”](#) on page 623.

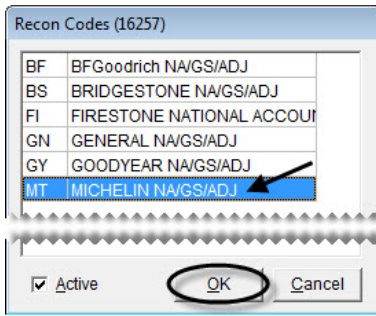
- d. Click the **Type** field, and press . Then select the government-support customer type (S) from the list that appears.

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 [“Making Customer Types FET-Exempt”](#) on page 79.

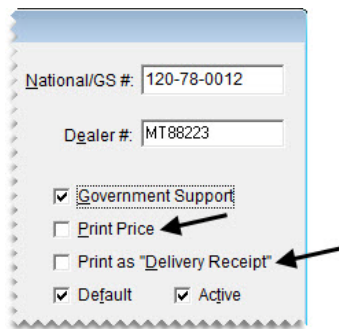
4. Click **OK** to save the new customer.
5. To assign reconciliation codes to the customer, do the following:
 - a. Click **Recon Codes**. The Customer Recon Codes screen appears.

- b. Click **Add**. The Recon Codes screen appears.

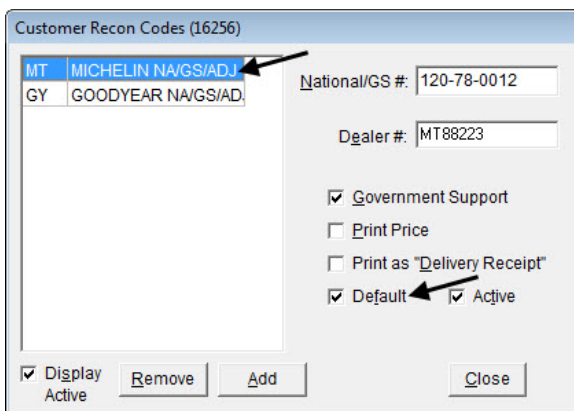
- c. Select the customer's reconciliation code and click **OK**.



- 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.



- 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.



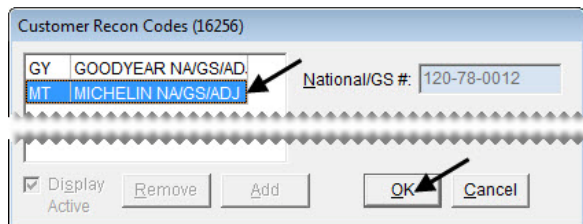
- i. Close the Customer Recon Codes screen.
6. Add vehicles and shipping addressees for the customer if needed.
 7. Close the Customer Maintenance screen.

Performing Government-Support Sales

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 [“Starting Work Orders”](#) on page 329.
2. When the Customer Recon Codes screen appears, select the vendor's reconciliation code, and click **OK**. The Invoice Entry screen appears.

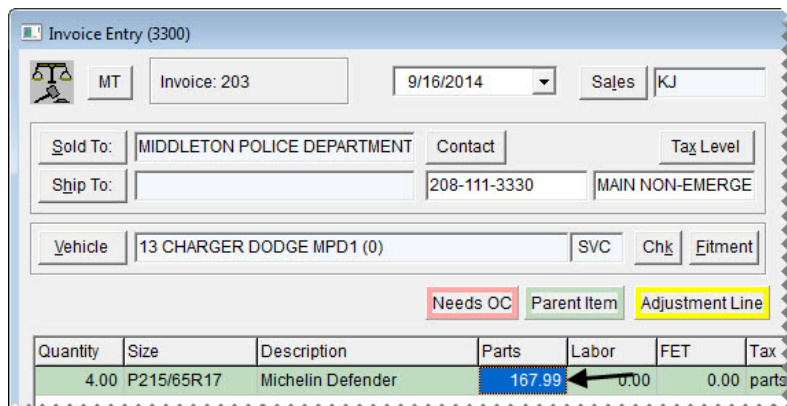



Note: If this is an instance when you need to create a regular work order for a government-support customer, click **Cancel** on the Customer Recon Codes screen.

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.

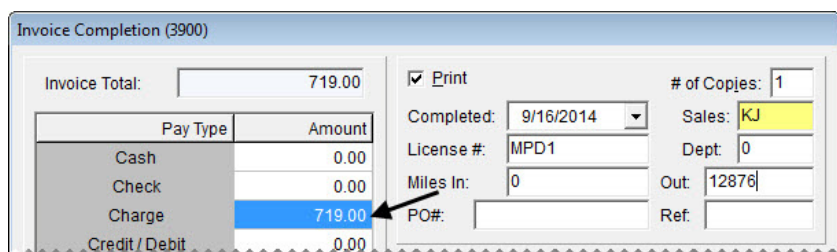


5. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts**, **Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press  repeatedly to make your selection.

Note: A system control setting defines whether sales tax is calculated by default for government-support invoices. For more information, see [“Sales Tax - Charge Govt. Customers”](#) on page 858.

6. To finish the sale, click **Complete**. The Invoice Completion screen appears and the **Charge** field is selected.

7. Press  to insert the invoice total in the **Charge** field.



Pay Type	Amount
Cash	0.00
Check	0.00
Charge	719.00
Credit / Debit	0.00

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 [“Completing an Invoice” on page 336](#).

Note: Whether the invoice includes prices depends on the customer’s arrangement with the vendor.

Using 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 93).

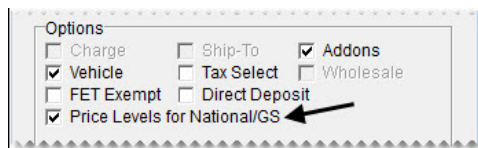


Figure 99: Enabling Government-Support Price Levels

- ◆ 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.

Here’s what happens in an adjustment sale (Figure 100). A customer returns a defective item to you. Then you sell the customer a replacement item at a discount. After the sale, you submit a claim to the vendor. The vendor gives you a credit for the difference between the item’s cost and the selling price for the replacement.

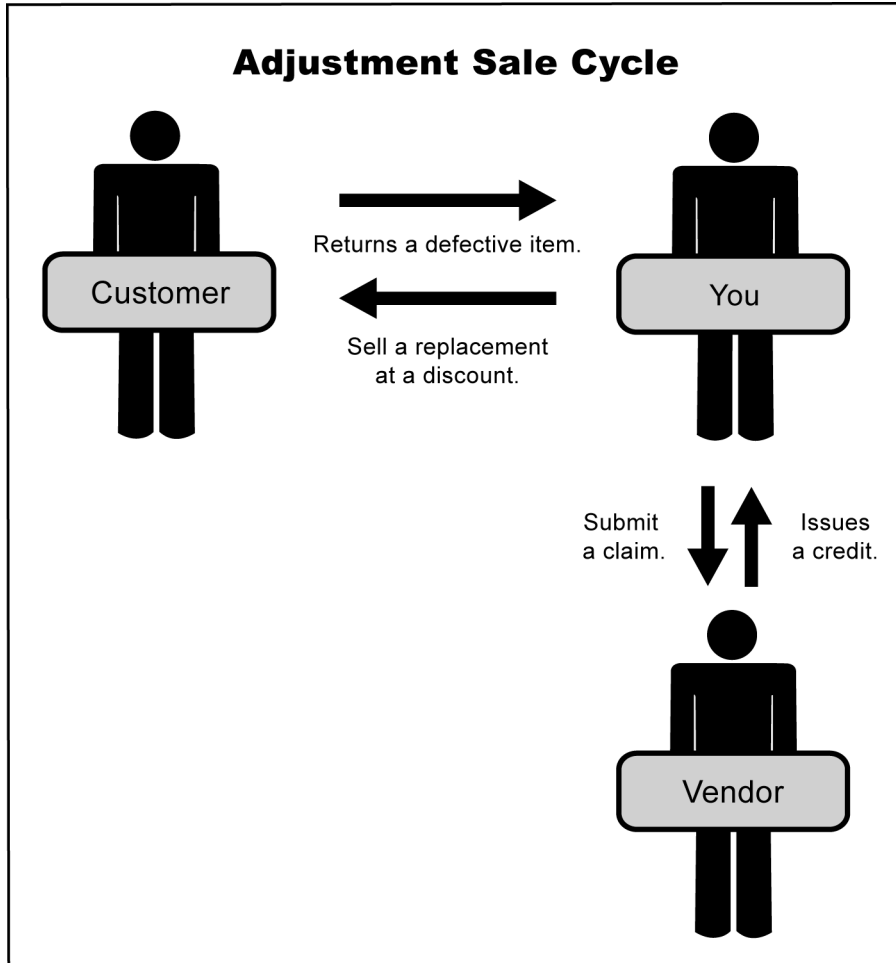


Figure 100: Adjustment Sale Cycle

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.

Invoice Entry (3300)

Invoice: 204 9/16/2014 Sales

Sold To: SCOTT, JAMES Contact

Ship To: 555-333-6262

Vehicle: 09 AVEO CHEVROLET (0) SVC

Needs OC Parent Item

Quantity	Size	Description	Parts	Labor
1.00	185/60R14	All-season Tire Zieax ZE-912 E	117.65	0.00

The tire is added to the work order at its regular price. Replace this amount with the adjusted price.

Figure 101: 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.

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 102: 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 103).

Am	Claim	Memo#	CR Date	CR Amt	CR Com	Diff	P
00		MT200	11/30/2015	20.00	0.00	5.00	

The credit issued by the vendor. The handling fee (if any) issued by the vendor.

Figure 103: Adjustment Sale Credit and Handling Fee

When you reconcile the vendor credit, the entries shown in (Figure 104) post to the general ledger.

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 104: Adjustment Credit Journal Entries

Creating Adjustment Work Orders

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 [“Adding a Reconciliation Code” on page 606](#).

To create an adjustment work order

1. Start a work order as you normally would for a regular sale. For more information, see [“Starting Work Orders” on page 329](#).
2. Add the replacement item and its add-ons to the work order.

- Make sure the line for the replacement item is selected and click **Adjust**. The Nat'l/ReconCodes/ Credits screen appears.

Invoice Entry (3300)

Invoice: 205 9/16/2014 Sales FG

Sold To: JONES, JEFF Contact Tax

Ship To: 555-888-2233

Vehicle: 12 DURANGO DODGE (0) SVC Chk

Needs OC Parent Item Adjust

Quantity	Size	Description	Parts	Labor	FET
1.00	P265/60R18	Bridgestone Dueler AT 695	196.99	0.00	
1.00		COMPUTER BALANCE - LT	0.00	9.95	
1.00		VALVE STEM	2.50	0.00	

No Status
 On Site
 Prts Ordered
 In Progress
 Done

Add Price Level Delete **Adjust** Options
 Svc Intervals
 Promised 00:00 Parts & Labor Inspect Sheet Work

- Select the reconciliation code for the vendor who distributes the item and click **OK**.

Recon Codes (16257)

BF	BFGoodrich NA/GS/ADJ
BS	BRIDGESTONE NA/GS/ADJ
FI	FIRESTONE NATIONAL ACCOU
GN	GENERAL NA/GS/ADJ
GY	GOODYEAR NA/GS/ADJ
MT	MICHELIN NA/GS/ADJ

Active **OK** Cancel

- 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.

Needs OC Parent Item **Adjustment Line**

Quantity	Size	Description	Parts	Labor	FET	Tax
1.00	P265/60R18	Bridgestone Dueler AT 695	39.39	0.00	0.00	parts
1.00		COMPUTER BALANCE - LT	0.00	9.95	0.00	both

Note: The price of add-on items is unaffected unless you also adjust their prices.

8. 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.

9. Complete the invoice as usual. For more information, see [“Completing an Invoice” on page 336](#).

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 credit should reimburse you for roughly the entire amount of an invoice, in addition to any commissions or handling fees. Credits for government-support agreements and adjustments can vary.

National Credits Screen

You can process your vendor credits in the National Credits screen.

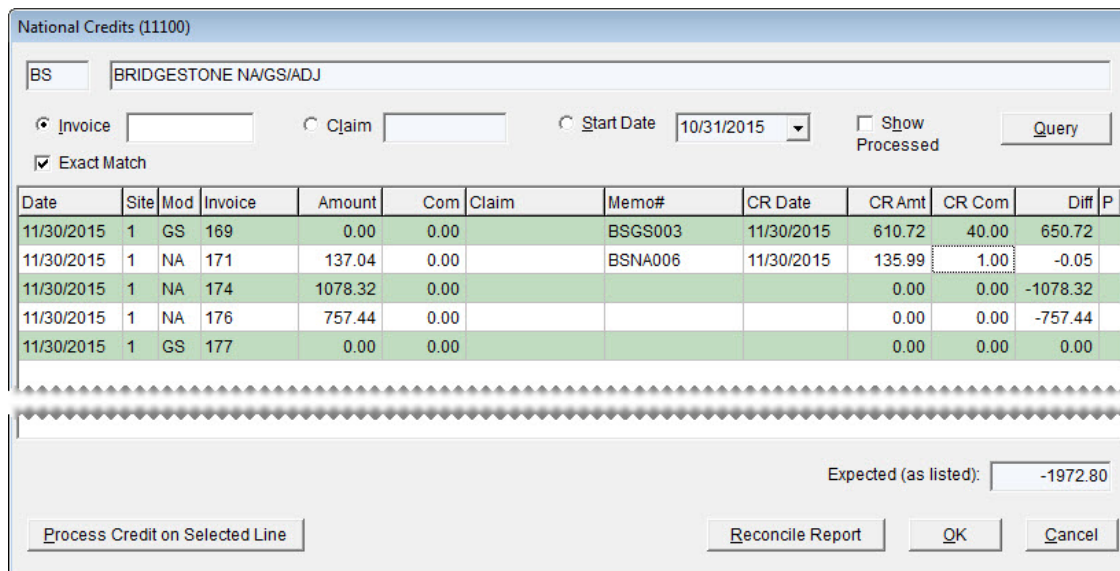


Figure 105: National Credits Screen

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.

Item	Description
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 single-store systems and TireMaster Point of Sale, 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. <p>Note: This amount is a percentage of the invoice total. The percentage for calculating the expected commission is set in the National Recon Code Edit screen.</p>
Claim	Displays the reference number entered on the invoice.
Memo#	Lets you enter the vendor-assigned credit memo number. <p>Note: This number is displayed in the Ref field on the AP Payments screen and the vendor's ledger.</p>
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. <p>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.</p>
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.

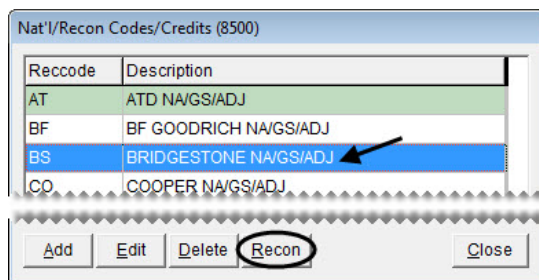
Item	Description
Process Credit on Selected Line	Lets you update the information about the selected vendor credit.
Reconcile Report	Lets you print the Reconciliation Report.

Reconciling a Vendor Credit

When you receive a vendor credit, you can reconcile it with the expected credit to determine your profit or loss.

To reconcile a vendor credit

1. From the **Vendor** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.
2. Select the reconciliation code for the vendor who issued the credit, and click **Recon**. The National Credits screen appears.



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.

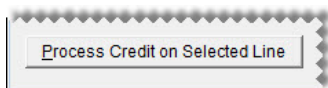
5. Fill in the following information for the credit you want to reconcile:

- ◆ **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	0.00	
BSNA007	11/30/2015	1074.21	5.00	0.89	
		0.00	0.00	-757.44	

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. To close the National Credits screen, click **OK**.

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.

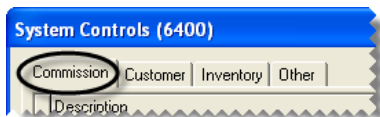
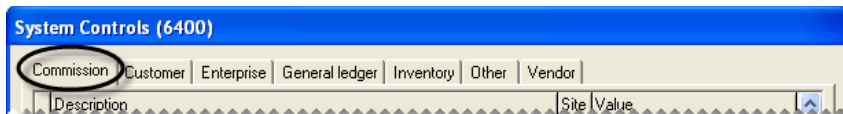
Note: To adjust sales commissions for national-account, government-support, and adjustment sales, you need to set the **Adjust National Commission** control to **Yes**. This setting is on the **Commissions** tab of the System Controls screen.

Enabling Sales Commission Adjustments

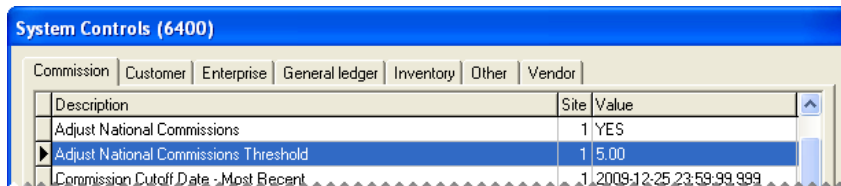
Before you can adjust the amount of sales commission paid to the primary salesperson for a national-account, government-support, or adjustment sales, you need to complete a pair of settings in System Controls.

To enable sales commission adjustments

1. On the **Setup** menu, select **System Controls**. The System Controls screen appears.
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**.



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.

National Sales Commission List

The national-account, government-support, and adjustment invoices whose sales commissions you can adjust are displayed on the National Sales Commission List (Figure 106). 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 #
139	GS	1	01-10-2010	01-05-2010	92.84	90.00	-2.84		
144	NA	1	01-10-2010	01-05-2010	832.68	829.00	-3.68		
145	NA	1	01-10-2010	01-05-2010	514.19	510.00	-4.19		
140		1	01-11-2010	01-05-2010	111.11	110.00	-1.11		10589

Figure 106: 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.

Item	Description
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 (Figure 107). TireMaster displays a suggested amount for adjusting the sales commission for an invoice, or you can type your own amount.

Sales Commission Adjustments (16255)

Salesperson: FG - Grant, Fred

Invoice: 1-NA-145 - NATIONAL AUTO RENT

Qty	Description	Price
2	EAGLE GA	441.54
2	COMPUTER BALANCE - PASS.	9.98
2	RUBBER VALVE STEM	3.10
2	STATE TIRE TAX (FEE)	4.00

Invoice Total: 514.19

Actual Credit: 510.00

Expected Credit: 514.19

Difference: -4.19

% Difference: -0.81

Commission Current/Locked: 0.25 /

Sales Commission Adjustment: 0.00

Sales Commission Comment:

OK Cancel

Figure 107: Sales Commission Adjustments Screen

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.

Item	Description
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.

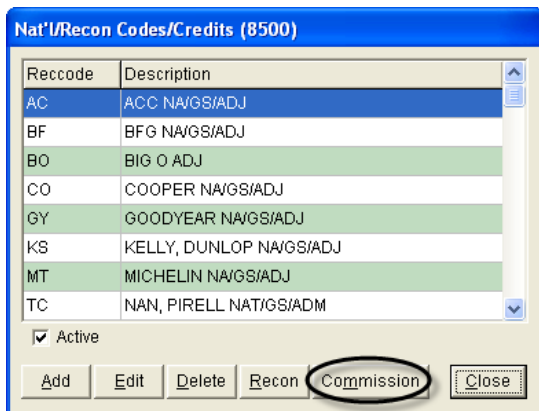
Adjusting Sales Commission for Special Sales

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

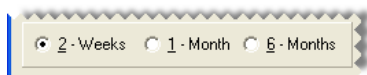
1. On the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.

- Click **Commission**. The National Sales Commission List appears.



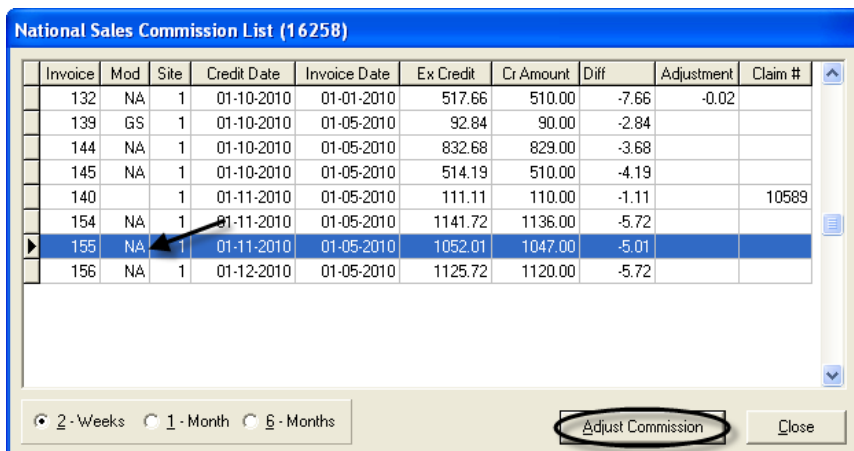
Note: If you cannot see the **Commission** button, you need to set **Adjust National Commission** to **Yes**. This setting is on the **Commission** tab of the System Controls screen.

- 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.

- 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.



- 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.

Sales Commission Adjustments (16255)

Salesperson: FG - Grant, Fred

Invoice: 1-NA-155 - NATIONAL AUTO RENT

Qty	Description	Price
4	EAGLE GA	901.64
4	COMPUTER BALANCE - PASS.	19.96
4	RUBBER VALVE STEM	6.20
4	STATE TIRE TAX (FEE)	8.00

Invoice Total: 1052.01

Actual Credit: 1047.00

Expected Credit: 1052.01

Difference: -5.01

% Difference: -0.48

Commission Current/Locked: 8.50 /

Sales Commission Adjustment: -0.10

Sales Commission Comment: Adjustment approved by |

OK Cancel

7. Click OK.

National-Account Reconciliation Report

You can generate a national-account reconciliation report to view national-account, government-support, and adjustment invoices where a credit was owed to you. For each invoice, the report shows the following:

- ◆ Invoice date
- ◆ Invoice number
- ◆ Invoice amount (minus tax)
- ◆ Claim number
- ◆ Credit memo number
- ◆ Credit date
- ◆ Credit amount
- ◆ Credit commission
- ◆ Amount owed

You can print the report either from the Report List or from the National Credits screen (by clicking **Reconcile Report**.) If you print the report from the National Credits screen, the report shows the totals for the selected reconciliation code for all three credit types (national account, government support, and adjustment) and for either all items or unreconciled items only. If you print the report from the Report List, it shows the totals for each reconciliation code for a specified invoice date range.

Commissions

TireMaster calculates employee commissions based on a variety of preset values arranged in a grid. This chapter includes the following topics:

- ◆ “Commission Overview” on page 639
- ◆ “Commission Building Blocks” on page 640
- ◆ “Setting the Commission Controls” on page 645
- ◆ “The Commission Matrix” on page 646
- ◆ “Calculating Commissions for Payroll” on page 649

Commission Overview

TireMaster uses a grid called the Commission Matrix to calculate an employee’s commission. You can set up a Commission Matrix for each employee.

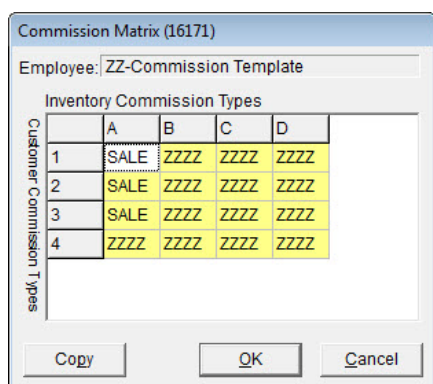


Figure 108: The Commission Matrix

The Commission Matrix includes the following:

- ◆ Customer commission types (listed down the left side)
- ◆ Inventory commission types (listed across the top)
- ◆ Commission codes (also called commission matrix codes, contained in the cells of the matrix)

To calculate a commission for a sale, TireMaster looks at the code entered in the spot on the matrix where the customer's commission type meets the commission type for the items sold. In other words, the amount of commission calculated depends on the type of customer and the type of items involved in a sale.

Commission Building Blocks

Before you can design a commission matrix for each employee, you need to set up the following:

- ◆ [Customer Commission Types](#)
- ◆ [Inventory Commission Types](#)
- ◆ [Commission Codes](#)

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 assigned the default customer commission type automatically. However, you can change the type assigned to a customer 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.

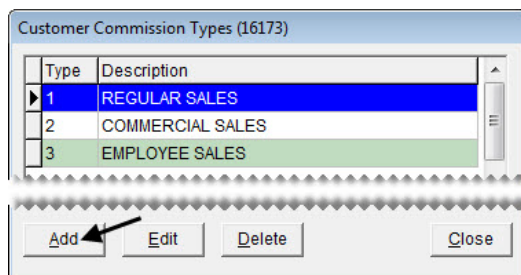
Creating Customer Commission Types

If you want to calculate commissions based on sales to different groups of customers, you need to create multiple customer commission types. 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 [“Setting the Commission Controls” on page 645](#).

To create a customer commission type

1. From the **Setup** menu, select **Customer Commission Types**. The Customer Commission Types screen appears.
2. Click **Add**. The Customer Commission Type Edit screen appears.



3. Type a unique 1-character code in the **Type** field.

Note: This code must also be different than those used for inventory commission types.

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.

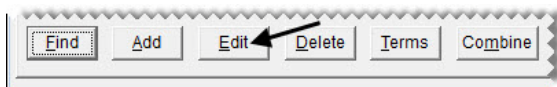
Assigning a Customer Commission Type


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 that's set in System Controls. For more information, see [“Setting the Default Customer Commission Type”](#) on page 641.

To assign a customer commission type

1. From the **Customer** menu, select **Maintenance**. The Name Lookup/Entry screen appears.
2. Look up the name of the customer to whom you want to assign a commission type.
3. On the Customer Maintenance screen, 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.

Setting 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 [“Setting the Commission Controls” on page 645](#).

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.

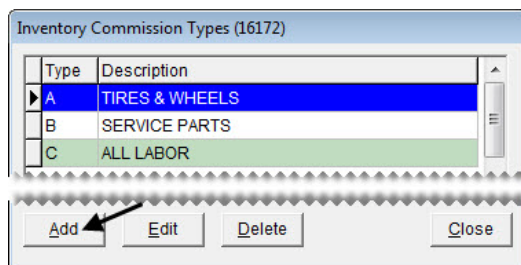
Creating Inventory Commission Types

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 [“Creating Customer Commission Types” on page 640](#).

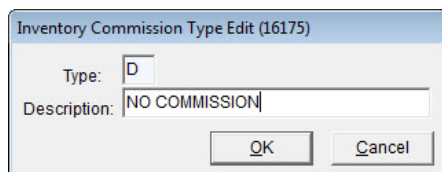
To add an inventory commission type

1. From the **Setup** menu, select **Inventory Commission Types**. The Inventory Commission Types screen appears.
2. Click **Add**. The Inventory Commission Type Edit screen appears.



3. Type a unique 1-character code in the **Type** field.

Note: This code must be different than those used for 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 .

Assigning 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.

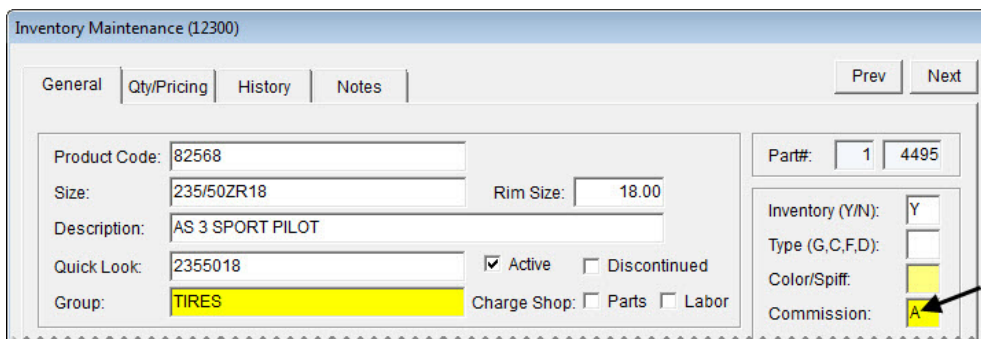
Note: You can set a default inventory commission type in System Controls. For more information, see [“Setting the Default Inventory Commission Type” on page 643](#).

To assign an inventory commission type

1. From the **Inventory** menu, select **Maintenance**. The Custom Inventory Lookup screen appears.
2. Look up the inventory item whose commission type you want to assign. For more information, see [“Looking Up Inventory Items” on page 185](#).
3. On the Inventory Maintenance screen, click **Edit**.



4. Click the **Commission** field, press , 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.

Setting 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 [“Setting the Commission Controls” on page 645](#).

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

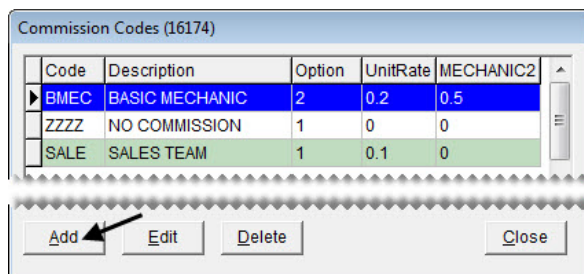
Commission codes define how the following commission rates are calculated:

- ◆ **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. From the **Setup** menu, select **Commission Matrix Codes**. The Commission Codes list appears.
2. Click **Add**. The Commission Code Edit screen appears.



3. Type a code for the commission.

Note: The code can have four letters or 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 amount. 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**.

Assigning 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 instructions, see [“Setting Up an Employee Commission Matrix”](#) on page 647.

Setting 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 [“Setting the Commission Controls”](#) on page 645.

Setting the Commission Controls

When you're finished adding commission codes and types, you can 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. From the **Setup** menu, select **System Controls**.
2. Make sure the **Commission** tab is selected.

3. Set the commission cutoff date:
 - a. Select **Commission Cutoff Date - Most Recent**, and press **Enter**.
 - b. 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**.
 - 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**.
 - 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**.
 - 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**, and press **Enter**.
 - 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.

System Controls (6400)		
Commission Customer Enterprise General ledger Inventory Other Vendor		
Description	Value	SiteNo
Adjust National Commissions	NO	1
Adjust National Commissions Threshold	5.00	1
Commission Cutoff Date - Most Recent	2015-11-13 23:59:59.999	1
Default Commission Matrix Code	ZZZZ	1
Default Commission Type - Customer	1	1
Default Commission Type - Inventory	A	1
Default Employee Commission Matrix	Comm	1
Sales Spiff - Customer Type to Exclude		1

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.

Setting Up an Employee Commission Matrix

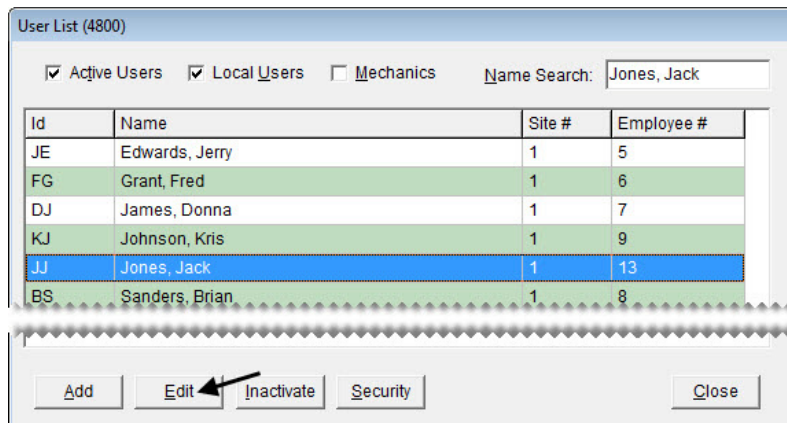
To set up an employee's commission matrix, you need to assign a commission code to each combination of customer and inventory commission types. The number of combinations available, along with the number of codes you need to assign, depends on how many customer and inventory commission types you've set up.

You can reduce the amount of time needed to set up a commission matrix in two ways:

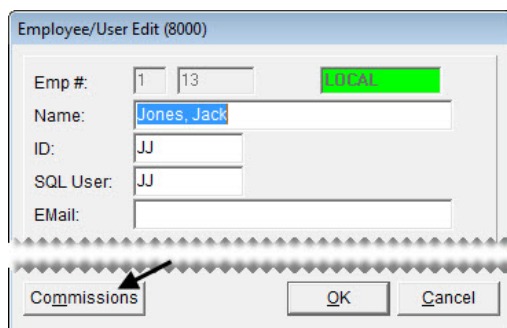
- ◆ Copy another user's matrix into the one you're setting up, and make any needed changes.
- ◆ Copy a commission matrix template into the one you're setting up, and make any needed changes. For more information, see [“Creating Commission-Matrix Templates” on page 648](#).


To set up an employee commission matrix

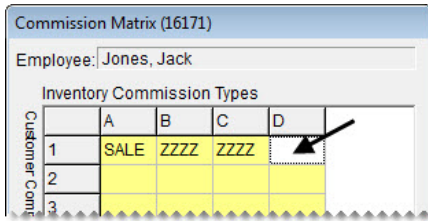
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Select the user whose matrix you want to set up, and click **Edit**. The Employee/User Edit screen appears.



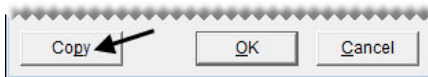
3. Click **Commissions**. The Commission Matrix screen appears.



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.



- ♦ To copy another user's matrix into the one you're setting up, click **Copy** and select a user from the list that appears. You can leave the copied matrix as is or modify it using the method described above.



- ♦ To copy a commission matrix template into the one you're setting up, click **Copy** and select the commission template from the list that appears. You can leave the copied matrix as is or modify it using the method described above.
5. To save the changes to the matrix, click **OK**.
 6. Close the Employee/User Edit screen.

Creating 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

1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
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.


The screenshot shows the 'Employee/User Edit (8000)' dialog box. It contains the following fields:

- Emp #: 1 12 (with a green highlight on the second '12')
- Name: ZZ-Commission Template
- ID: Comm
- SQL User: Comm

3. Set up the generic user's matrix:

- a. Click **Commissions**. The Commission Matrix screen appears.

The screenshot shows a dialog box with a 'Commissions' button highlighted by a black arrow. There are also 'OK' and 'Cancel' buttons.

- 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.

The screenshot shows the 'Commission Matrix (16171)' dialog box. It displays the following table:

		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	

An arrow points to the empty cell in the bottom-right corner of the table.

- c. To save the changes to the matrix, click **OK**.

4. Close the Employee/User Edit screen.

Calculating 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 745](#).

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. This chapter includes the following topics:

- ◆ [“Setting an Item's Flat Rate” on page 651](#)
- ◆ [“Calculating Mechanic Productivity” on page 652](#)

Setting 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.

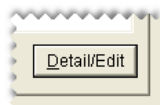
Note: For a list of items whose flat rates have already been set, generate the Inventory Flat Rate Report. For instructions, see [“Inventory Flat Rate Report” on page 817](#).

To set an item's flat rate

1. Look up the item whose flat rate you want to set. For more information, see [“Looking Up Inventory Items” on page 185](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices & Quantity screen appears.



- Type the average number of hours needed to complete the job in the **Flat Rate** field.

Inventory Maintenance screen showing input fields:

- Last FET: 0.0000
- Next FET: 0.0000
- Parts: 0.0000
- Labor: 75.0000
- EDL: 75.0000
- Relief %: []
- Flat Rate: 3.0000 (circled in red)

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

Buttons: OK (circled in red), Cancel

- Close the Inventory Maintenance screen.

Calculating 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 [“Starting Work Orders” on page 329](#).
- 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.

Extend	Sales	Mech 1	Mech 2	Flat Rate	Core
74.99	MM	KJ		0.00	
74.99	MM	KJ		0.00	
75.98	MM	KJ		0.00	
79.00	MM	KJ		3.00	

- 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. For 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.

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Stat	2	Flat Rate	Core F
1.00	.	SHOP SUPPLIES	2.61	0.00	0.00	both	2.61	TS		0.00	
1.95	.	BRAKES-REMOVE & REPLAC	0.00	75.00	0.00	both	146.25	TS		1.80	
1.00	.	Motorcraft Front Brake Pads	109.88	0.00	0.00	parts	109.88	TS		0.00	
1.00	.	Motorcraft Rear Brake Pads	114.73	0.00	0.00	parts	114.73	TS		0.00	

- ◆ The job's flat rate

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Stat	2	Flat Rate	Core F
1.00	.	SHOP SUPPLIES	2.61	0.00	0.00	both	2.61	TS		0.00	
1.80	.	BRAKES-REMOVE & REPLAC	0.00	75.00	0.00	both	146.25	TS		1.80	
1.00	.	Motorcraft Front Brake Pads	109.88	0.00	0.00	parts	109.88	TS		0.00	
1.00	.	Motorcraft Rear Brake Pads	114.73	0.00	0.00	parts	114.73	TS		0.00	

- ◆ The quantity of 1

Quantity	Size	Description	Parts	Labor	FET	Tax	Extend	Stat	2	Flat Rate	Core F
1.00	.	SHOP SUPPLIES	1.00	0.00	0.00	both	1.00	TS		0.00	
1.00	.	FLAT REPAIR	0.00	5.00	0.00	both	5.00	TS		0.20	

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 [“Completing an Invoice” on page 336](#).
7. Generate a flat rate report. For more information, see [“Mechanic Flat Rate Report” on page 759](#). On the report, the number of hours worked is displayed under the flat rate heading.

Tracking Casings

You can use the Casing Manager to track the casings that you send to a retreading plant. Once the retreading is complete, you can use the Casing Manager to handle the process of returning the finished products to their owners, selling them to the retreader, or adding them to your inventory. This chapter includes the following topics:

- ◆ [“Casing Manager Scenarios” on page 655](#)
- ◆ [“Preparing to Track Casings” on page 658](#)
- ◆ [“Adding Casings to the Casing Manager” on page 661](#)
- ◆ [“Sending Casings to a Retreader” on page 664](#)
- ◆ [“Marking Casings as Defective” on page 665](#)
- ◆ [“Recording Retreading Service Fees” on page 667](#)
- ◆ [“Issuing Casing Credits to a Customer” on page 669](#)
- ◆ [“Issuing Dual Casing Credits” on page 671](#)
- ◆ [“Generating Casing Manager Reports” on page 673](#)

Casing Manager Scenarios

Typically, there are three 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.

Facilitating Retread Services

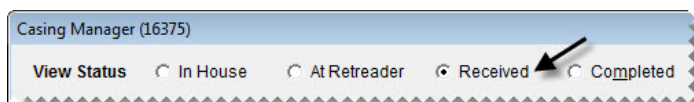
You can use the Casing Manager to facilitate retreading services for your customers. In other words, you're the middleman who ensures that a customer's casings are sent to a retreader and then returned to the customer once the recapping and repairs are finished.

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.

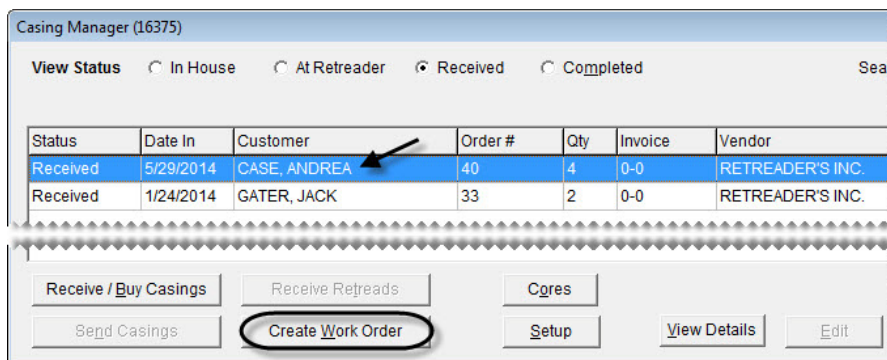
To facilitate retreading services

1. Add the customer's casings to the Casing Manager. For more information, see [“Adding Casings to the Casing Manager” on page 661](#).
2. Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 664](#).
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 [“Marking Casings as Defective” on page 665](#).
 - ◆ 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 [“Recording Retreading Service Fees” on page 667](#).
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 appears.



- 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 appears. 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 [“Creating a Regular Work Order” on page 329](#).
 - Complete the invoice and collect the payment from the customer. For more information, see [“Completing an Invoice” on page 336](#).

Buying 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

- Add the customer's casings to the Casing Manager. For more information, see [“Adding Casings to the Casing Manager” on page 661](#).
- Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 664](#).
- 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 [“Marking Casings as Defective” on page 665](#).
 - 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 [“Issuing Casing Credits to a Customer” on page 669](#).

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 [“Facilitating Retread Services” on page 656](#).

Selling 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 [“Adding Casings to the Casing Manager” on page 661](#).
2. Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 664](#).
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 [“Marking Casings as Defective” on page 665](#).
 - ◆ 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 [“Issuing Dual Casing Credits” on page 671](#).
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 [“Facilitating Retread Services” on page 656](#).

Preparing 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, TireMaster 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

1. Log a call with TireMaster 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.

2. Add general ledger 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” on page 883](#).

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.

3. 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” on page 885](#).
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” on page 889](#).

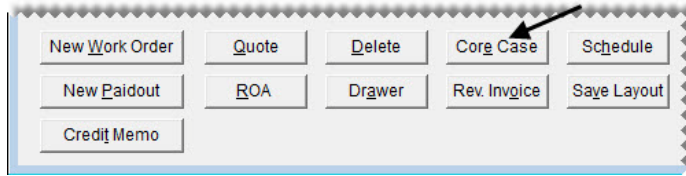
- ◆ A clearing item, which is used to make adjusting entries when finished retreads are received. The clearing item needs to be classified as noninventoriable.
- ◆ A casing item, which is used to track the cost of casings that are retreaded. To include profit and loss information for casings on sales 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.

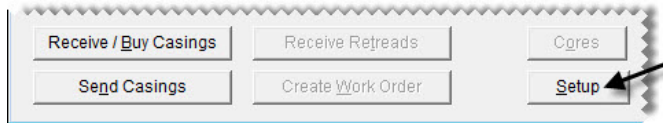
For more information, see [“Adding Items to the Inventory” on page 152](#).

5. Open the casing setup screen.
 - a. Click **Invoicing**. The Open Work Order List appears.

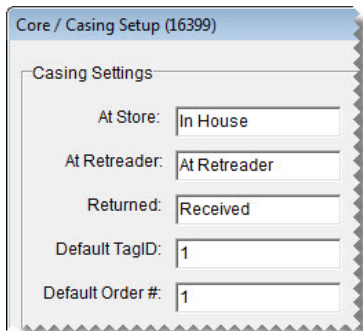
- b. Click **Core Case**. The Casing Manager screen appears.



- 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.



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 list. 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 list. Otherwise, leave this setting alone. (You'll define the default vendor in step 9.)

Seperate Casings and Caps
NO

Always Use Default Vendor
YES

9. Define the clearing accounts 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.
 - a. For **Default Vendor**, click **Lookup** and look up the vendor to whom you send the majority of your retreads.
 - b. For **Expense Account**, click **Lookup** and look up the general ledger account for processing retreads.
 - c. For **Clearing Item**, click **Lookup** and look up the inventory item that will be used to make adjusting entries when finished retreads are received.
 - d. For **Casing Item**, click **Lookup** and look up the inventory item for tracking casings.
 - e. For **Cap Item**, click **Lookup** and look up the inventory item for tracking caps.
 - f. For **Repair Item**, click **Lookup** and look up the inventory item for tracking repairs.
 - g. For **Misc. Item**, click **Lookup** and look up the inventory item for tracking miscellaneous items.

Default Vendor:	RETREADER'S INC	Lookup
Clearing 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. Item	Lookup

10. If you also track cores, you can define the clearing account and core item. Otherwise, skip this step. For more information, see [“Preparing to Track Cores” on page 677](#).
11. Save the entries that you made in the Core/Casing Setup screen. Then close it.

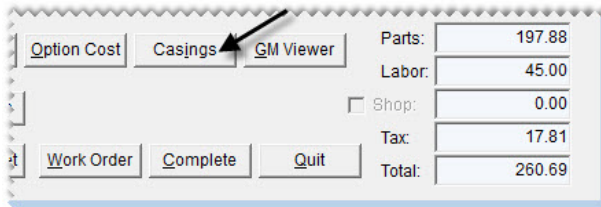
Save Close

Adding 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.

1. 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 [“Creating a Regular Work Order” on page 329](#).



- ◆ 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.



2. 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 list.
- ◆ 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.

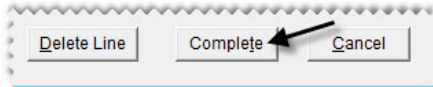
To update information about a casing, click the cell that the information is in. Then click the cell again to make the text editable, and type your changes.

Buy	Send	TagID	Size	Rim	Description	Tread Type	DOT / Serial#	Retreader
<input type="checkbox"/>	<input type="checkbox"/>	42	11R22.5	22.5	Cooper Tire		DOTA73T5012	
<input type="checkbox"/>	<input type="checkbox"/>	43	11R22.5	22.5	Cooper Tire		DOTA73T5012	
<input type="checkbox"/>	<input type="checkbox"/>	44	11R22.5	22.5	Cooper Tire		DOTA73T5012	
<input type="checkbox"/>	<input type="checkbox"/>	45	11R22.5	22.5	Cooper Tire		DOTA73T4512	

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.

5. Update the vendor (retreader) if needed. To select a retreader, click **Lookup** and look up the vendor that you want to use.

- To save the casing information, click **Complete**.



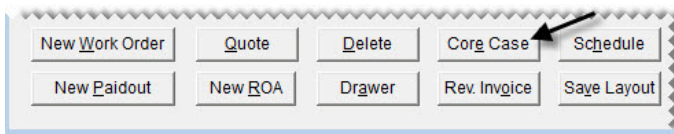
- Close the Casing Manager screen.

Sending Casings to a Retreader

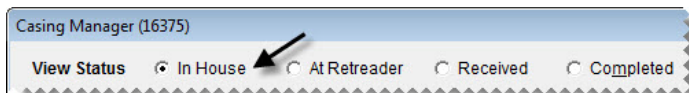
Once you've sent casings to a retreader, update the entries in the Casing Manager so you know that these items are no longer at your store.

To send casings to a retreader

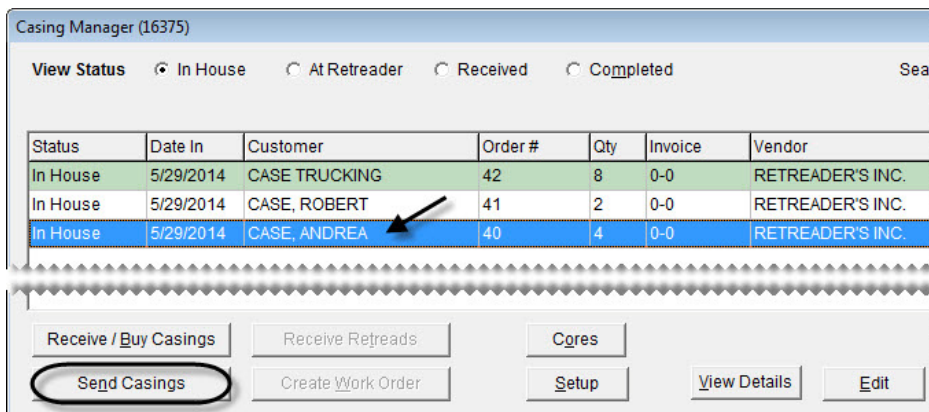
- Open the Casing Manager.
 - Click **Invoicing**.
 - Click **Core Case**. The Casing Manager screen appears.



- 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.



- 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.



- 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.

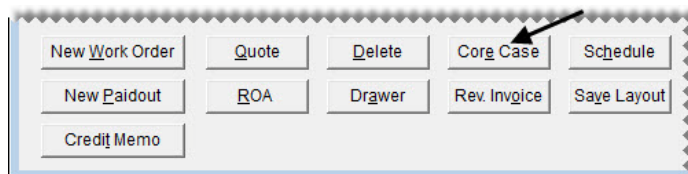
Tip: To select or clear the **Buy** check boxes for all casings, select **Mark/Unmark All - Buy from Customer**.
7. Click **Complete** to finish sending the retreads.
8. To send additional casings to a vendor, repeat steps 3 through 7.

Marking Casings as Defective

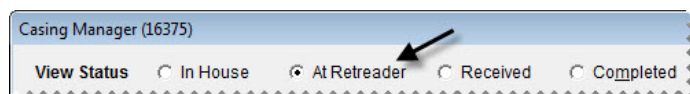
If a retreader refuses to recap a casing, you can mark it as defective in the Casing Manager. You can also record any costs you've incurred or charges you plan to pass on to the customer for handling the defective casing.

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.

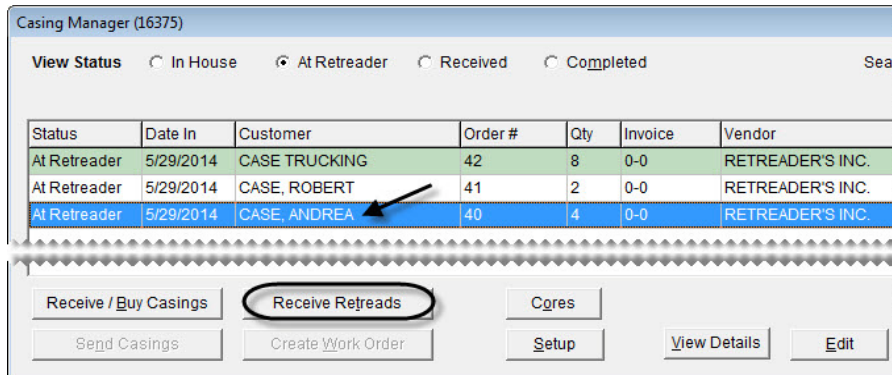


2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

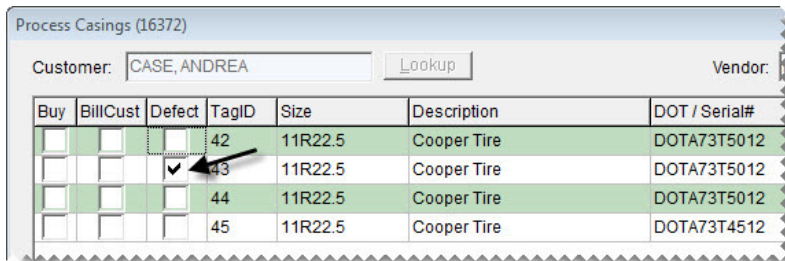


Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**.

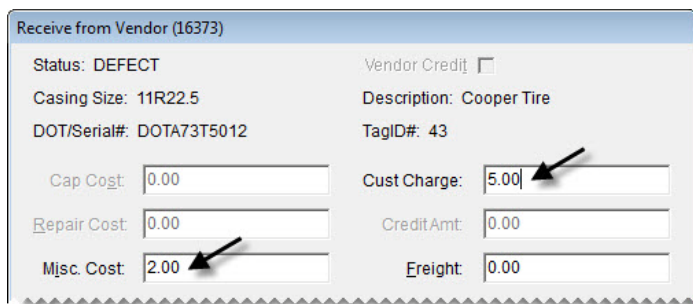
- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen appears.



- 3. Select the **Defect** check box for the defective casing. The Receive from Vendor screen appears.



- 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.



- 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**.



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.

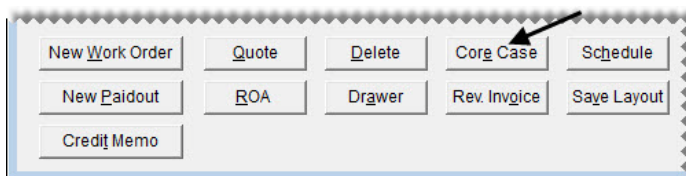
Note: If all of the casings on an order are defective, create a work order so you can collect a fee from the customer who originally brought you the casings. For more information, see [“Facilitating Retread Services” on page 656](#) (step 4).

Recording Retreading Service Fees

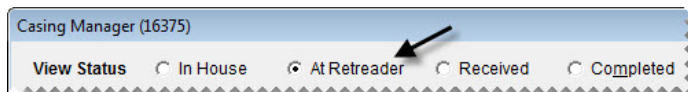
When you facilitate retreading services for a customer, you can offset the recapping and repair costs that the retreader charges you by passing a service fee on to the customer. You need to record the service fee, along with your costs, for each casing that becomes a finished retread.

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.

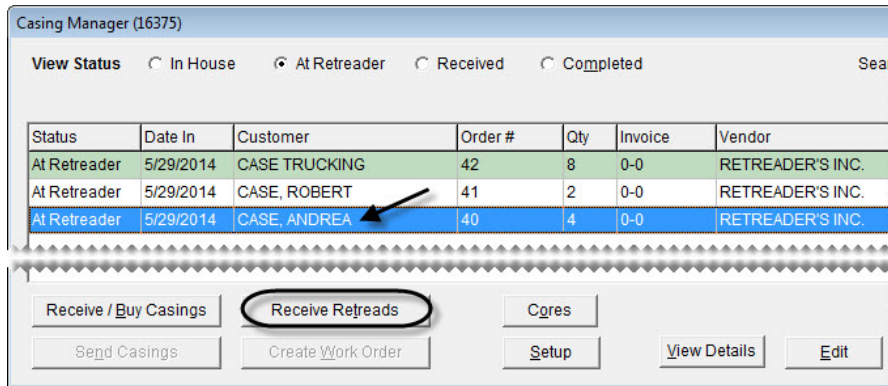


2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

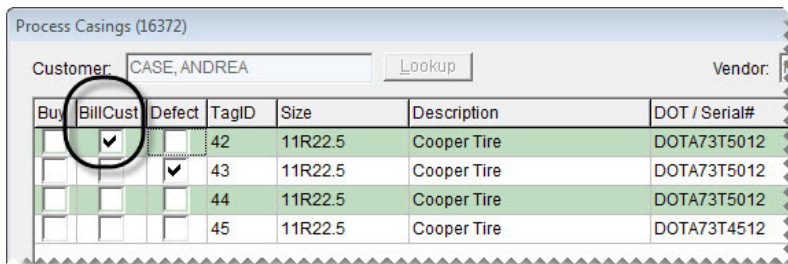


Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

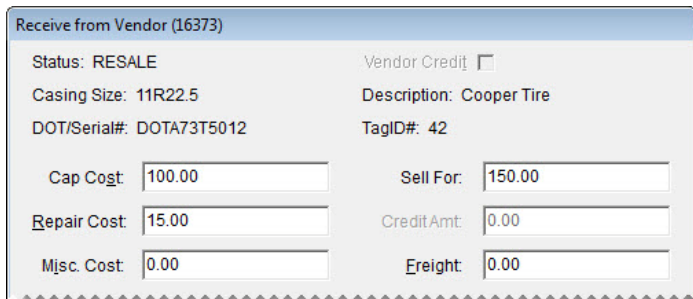
- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen appears.



3. Select the **BillCust** check box for a casing that has been retreaded. The Receive from Vendor screen appears.



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.



6. click **Save**.



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**.



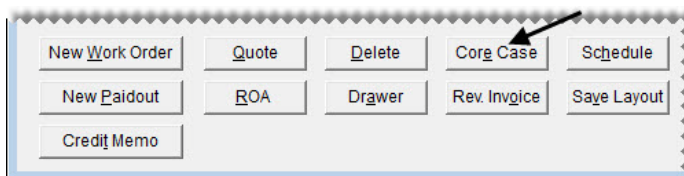
9. Do one of the following:
- ♦ If you're ready to finish recording the service fee, click **Complete**. When the Report Window opens, print the Charge Edit Report. The number of Charge Edit Reports generated, depends on the number of completed retreads in an order.
 - ♦ If you need to wait until later to finish recording the service fee, close the Process Casings screen.

Issuing Casing Credits to a Customer

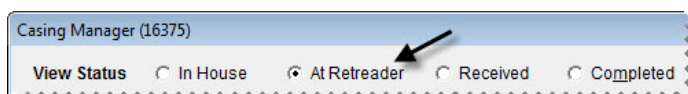
If you want to add finished retreads to your inventory, you can issue a credit to the customer who originally brought the casings to you.

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.



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 appears.

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 appears.

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 [“Preparing to Track Casings” on page 658](#).
 - 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 appears.

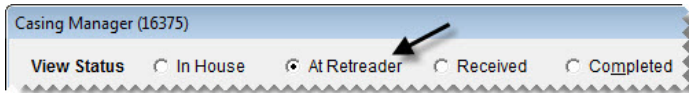
Note: The negative numbers on the receiving document represent the credits you’re giving the customer who originally brought you the casings that are now finished retreads.
12. Receive and price the finished retreads.
 - a. Click **Receive**. TireMaster prompts you to price the items.
 - b. Click **Yes**. The Vendor Invoice screen appears.
 - 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.

Issuing Dual Casing Credits

If a 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).

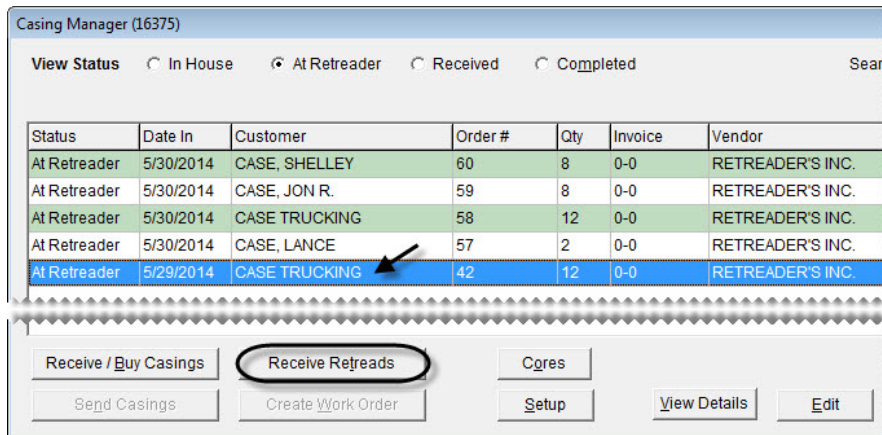
To issue dual casing credits

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.

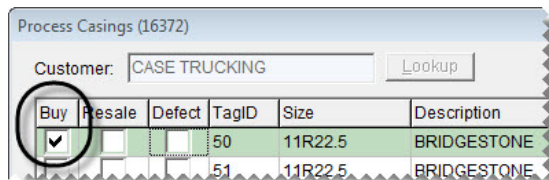


Tip: If you know the order number, tag ID, or number for a casing on the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

- b. Select the order, and click **Receive Retreads**. The Process Casings screen appears.



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 appears.

- If it isn't already filled in, type the amount of the credit you'll give the customer in the **CR Customer** field.
- Type the amount of the credit that the retreader is giving you in the **CR Retreader** field.

Receive from Vendor (16373)

Status: Sell to retreader Vendor Credit

Casing Size: 11R22.5 Description: BRIDGESTONE

DOT/Serial#: TagID#: 50

Cap Cost: 0.00 CR Customer: 35.00

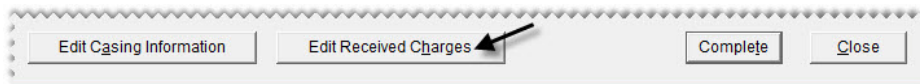
Repair Cost: 0.00 CR Retreader: 70.00

Mjisc. Cost: 0.00 Freight: 0.00

- Click **Save**.



- Repeat steps 3 through 7 for each additional casing you're selling to the retreader.
- 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**.



- Click **Complete**. The Report Window opens and displays a charge edit report.



- Print the charge edit report, and close the Report Window. The Report Window re-opens and displays an account credit memo.
- Print the account credit memo for the customer, and then close the Report Window.
- Repeat steps 11 and 12 until you're no longer prompted to print charge edit reports and credit memos. The Casing Manager screen appears.
- 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.

Generating Casing Manager Reports

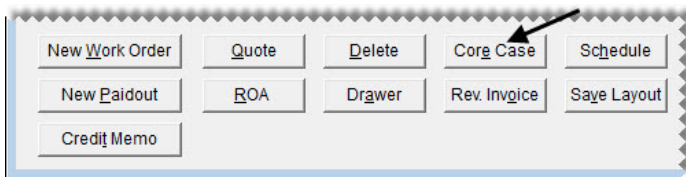
With TireMaster, you can generate the following information about the casings you've tracked:

- ◆ 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 appears.
 - b. Click **Core Case**. The Casing Manager screen appears.



2. Click **Reports**. The Casing Reports screen appears.



3. Select the name of the report you want to generate, and click **OK**. The Casing Report Options screen appears.
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. Click **Print**. The Report Window opens.
5. Print the report and close the Report Window.
6. Close the Casing Reports screen.

Tracking 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 topics:

- ◆ “Core Tracking Scenarios” on page 675
- ◆ “Preparing to Track Core Items” on page 675
- ◆ “Working with Core Items” on page 676
- ◆ “Preparing to Track Cores” on page 677
- ◆ “Managing Core Charges” on page 678
- ◆ “Generating Core Manager Reports” on page 690

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:

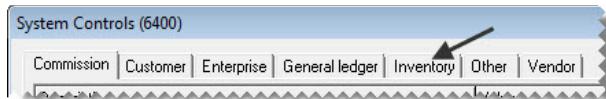
- ◆ You have high-value core items that you wish to track in your inventory, and you want to receive and invoice the items and their associated cores.
- ◆ Your service department replaces an item, such as a water pump, in a customer’s vehicle. In this scenario, the core is in your possession and the 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.

Preparing to Track Core Items

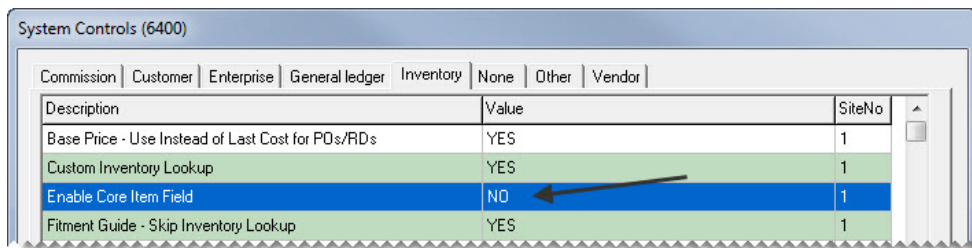
The **Core Item** field in Inventory Maintenance allows you to track high-value cores as inventory items. When a core item is assigned to a parent item, you can invoice or receive the parent item and automatically put the associated core item on the same document.

To prepare to track a core item

1. Enable the **Core Item** field.
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Inventory** tab.

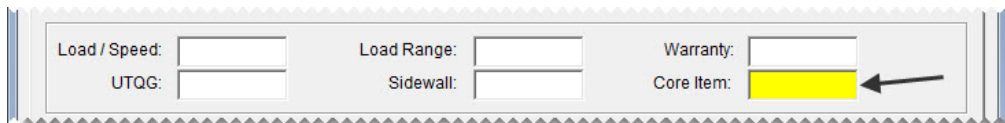


- c. Click **Enable Core Item Field** and press **Enter**.



- d. Select **Yes**, and click **OK**.
2. If you want to track core items with a specific general ledger 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.
 - 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.

Working 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 been assigned a core item.

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.
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 work order.

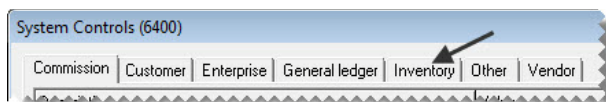
Preparing to Track Cores

Before you can track cores, you need to complete a variety of settings.

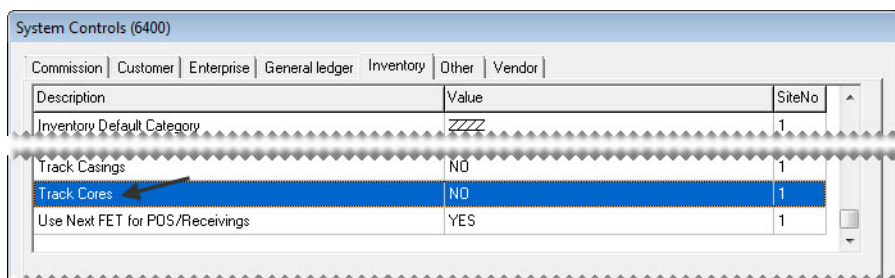
Note: The Core Manager and the Casing Manager both use the same setup screen. If you're running a TireMaster Point of Sale system, ask TireMaster Support to assist you with your core tracking setups.

To prepare to track cores

1. Enable the Core Manager.
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Inventory** tab.



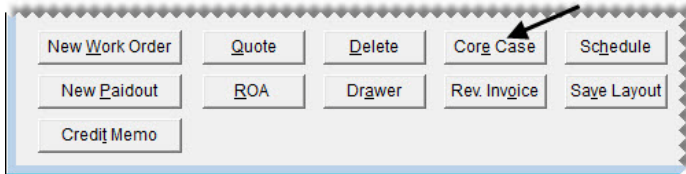
- c. Select **Track Cores** and press **Enter**.



- 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 [“Creating a Liability Account” on page 488](#) or [“Creating an Expense Account” on page 490](#).
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 page 675](#).

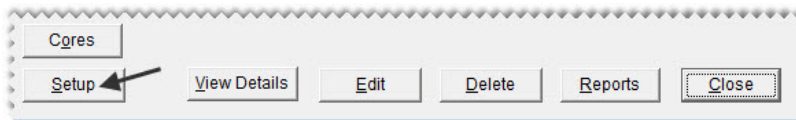
Note: When you add the core charge item, disregard setting prices for it.

4. Open the Core Manager setup screen.
 - a. Click **Invoicing**. The Open Work Order List appears.
 - b. Click **Core Case**. The Casing Manager screen appears.

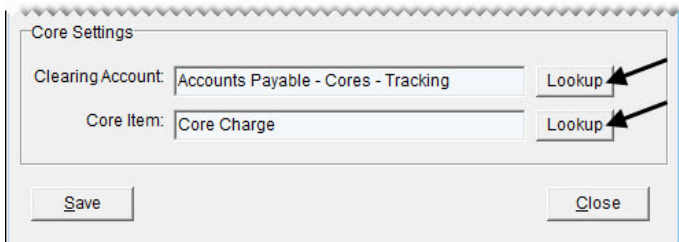


Note: You access the Core Manager via the Casing Manager.

- 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 look up the general ledger account for tracking cores.
 - b. For **Core Item**, click **Lookup** and look up the inventory item for core charges.



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 [“Preparing to Track Casings” on page 658](#).

6. Save the entries that you made in the Core/Casing Setup screen. Then close it.

Managing 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.

Maintaining 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.

Assigning 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 ["Recording Core Charges" on page 680](#). 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 ["Creating a Purchase Order" on page 283](#) and ["Creating a Receiving Document" on page 301](#).
2. Type the core charge in the **Core** field for the line item that has a core charge.

S	InvNo	Size	VendPartNo	Name	Qty	Price	FETax	Extended	Core
	PTS-BAT02			BATTERY	1	85.00	0.00	85.00	8.00

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 appears.
3. Type the amount of the vendor's core charge in the **Core Cost** field.

Site Prices and Quantity (1700)

Description: SOLUS KR21 BSW : 1909313 : P21560R16 94T

On Hand:	0.0000	Last FET:	0.0000	Parts:	86.9900
Not Priced:	0.0000	Next FET:	0.0000	Labor:	0.0000
Work Order:	0.0000	Price Matrix:	None	EDL:	86.9900
On Order:	0.0000				
At Recap:	0.0000	Relief %:	0.0000	Flat Rate:	0.0000
Min Stock:	0.0000	Price By:	B	Op:	M
Max Stock:	0.0000	Base Price:	65.3500	Factor:	1.3300
		Last Cost:	50.0400	Std Cost:	0.0000
		Core Cost:	0.0000	Next Cost:	0.0000

4. Click **OK**.
5. Close the open screens.

Updating 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.

Recording 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, these charges can then 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 ["Creating a Regular Work Order" on page 329](#).

2. Add the replacement part to the work order, and define the quantity.

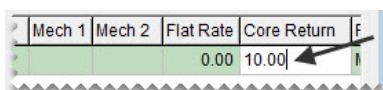
Note: If you entered the item's core cost when it was received or manually defined it in Inventory Maintenance, the Add Cores screen will appear with the core cost information.

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.

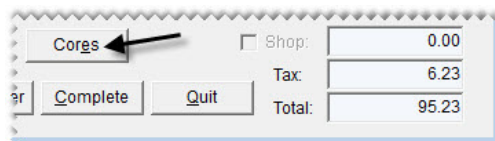
- a. Do one of the following to define the core charge amount:

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 appears.



- ◆ Click **Cores**. When the Add Cores screen appears, 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 appears with both the vendor and customer core charge fields filled in. You can disregard the amount of the vendor core charge.

Mech 1	Mech 2	Flat Rate	Core Return	F
		0.00	10.00	

- ◆ Click **Cores**. When the Add Cores screen appears, 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, as needed, and complete the invoice as usual. For more information, see [“Completing an Invoice” on page 336](#).

Processing 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 screen appears.

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**.

Core Manager (16376)

View Status In House Completed Search by:

Status	Last Date In	Vendor	Reference	Qty	Total Amount
In House	9/30/2014	NAPA AUTO PARTS	1- 218	3	71.00
In House	9/30/2014	O'REILLY	1- 222	5	80.00
In House	9/30/2014	INTERSTATE BATTERIES	1- 221	2	20.00
In House	9/30/2014	AUTO ZONE	1- 225	1	13.00

Add Edit Delete **View** Create Vendor C

- ◆ Generate a hard copy of outstanding cores. For more information, see [“Generating Core Manager Reports” on page 690](#).
3. If the information for one or more core charges is incorrect, make the needed changes. Otherwise, disregard this step. For more information, see [“Updating Core Charges” on page 685](#).
 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 [“Adding Missing Core Charges” on page 685](#).
 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 appears.

Core Manager (16376)

View Status In House Completed Search by:

Status	Last Date In	Vendor	Reference	Qty	Total Amount
In House	9/30/2014	NAPA AUTO PARTS	1- 218	3	71.00
In House	9/30/2014	O'REILLY	1- 222	5	80.00
In House	9/30/2014	INTERSTATE BATTERIES	1- 221	2	20.00
In House	9/30/2014	AUTO ZONE	1- 225	1	13.00

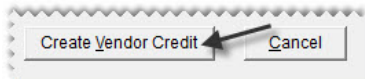
Add **Edit** Delete View Create Vendor C

- 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.

	Date In	Customer	Invoice	Description
<input type="checkbox"/>	9/30/2014	VARSITY PLUMBING	1- 212	BAT-ACD24-60
<input checked="" type="checkbox"/>	9/30/2014	DEXTER'S DELIVERY SERVICE	1- 214	PTS-WTRPMP
<input checked="" type="checkbox"/>	9/30/2014	ELSWORTH, KEN	1- 215	PTS-NS
<input checked="" type="checkbox"/>	9/30/2014	IMAN, NORMAN	1- 219	PTS-PADS
<input checked="" type="checkbox"/>	9/30/2014	EVANS, RUTH	1- 222	PTS-NS

Tip: If the vendor has several core charges, it might be easier to select the **Mark All** check box (upper-left of the screen) 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.

Status	Last Date In	Vendor	Reference	Qty	Total Amount
In House	9/30/2014	NAPA AUTO PARTS	1- 218	3	71.00
In House	9/30/2014	O'REILLY	1- 215	2	25.00
In House	9/30/2014	INTERSTATE BATTERIES	1- 221	2	20.00
In House	9/30/2014	AUTO ZONE	1- 225	1	13.00

- 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.

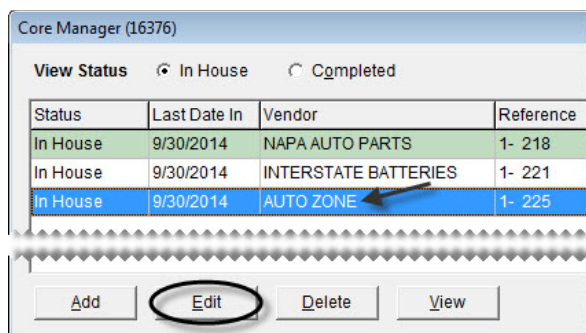
Updating Core Charges

If the information for a core charge is incorrect, you can update it.

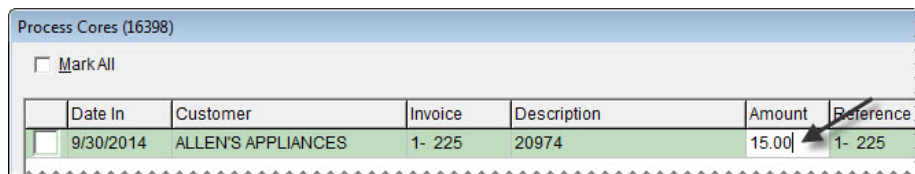
To update a core charge

1. If the Core Manager isn't already open, do the following:
 - a. Click **Invoicing**. The Open Work Order List appears.
 - b. Click **Core Case**. The Casing Manager screen appears.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager 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**.



Adding 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.

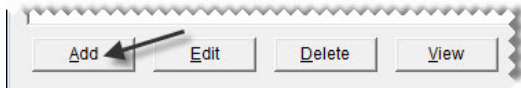
Adding Core Charges from the Core Manager Screen

Missing core charge information can be added from the Core Manager screen, 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 appears.
 - b. Click **Core Case**. The Casing Manager screen appears.

Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Click **Add**. The Add Cores screen appears.



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.
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.

 A screenshot of a dialog box titled 'Add Cores (16394)'. It contains several input fields and buttons. The fields are: 'Qty' (value: 1), 'Vendor Core Charge' (value: 9.00), 'Customer Core Charge' (empty), 'Vendor' (value: NAPA AUTO PARTS), 'Reference' (value: Manual 001), 'Description' (value: Water Pump), 'Note' (empty), and 'Customer' (empty). There is a checkbox labeled 'Add Core Line to POS' which is unchecked. At the bottom are 'OK' and 'Cancel' buttons. A note below the core charge fields states '* Core charge amounts are per item.'

9. To save the new core charge, click **OK**.

Adding Core Charges from the Process Cores Screen

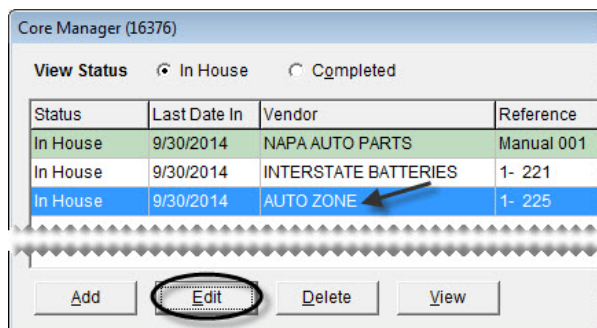
Missing core charge information can be added from the Process Cores screen, which lists individual core charges for a selected vendor.

Note: When you add core charges in this scenario, customer names and invoice numbers cannot be defined.

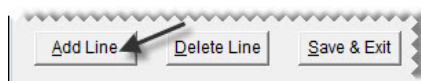
To add missing core charge information

1. If the Process Cores screen isn't already open, do the following:
 - a. Click **Invoicing**. The Open Work Order List appears.
 - b. Click **Core Case**. The Casing Manager screen appears.

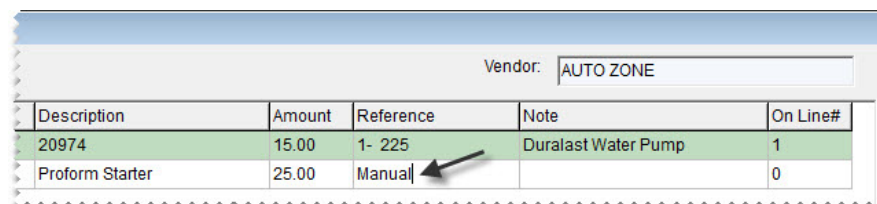
Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Select the row for the vendor for whom a core charge is missing, and click **Edit**.



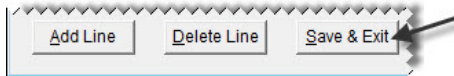
3. Click **Add Line**. TireMaster adds an empty line to the list of core charges for the vendor.



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**.

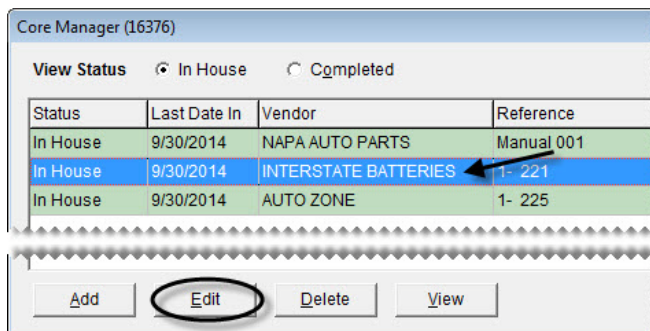


Deleting Uncompleted Core Charges

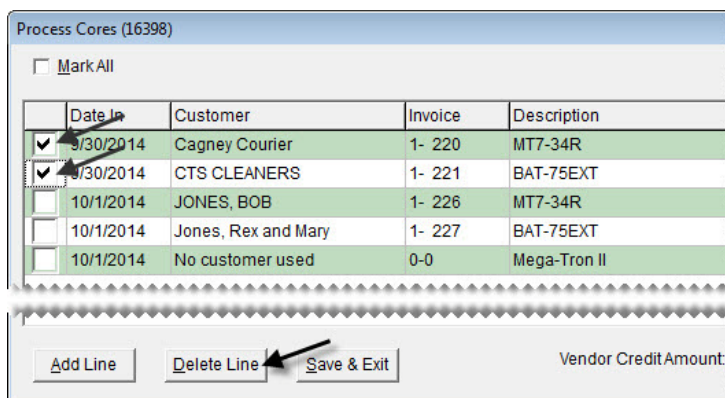
If one or more core charges was added for a vendor in error, you can remove them from the Core Manager. All of the cores can be removed as a group, or you can remove individual charges.

1. If the Core Manager isn't already open, do the following:
 - a. Click **Invoicing**. The Open Work Order List appears.
 - b. Click **Core Case**. The Casing Manager screen appears.

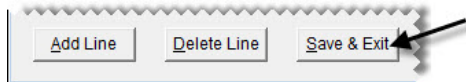
Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens. For each vendor from whom you've collected cores, it lists the number of cores you've collected and the total credit amount for those cores.
2. Delete individual core charges, as needed. If you want 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 appears.



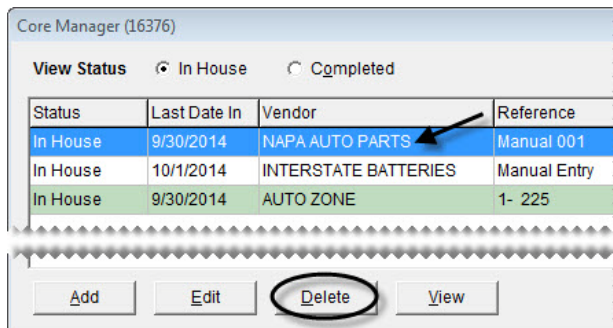
- b. Select the check box for each core charge you want to remove. Then click **Delete Line**.



- 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**.

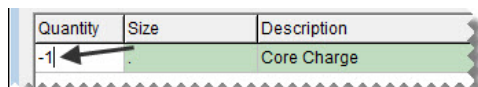
4. Close the Core Manager and Casing Manager screens.

Refunding Customer Core Charges

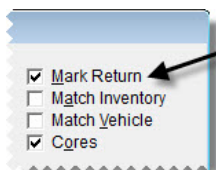
When a customer purchases a part from you and performs the installation off site, you can refund the core charge *you* assessed when the customer returns with the original core.

To refund a core charge

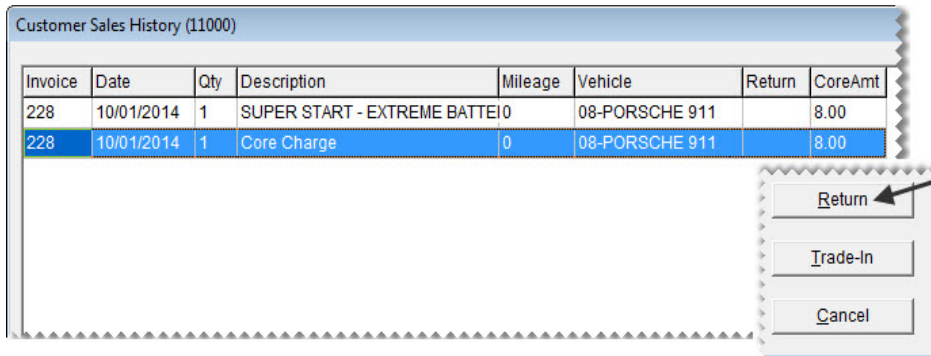
1. Start a work order for the customer. For more information, see [“Creating a Regular Work Order” on page 329](#).
2. Add the core charge item to the work order.
3. Enter the quantity for the core charge as a negative amount (-1) and press **Enter**. The Customer Sales History screen appears.



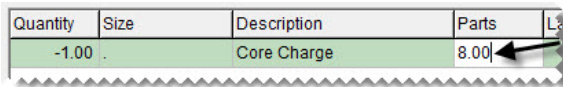
4. Make sure the **Mark Return** check box is selected.



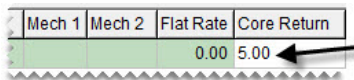
5. Select the row for the core charge and click **Return**.



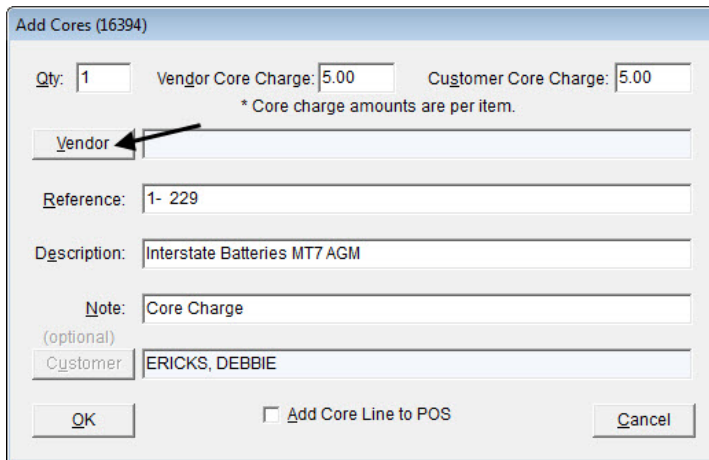
6. Type the core charge amount that you passed on to the customer (the amount you're refunding) in the **Parts** field.



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 appears.



8. Click **Vendor** and look up the name of the vendor who sold you the item. For more information, see [“Looking Up Customer and Vendor Names”](#) on page 10.



9. Click **OK**.
10. Complete the invoice. For more information, see [“Completing an Invoice”](#) on page 336.

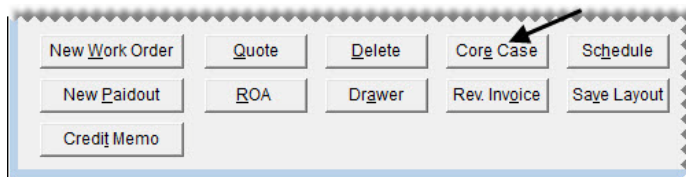
Generating Core Manager Reports

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

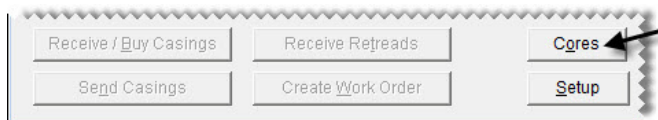
To generate Core Manager reports

1. If the Core Manager isn't already open, do the following:
 - a. Click **Invoicing**. The Open Work Order List appears.
 - b. Click **Core Case**. The Casing Manager screen appears.



Note: You access the Core Manager via the Casing Manager.

- c. Click **Cores**. The Core Manager 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 appears.



3. Select the name of the report you want to generate, and click **OK**. The Core Report Options screen appears.
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.

Closing

The various closing procedures for TireMaster each serve a specific purpose. This chapter includes the following topics:

- ◆ “Managing Tills” on page 693
- ◆ “Closing a Shift” on page 695
- ◆ “Closing a Day” on page 696
- ◆ “Closing a Fiscal Period” on page 700
- ◆ “Closing a Fiscal Year” on page 703
- ◆ “Reports for Closing” on page 704
- ◆ “Generating Customer Statements” on page 706

Managing 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.

Defining 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 sever, select **System Controls** from the **Setup** menu.
2. Click the **Other** tab, and select **Store Controls**.

3. Select Tills - Number of Tills and press **Enter**.

Description	Value	SiteNo
Texting - Send Thank You Text at Completion	YES	1
Tills - Number of Tills	1	1
Tills - Till #1 Starting Float	0	1

4. Select one of the choices, and click **OK**.
5. Close the System Controls screen.

Defining 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 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 **System Controls** from the **Setup** menu.
2. Click the **Other** tab, and select **Store Controls**.
3. Select Tills - Till#1 Starting Float and press **Enter**.

Description	Value	SiteNo
Texting - Send Thank You Text at Completion	YES	1
Tills - Number of Tills	3	1
Tills - Till #1 Starting Float	0	1
Tills - Till #2 Starting Float	0	1

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.

Defining a Workstation's Till Number

Till numbers are assigned to workstations during the TireMaster client installation, and they can be updated later if needed.

Setting the Till Number During Installation

When you're prompted for the workstation settings, do the following:

- ◆ Assign the workstation number

- ◆ Assign the till number
- ◆ Make sure **This workstation can close out all tills** is selected

Updating the 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. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.
2. Click **Forms**. The Forms Selections screen appears.

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.

Closing 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 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. From the **Closing** menu, select **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 appears includes the shift number and till number.

5. Enter the following amounts:

- a. Type the total of cash, including the starting till amount. (**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.

Shift# 2 Close - Till# 3 (9001)	
Cash:	1266.79
Check:	209.00
Cards:	249.66
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

6. When you are finished entering totals, click **OK**. TireMaster prompts you to verify that the till amounts are correct.
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**.

Closing 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.

Day End Close Screen

Counts for individual shifts are displayed at the top of the Day End Close screen, and the combined totals for all shifts are displayed beneath them (Figure 109).

Day End Close (11200)

Shift	Till	Cash	Check	Card	Cash Count	Check Count	Card Count	Float
1	3	4109.77	3327.04	6694.38	4109.77	3327.04	6694.38	300.00
2	3	2683.13	6793.22	12568.30	2683.13	6793.22	12568.30	300.00

	Cash	Check	Card
Daily Receipts	6192.90	10120.26	19262.68
Till Float	300.00		
Paid Outs	0.00	Deposit	16313.16
Total	6492.90		
Actual Counts	6492.90	10120.26	19262.68
Over & Short	0.00	0.00	0.00

Buttons: Report, OK, Cancel

Figure 109: Day End Close Screen

Item	Description
Shift	Displays the shift number for a line.
Till	Displays the till number for a line.
Cash	Displays the cash amount (including the starting till amount) originally entered for a shift.
Check	Displays the check amount originally entered for a shift.
Card	Displays the card amount originally entered for a shift.
Cash Count	Lets you correct the cash amount for a shift.
Check Count	Lets you correct the check amount for a shift.
Card Count	Lets you correct the card amount for a shift.
Float	Displays the till float amount for a shift. Note: If you need to use a different till float amount for a shift, update the starting till float amount for the applicable till on the System Controls screen before the shift begins.
Daily Receipts	Displays the calculated receipts (based on your invoices and ROAs) for cash, checks, and cards.
Till Float	Displays the starting till float for the first shift of the day.

Item	Description
Paidouts	Displays the total of cash paid out of the till and the amount of cash paid toward purchase orders for a day.
Deposit	Displays the calculated bank deposit (based on the total of your cash and check counts).
Total	Displays the total cash amount calculated from your daily cash receipts (including your till float) minus any cash paid out of the till and cash paid toward purchase orders.
Actual Counts	Displays the total of the amounts that you entered at the close of each shift for cash, checks, and cards (both debit and credit).
Over & Short	Displays any short or over amounts for cash, check, or credit or debit cards. A negative amount indicates a shortage. A positive amount indicates an overage.
Report	Lets you print your day-end reports before completing the day-end close. After reviewing these reports, you can click OK to close the day or you can click Cancel to exit.
OK	Continues closing the day.
Cancel	Discontinues the day-end closing procedure. Any changes made in this window are lost.

Performing the Day-End Close

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 close each business day. You could, for instance, make bank deposits every other day. In this scenario, you would perform the day-end close every other day.

Note: Before closing a day, you need to close all shifts for that day.

To close a day

1. Count the total cash, checks, and payment card receipts for all shifts.
2. From the **Closing** menu, select **Day-End**. The Day End Close screen appears.

3. If any cash, check, or payment card amounts are incorrect, type the correct amounts in the **Cash Count**, **Check Count**, and **Card Count** columns. The totals for all shifts recalculate automatically.

Day End Close (11200)

Shift	Till	Cash	Check	Card	Cash Count	Check Count	Card Count	Float
1	3	4109.77	3327.04	6694.38	4109.77	3327.04	6694.38	300.00
2	3	2683.13	6793.22	12568.30	2683.13	6793.22	12568.30	300.00

Cash		Check		Card		Report
Daily Receipts	6192.90		10120.26		19262.68	
Till Float	300.00	Deposit		16313.16		
Paid Outs	0.00					
Total		6492.90				
Actual Counts	6492.90		10120.26		19262.68	OK
Over & Short	0.00		0.00		0.00	Cancel

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 that you have defined in System Controls. This amount also appears on the Check Reconciliation screen as your daily deposit.

4. If you want to view the day-end reports before closing the day, click **Report**.
5. When you are ready to close the day, click **OK**. The day-end reports print and a confirmation message appears.
6. Click **Yes**. A confirmation message appears.
7. Click **OK**.

Tip: You can generate day-end closing information at any time by printing the [Daily Transaction Report](#), [Day End Daily Sales Report](#), [Day End Daily Till Detail](#), and [Day End Transaction Report](#). These reports are on the Report List on the **Close** tab.

Handling Overages and Shortages

If there is a difference between the cash or check count that you've entered and the actual amount calculated by TireMaster, the amount over or short posts to an account designated for overages and shortages. For more information, see "[Default Account - Cash Over/Short](#)" on page 861.

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.

Closing a Fiscal Period

Closing a fiscal period ensures that the information on your income statement and balance sheet for a month is consistent and won't change because of future transactions. Closing the month also helps to ensure that you can associate activity in the subledger accounts with the asset and liability accounts in the general ledger.

Note: Several reports can provide you with information for comparing subledger accounts to the general ledger accounts. For more information, see [“Reports for Closing” on page 704](#).

To close a fiscal period

1. Apply any outstanding payments and credits in the customer and vendor open-item ledgers. For more information, see [“Applying ROAs” on page 528](#) or [“Applying Payments and Vendor Credits” on page 559](#).
2. Verify that transactions posted to the appropriate accounts:
 - a. Review the balance sheet and income statement.
 - b. If an account balance seems too large or too small, research the transactions that posted to that account. If you find any transactions that posted incorrectly, make correcting entries.
3. Verify that customer and vendor subledger balances equal accounts-receivable and accounts-payable balances in the general-ledger:
 - a. Compare the totals on the Customer Balance Report to the accounts-receivable totals on the balance sheet. Research and correct any discrepancies.
 - b. Compare the totals on the Vendor Balance Report to the accounts-payable totals on the balance sheet. Research and correct any discrepancies.
4. Make sure the balances of the inventory subledger accounts equal the balances of the inventory accounts in the general ledger. For more information, see [“Recalculating Inventory Value” on page 701](#).

Note: To further ensure the accuracy your inventory balances, take a physical inventory count. You can take inventory for each month-end close or only when you close Period 12.
5. Delete expired quotes (optional). For more information, see [“Deleting Expired Quotes” on page 702](#).
6. Reset the quantities of noninventoriable items to zero (optional). For more information, see [“Resetting Quantities of Noninventoriable Items” on page 702](#).
7. Before the first transaction of the new fiscal period, establish a financial baseline for the month that's being closed by generating the following documents:
 - ◆ Balance sheet
 - ◆ Income statement
 - ◆ Reports detailing activity in the customer, vendor, and inventory subledger accounts.

Note: The information on some reports changes with new activity. Therefore, you need to print them *before* the first transaction of the new month. For more information about reports you might want to print at closing time, see [“Reports for Closing” on page 704](#).

8. Record adjusting journal entries for items such as depreciation, payroll, and interest. Backdate the entries so they post to the month that's being closed.

Note: You might need to generate additional balance sheets to monitor changes in account balances as you make adjusting entries.
9. When you have finished posting journal entries to the month that's being closed, lock the month. For more information, see [“Locking a Fiscal Period” on page 702](#).

Note: A fiscal period can be locked and relocked until you close the year in which that period is included.
10. Back up your data to removable media. For more information, see [“Month-End Backups” on page 8](#).

Recalculating Inventory Value

Recalculating the value of your inventory, which is often referred to as running the Calc and Post, helps you determine whether the total of your inventory subledger accounts equals the value of the general ledger's inventory accounts. If there are differences between the subledger and general ledger, you need to make adjusting journal entries.

TireMaster can make the entries automatically, or you can make them manually. For TireMaster to perform the journal entries automatically, the following conditions must be true:

- ◆ You must be assigned the **Automatic Calc & Post JE** permission.
- ◆ Your inventoriable items must be assigned inventoriable GL codes.

Note: If TireMaster detects that any noninventoriable GL codes are assigned to inventoriable items, you will be prompted to print a list of such items. You can use the information on that list to either modify your GL codes or assign different GL codes to the affected items. Then you can generate the Inventory Calculation Report again.

To recalculate the value of your inventory

1. From the **Closing** menu, select **Inventory Calc & Post**. A confirmation message appears.
2. Click **Yes**. The Report Window appears and displays the Inventory Calculation Report.
3. Click **Print**. Review the Inventory Calculation Report.
4. Click **Close**. TireMaster prompts you to automatically post the figures.

Note: This message for posting the figures appears only if you're assigned the **Automatic Calc & Post JE** permission and your inventoriable items are assigned inventoriable GL codes.
5. Define how you want to post the entries:
 - ◆ If you want TireMaster to make the entries for you, click **Yes**. TireMaster prompts you to define the fiscal year, number, and period that the entries will post to.
 - ◆ If you want to make the entries yourself, click **No**. A confirmation message with a reminder to make journal entries appears.
6. Click **OK**.

Deleting Expired Quotes

At the end of the month, 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 Module Selection screen.

To delete expired quotes

1. From the **Closing** menu, select **Delete Expired Quotes**. The Report Window 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.

Resetting 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. Perform the month-end cutoff at each store.

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**.

Locking a Fiscal Period

When you no longer want transactions to post to a month, you need to lock it. You can perform this step of the month-end closing process after the last day of the month that's being closed.

To lock a fiscal period

1. Generate the GL Temp Report and Post Error Report to see whether all system-generated entries have posted to the general ledger since the last day of the month. If the reports identify any posting errors, fax the reports to TireMaster Support at **503-296-2800**. For more information, see [“GL Temp Report” on page 806](#) and [“Post Error Report” on page 810](#).
2. From the **Closing** menu, select **Month End Procedures** and then **Lock Month**.
3. To lock a month in the current year, select **Current Year** and click **OK**. A confirmation message appears.

Note: Although you cannot post transactions to a locked month, you can unlock months and then post transactions.

4. Click **Yes**. A confirmation message appears.
5. Click **OK**.
6. Back up your data to removable media. See [“Backing Up Your Data” on page 6](#) for information about backing up your data.

Closing a Fiscal Year

There are two reasons why businesses close a fiscal year. Doing so shows the increase or decrease in the owner’s equity, and it provides a fresh start for accumulating information for a new fiscal year. Closing the year includes closing fiscal period 12 and making adjusting entries recommended by your accountant. Once you perform those tasks, you can 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.

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.

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. From the **Closing** menu, select **Year End Procedures**. A confirmation message appears.
7. Click **Yes**. The Report Window appears 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 when closing a fiscal period or a fiscal year. The reports described in the following sections are ones that you are most likely to use during the month-end and year-end closing processes. They include information 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. For information about all of the reports in TireMaster, see [“Generating Reports” on page 741](#).

General Ledger Reports

The following reports (Table 14) provide financial information about the activity that has occurred in your business.

Table 14: General Ledger Reports

Report	Description
Balance Sheet	Shows the financial position of your company for a selected period. This report includes the totals of your asset, liability, and equity accounts.
GL Summary	Shows the beginning balance, ending balance, and total debits and credits for each general ledger account during the selected period.
GL Transaction Details	Displays information for each transaction in the selected date range.
Income Statement	Shows the profit or loss earned by your company during the selected period.
Long Form	Displays detailed information about the activity for each general ledger account during the selected period.

Accounts Receivable Reports

The report listed below provides information about your accounts receivable. You can use it to compare the balances of customer subledgers to accounts-receivable balances in the general ledger.

Note: The information displayed on reports identified with a check mark (✓) changes with activity. Therefore, you might want to print these time-sensitive reports before you perform transactions in a new fiscal period.

Table 15: Accounts Receivable Report

Time - Sensitive	Report and Description
✓	Customer Balance Report displays all customers with balances and shows aged balances for those customers.

Accounts Payable Reports

The following reports (Table 16) provide information about your accounts payable. You can use these reports to compare the balances of vendor subledgers to accounts-payable balances in the general ledger.

Note: The information displayed on reports identified with a check mark (✓) changes with activity. Therefore, you might want to print these time-sensitive reports before you perform transactions in a new fiscal period.

Table 16: Accounts Payable Reports

Time - Sensitive	Report and Description
✓	Vendor Balance Report displays each vendor with whom you have outstanding charges and shows the past-due, future-due, and total balances for each vendor.
✓	Vendor Statement Report displays detailed accounts-payable information for all vendors.
	National Account Recon. Report displays national-account, government-support, and adjustment invoices in the selected date range for which vendors owe you credits.

Inventory Reports

The following reports (Table 17) provide information about your inventory. You can use these reports when taking a physical count and to compare the balances of your inventory subledgers to the balances of the general ledger's inventory accounts.

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 17: Inventory Reports

Time - Sensitive	Report and Description
	Inventory Counting Deck lists inventory items and includes blank lines for noting the actual quantities of items.

Table 17: Inventory Reports

Time -Sensitive	Report and Description
✓	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.

Generating Customer Statements

If you have customers with in-house charge accounts, you need to send them regular statements so they know their account balances. In addition to balances, statements include information about transactions that affect customer accounts, such as finance charges and payments (Figure 110).

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.

ASA TIRE SYSTEMS
651 S. STRATFORD DRIVE
MERIDIAN ID 83642
800-657-6409

BOB EDMUNDSEN
125 N. SUNSET DRIVE
BOISE, ID 83701

AMOUNT PAID \$ _____

Payments and prepayments after the closing date will be included in next month's statement.

STATEMENT

Account No. 1-195 Closing Date 4/25/2011

RETURN THIS PORTION OF THE STATEMENT WITH YOUR PAYMENT

DATE	DOC. NO.	AMOUNT	DUE	PAYMENTS	PO# or REF#	DUE DATE	BALANCE OWING
Open Items from previous statements							
03/01/11	1-133	523.14	148.14		E88201	(Due: 4/10/2011)	148.14
Current period activity							
04/06/11	1-RO108	-375.00	0.00	-375.00			0.00
04/25/11	1-FC134	2.22	2.22			(Due: 4/25/2011)	2.22

Previous Balance	Current Charges	Service Charge	Current Payments	New Balance
523.14	0.00	2.22	375.00	150.36

Current	1 - 30	31 - 60	61 - 90	91 - 120	Total Due
0.00	150.36	0.00	0.00	0.00	150.36

Figure 110: 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 or reference number entered on an invoice. The type of number that prints depends on whether Print PO# instead of Ref# is selected on the Form Options screen. Note: This column is displayed on monthly statements <i>only</i> if reference numbers are required. For information about including reference numbers on statements, see " Setting the Form Text Length " on page 28.
Due Date	Displays the original due dates for finance charges, overdue 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.
Previous Balance	Displays the balance from the previous month's statement. Note: If the customer received any early-pay discounts since the last statement cutoff, this box displays the difference between the previous statement's balance and the early-pay discount. For example, if a customer's last statement balance was \$800, and you give the customer a \$50 discount, the amount displayed is \$750.
Current Charges	Displays the amount of any in-house charges and AR journal entries posted to the customer's account since the last statement cutoff. Note: This amount is the total of the Balance Owing column for the statement's Current period activity section.
Service Charge	Displays the amount of any finance charges assessed against the customer's account since the last statement cutoff.
Current Payments	Displays the amount of any payments received from the customer since the last statement cutoff.

Item	Description
New Balance	<p>Displays the customer's balance as of the statement cutoff date. This balance is the sum of the previous balance, current charges, and service charge minus the current payments.</p> <p>Note: This amount includes in-house charges and finance charges that are due in the future.</p>
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 Not Due Aged Balance check box is selected on the Form Options screen. <p>Note: If invoices appear in the statement's Current period activity section with due dates beyond the current due date, they're excluded from the Current amount.</p>
Past Due	<p>Displays any balances due from previous statements. This amount is based on the due date of invoices.</p>
Total Due	<p>Displays the amount the customer owes you as of the statement cutoff date. The Total Due is the sum of the Current and Past Due amounts.</p> <p>Note: Any in-house charges and finance charges due in the future are excluded from this amount.</p>

Applying Finance Charges

Before you run 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 858](#).

To apply finance charges

1. From the **Closing** menu, select **Statements** and then **Apply Finance Charges**. The Report Window 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 [“Reversing Finance Charges” on page 530](#).

Cutting Off Customer 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 782](#).

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. From the **Closing** menu, select **Statements** and then **Cutoff**. The following message appears:

“Do you want to print an unapplied credit report?”

3. Click **Yes**. The Report Window appears and displays the Unapplied Credit Report.
4. Print the report if needed, or review 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 [“Applying ROAs” on page 528](#).

5. Close the Report Window. A confirmation message appears.
6. Click **Yes**. A confirmation message appears.
7. Click **OK**.

Printing Customer Statements

Once you've completed the cutoff, you can print statements to send to customers as part of your monthly billing cycle. Additional copies of statements can be printed any time after the current cutoff and before the next cutoff. You can generate statements with corporate-wide balances or balances for a particular site only.

Note: Various factors can affect the balances of statements that are printed for a site. For example, if an ROA is entered at Corporate and it is not applied toward the customer's balance, the ROA will not be included on the statement printed for a site.

To print customer statements

1. From the **Closing** menu, select **Statements** and then **Print**. The Monthly Statements screen appears.

2. Select the customers whose statements you'll print by doing one or more of the following:
 - ◆ For all customers, leave the **Begin Person** and **Ending Person** fields blank.
 - ◆ For a range of customers, click **1 Lookup** and **2 Lookup**. Then look up the names of the customers for the beginning and end of the range.
 - ◆ For one customer, click **1 Lookup**. Then look up the customer.
 - ◆ For specific customer types, click **3 Lookup**. Then select one or more types from the list.

The screenshot shows a dialog box titled "Monthly Statements (16334)". It has three rows of input fields with buttons to their right:

- Row 1: "Begin Person" text box, followed by a button labeled "1 Lookup".
- Row 2: "Ending Person" text box, followed by a button labeled "2 Lookup".
- Row 3: "Customer Type" text box containing "1,2,3,4,E,N,S,T,U,Z", followed by a button labeled "3 Lookup".

At the bottom of the dialog box, there are two buttons: "Print" on the left and "Close" on the right.

Note: All customer types are included on statements by default. To print statements for multiple types, press **Ctrl** while you select each type.

3. To select the sites for which you'll print statements, do one of the following:
 - ◆ For all sites, make sure **All** is displayed in the **For Site** field.
 - ◆ For one site, click **3 Lookup**, and choose a site from the Select Site screen.
4. Click **Print**. The Report Window appears.
5. Print the statements. Then close the Report Window.

Multi-Store Operations

TireMaster Corporate is a multi-store system that includes a corporate site and two or more store sites that send information back and forth. Although a multi-store system has the same functions as a single-store system (such as invoicing, customer maintenance, and inventory management), some tasks can be performed only at the stores or only at the corporate site. This chapter discusses the following topics:

- ◆ [“User Accounts and Security Groups for Multi-Store Systems” on page 711](#)
- ◆ [“System Controls in a Multi-Store Environment” on page 713](#)
- ◆ [“Replication” on page 715](#)
- ◆ [“Shared Databases” on page 716](#)
- ◆ [“Background Colors” on page 716](#)
- ◆ [“Invoicing in a Multi-Store System” on page 716](#)
- ◆ [“Customer Management” on page 717](#)
- ◆ [“Purchasing” on page 719](#)
- ◆ [“Managing Inventory” on page 721](#)
- ◆ [“Transferring Inventory Between Stores” on page 723](#)
- ◆ [“Vendor Settings” on page 733](#)
- ◆ [“Accounting” on page 734](#)

User Accounts and Security Groups for Multi-Store Systems

All user accounts and security groups are added at the corporate site. Permissions and reports are assigned at the corporate site too. However, passwords must be entered at the store 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.

For 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 needs access.

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.

Setting Up User Accounts in Multi-Store Systems

In multi-store systems, 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 to TireMaster.

To set up a user account in a multi-store system

1. Add the user account at the corporate site.
 - a. From the **Setup** menu, select **Users & Permissions**. The User List appears.
 - b. Click **Add**. The Employee/User Edit screen appears.
 - c. Enter the name, user ID, SQL user ID, e-mail account, and till assignment for the user. For more information see [“Adding User Accounts” on page 39](#).
 - 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 instructions, see [“Restricting Site Access” on page 713](#).
2. Give the new user access at a store.
 - a. From the **Setup** menu, select **Users & Permissions**. The User List appears:
 - 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.
 - c. Select the new user, and click **Edit**. The Employee/User Edit screen appears.
 - 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.

Giving 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. From the **Setup** menu, select **Users & Permissions**. The User List appears.
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 appears.
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.

Restricting 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. From the **Setup** menu, select **Users & Permissions**. The User List appears.
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 appears.
4. Clear the **Local User** check box. The following message appears:
 "Do you want to remove the ability for this user to log in to TireMaster at this location?"
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.

System Controls in a Multi-Store Environment

Some system control settings in TireMaster Corporate are effective at all sites, while others need to be completed for each store. The controls that affect all sites are referred to as corporate controls, while the settings that can differ on a site-by-site basis are called store controls. You can move back and forth

between the corporate and store controls by selecting the radio buttons in the lower-left corner of the System Controls screen (Figure 111).



Figure 111: Corporate and Store Controls Radio Buttons

Because store controls can be set on a site-by-site basis, each control is listed for each site. In other words, if you have four sites, each control is listed four times (Figure 112).

Description	Value	SiteNo
Force Option Cost Required	YES	1
Force Option Cost Required	YES	2
Force Option Cost Required	YES	3
Force Option Cost Required	YES	4
Force PD System to Create New PD	NO	1
Force PD System to Create New PD	NO	2
Force PD System to Create New PD	NO	3
Force PD System to Create New PD	NO	4

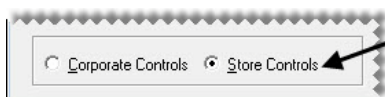
Figure 112: Controls Listed by Site

Setting the Same Control for Multiple Sites

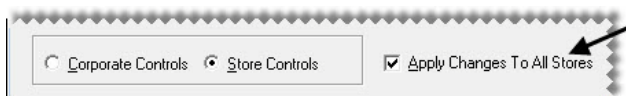
For some store controls, you might need to assign the same setting for all sites. (For example, the statement APR or default tax level could be the same for all sites.) In this scenario, you can set the control for one site and easily apply the changes to all of the other sites.

To set a group of store controls

1. From the **Setup** menu, select **System Controls**.
2. Click the tab that includes the control you want to set.
3. Select **Store Controls**.



4. Select the **Apply Changes to All Stores** check box.



5. Select the control you want to set for one of the sites listed, and press **Enter**.
6. Set the control as needed, and click **OK**. The control is updated with the same settings for all sites.
7. Close the System Controls screen.

Replication

Replication is the process of moving data back and forth between stores and the Corporate headquarters. Here's how the replication cycle works for a remote store. The store sends its data to the Corporate headquarters. The Corporate location receives the data from the store and transmits it to the other stores. Likewise, the other stores send their data to the Corporate location. Then the Corporate location sends the data from the other stores to the originating store (Figure 113).

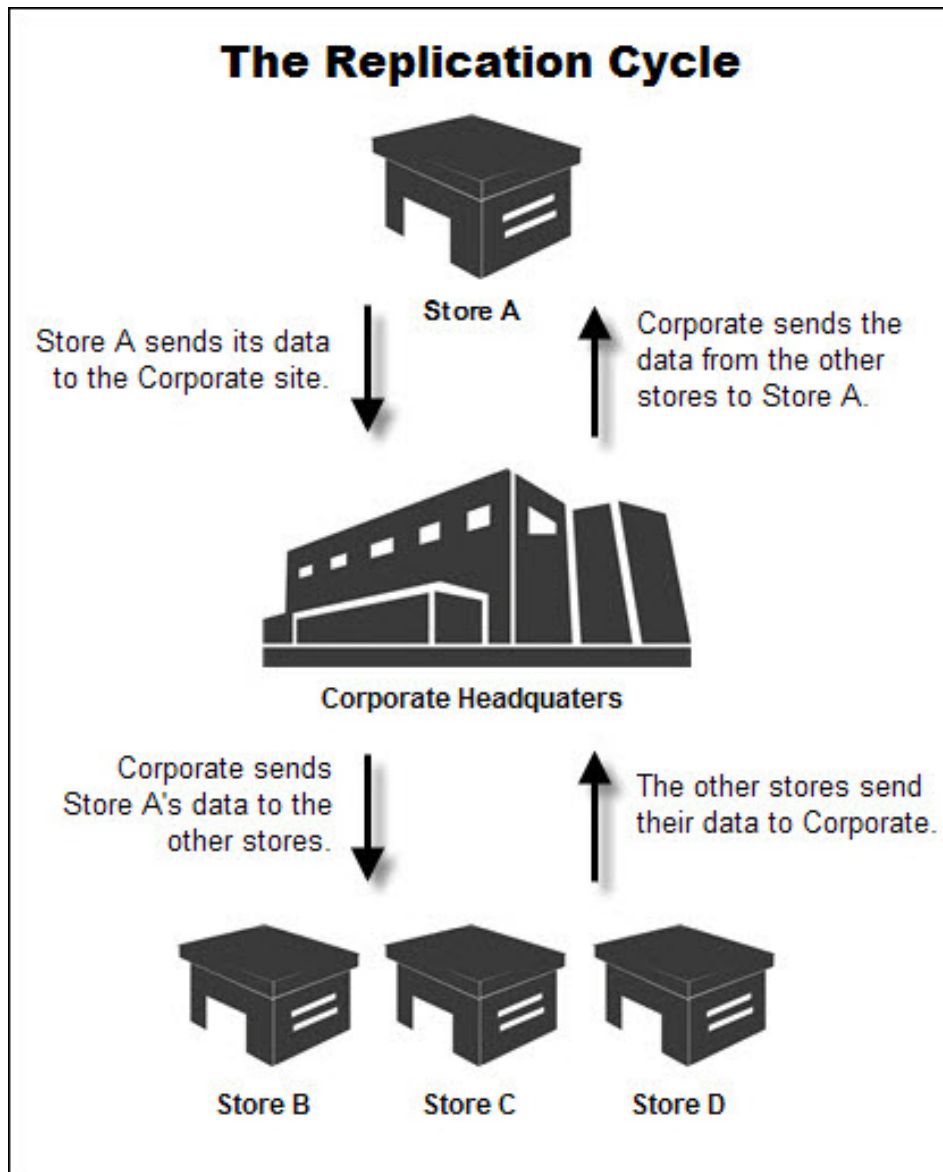


Figure 113: *The Replication Cycle*

In TireMaster 8.8.0 and newer, replication runs as a service. To manually start or stop replication, open the Microsoft® Windows® control panel. Double-click **System and Security**, and then double-click **Administrative Tools**. On the Administrative Tools page, double-click **Services**. When the Services screen opens, right-click **ASA-Replication** and select **Start** or **Stop**.

Tip: For easier access to the Services screen, set up a shortcut. Go to the Microsoft Windows Administrative Tools screen (**Start > Control Panel > System and Security > Administrative Tools**). Then right-click **Services** and select **Create Shortcut**. When the new shortcut appears, drag it to the computer's desktop.

Shared Databases

With TireMaster Corporate, you have the option of having two sites share a single database. For example, if you operate a store out of your corporate headquarters, both the store and corporate systems can use the same database. Likewise, if you have two stores at one location to manage two different businesses (one retail and one commercial), you can share a single database and still manage the sites independently.

Sites that share a database sometimes behave differently than two remote sites. For example, a shared database has one password per user, so two stores that share a database would have the same password for a user. Some customer information (such as vehicle history) is also shared, and you would be able to generate some general ledger reports from any site of a shared database. Shared databases in a TireMaster system are sometimes called colocated databases.

Background Colors

The background color for the main TireMaster screen is purple for workstations logged in to the corporate database. For store databases, the background color is blue. Using two background colors helps you differentiate between the corporate site and your stores, if you log in to TireMaster remotely from your corporate headquarters or if you have a colocated database.

Invoicing in a Multi-Store System

Invoice activity for most sales situations is preserved for stores. However, the corporate site manages all general ledger activity related to invoicing. Users at the corporate site can also define how work orders, quotes, and interstore transfers are handled by setting system controls.

Invoicing System Controls

Some controls that affect invoicing are located on the **Other** tab of the System Controls screen. Most of these settings define how work orders, quotes, and invoices look and whether certain information must be included on them. Another group of settings is used to configure the Quote Module. Additional controls on the **Enterprise** tab define how interstore transfers are handled by stores. For more information, see [“Other Controls” on page 865](#) and [“Enterprise Controls” on page 859](#).

Quotes, Work Orders, and Invoices

Only stores can create work orders and complete invoices. Quotes can be created at the corporate site, but only users at stores can save, print, and turn quotes into work orders.

When an invoice is completed at a store, the transaction information is sent to the corporate site through replication to post to the general ledger. You can look up completed invoices from a store using the **Invoice and Document Search** command on the **General Ledger** menu. A store can view and reprint only the quotes, work orders, and invoices created at that store.

At the corporate site, you can view and reprint completed invoices from all stores. You can identify which store created an invoice by looking at the prefix of the invoice number. For example, the number 3 at the beginning of invoice number 3-104 identifies Site 3 as the store where the invoice was created. At the corporate site, you can also view all general ledger activity related to a completed invoice. This information is not available to stores.

ROAs

Although all sites can create payments received on an account (ROAs) in a multi-store system, only users at the corporate site can apply an ROA to a customer's balance and print statements. Store users can suggest (by marking) how to apply payments; however, users at the corporate site can make changes before actually applying payments.

When processing an ROA, users at the corporate site can do any of the following:

- ◆ Apply the payment to the store that entered the ROA.
- ◆ Apply the payment to charges at other stores.
- ◆ Leave an unapplied balance in the customer's ledger.

Because ROAs can be entered at stores, users at the corporate site need to generate an Unapplied Credit Report for *all* sites before applying payments. That's because the report shows which stores have entered ROAs.

Once an ROA has been applied to a customer's account, users at the corporate site can view detailed information about the customer's new balance, including unapplied credits and the unapplied item count. At the stores, only the customer's balance is available.

Customer Management

Customer records can be created at all sites. Likewise, customers' vehicles and ship-to addresses can be added at any location. For ease of maintenance, however, we recommend that you set up your national-account and government-support customers (if any) at the corporate site.

User at all sites can update customer records regardless of where customers were added. Any changes to a customer record will take effect at all other sites after the corporate has processed the information and sent it to the other stores. For example, if a cash customer is changed to a charge customer at one store, that customer will be changed to a charge customer at all locations.

Customer Settings

Users at the corporate site can stop users at the stores from adding or updating customer records by removing permissions from the security groups that store users are assigned to.

Although most system controls for customers are effective throughout an entire multi-store system (they're corporate controls), you can define default tax levels, APR rates, and minimum finance charge amounts for each store. Also, because the control for default customer type is a corporate control, employees should check whether the customer type needs to be changed each time they add new customers.

Customer History

More detail of a customer's history is available at the corporate site than it is at the stores. At the corporate site, a customer's subledger includes all transactions for all sites. At a store, only information about the transactions done at that store are available.

Although transaction history is limited at stores, aging information is detailed at all sites. Employees at the corporate site and stores can see information such as unapplied credits and 30-, 60-, and 90-day balances.

Note: At times, aging information might vary among locations. This variation occurs when a site processes an invoice or a payment, but has not yet replicated information about the transaction to the corporate site.

A multi-store system handles vehicle history the same way it handles customer history. At a store, only the vehicle history for that store is available. At the corporate site, history of the work done at all sites is available. Sites with shared databases can also see a vehicle's complete history.

Customer Statement Addresses

Both monthly and real-time customer statements can be generated at the corporate site only. However, the business address that prints on a customer's statement can be one of the following:

- ◆ The address of the corporate site
- ◆ The address of the site (store) where the customer was added to TireMaster

By default, the corporate site address is listed as the business address on customer statements. If you want to use the address for the site where a customer was added instead, complete the following settings:

- ◆ Set the system control **Invoice - Print Header (Other tab)** to Yes.

Note: Because the control needs to be set to Yes, the store address cannot be used for preprinted forms.

- ◆ Select the **Print Site Address** check box on the Form Options screen.

Purchasing

Users at the corporate site can control how purchases are made by setting group of system controls and assigning or removing permissions from security groups.

Depending on the system control settings, purchase orders can be created at the corporate site, at the stores, or at both. Likewise, the controls settings define whether orders can be received and priced at the corporate site, at the stores, or at both. For example, you could choose to give Store A only the ability to receive items, while giving Store B the ability to create purchase orders and receive items.

Note: If you choose to do all purchase order processing at the corporate site, all stores involved in the transaction must still process the results and send them back to the corporate site to complete the transaction. For example, a store must acknowledge a receiving document created at the corporate site before the corporate site can send the vendor invoice that results from pricing the receiving document.

Purchasing Controls and Permissions

The settings that affect which purchasing functions stores can perform are located on the **Enterprise** tab of the System Controls screen. To enable purchase order processing at the corporate site, the following store settings should be set to Yes for the corporate location:

- ◆ **Can Create New PO**
- ◆ **Can Create New RD**
- ◆ **Can Create New VID**

Depending on your control settings, you can perform any or all of the purchase order processing stages at the corporate site. For example, you can create a purchase order at the corporate site, receive the order at a store, and price it at the corporate site. You can also perform all steps of the process at the corporate. For more information, see [“Enterprise Controls” on page 859](#).

You can also use permissions to affect how purchase orders are processed at stores. For example, if you don't want anyone at Store B to override prices and quantities when receiving items, don't assign Store B employees to a security group with the **PO/Recv Override Price** and **PO/Recv Override Qty** permissions.

Note: The purchasing system is similar to many other areas of a multi-store program because the corporate site can see purchase orders for all sites, while a store only sees purchase orders created for that store.

Creating Purchase Orders at the Corporate Site

To create purchase orders at the corporate site, you need to set the **Can Create New PO** control to Yes on the **Enterprise** tab in System Controls.

To create purchase orders from Corporate

1. At the corporate site, select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click **Add**. TireMaster displays a list of vendors.
3. Select a vendor for the order, and click **OK**. The Select Effective Site screen appears.
4. Select the site that will receive the order, and click **OK**.
5. Complete the purchase order as you normally would. For more information, see [“Creating a Purchase Order” on page 283](#).

Note: The purchase order appears at the store only after the corporate site has sent the information for the order to the store.

Receiving Inventory for a Store at the Corporate Site

To receive inventory for a store at the corporate site, you need to set the **Can Create New RD** control to Yes on the **Enterprise** tab of the system controls screen.

Note: Before you can receive inventory for a store on a purchase order completed at the corporate site, the store must process the transaction and send the results back to the corporate site.

To receive inventory for a store at the corporate site

1. At the corporate site, select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. On the **Purchase Orders** tab, select the status of **All**.
3. Select the purchase order that you want to receive, and click **Receive**.
4. Receive the order as you normally would. For more information, see [“Receiving Items on a Purchase Order” on page 294](#).

Pricing Inventory for a Store at the Corporate Site

To price inventory for a store at the Corporate site, you need to set the **Can Create New VID** control to Yes on the **Enterprise** tab of the System Controls screen.

Note: Before you can price inventory for a store at the corporate site, the store must process the transaction and send the results back to the corporate site.

To price inventory for a store at the corporate site

1. At the corporate site, select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.

2. Click the **Receiving Document** tab, and select the status **Received (Un-priced)**.
3. Select the receiving document you want to price, and click **Price**. The Vendor Invoice screen appears.
4. Complete the pricing process as usual. For more information on pricing inventory, see [“Pricing Items on a Receiving Document”](#) on page 295.

Managing Inventory

Although inventory items can be added at either the stores or at the corporate site, you should add items at the corporate. This practice prevents problems that can occur when employees at one store wants to add an item that already exists at another store. Stores can maintain different prices and quantities for items at their respective sites.

In multi-store systems, inventory categories can only be set up at the corporate site. Although manufacturer codes and inventory groups can be added at all sites, we recommend that you maintain them at the corporate site to ensure that everyone in your organization follows the same standards.

Inventory Settings

By setting a group of system controls that are effective corporate wide, you can define the inventory costing method, the default inventory category, the shop-supplies item, and whether an item’s base price should be used as its last cost (if the current last cost is \$0). The store controls for inventory include settings that affect shop supplies, the availability of A–E price levels on the Inventory List, and whether and item’s base price is used instead of its last cost on purchase orders.

In multi-store systems, only the corporate site can create add-on codes and add-on items. Although the same add-on codes are available for all sites, you can vary which items are assigned and how they are set up for each site.

Sales and receiving history for all sites is available at the corporate site only. A store can only see an item’s sales and receiving history for that store.

An item’s work-order status is handled differently. Employees at a store can see only the work orders created for that store. At the corporate site, work order information is not available unless a store and the corporate site share a database. All sites can reprint invoices, purchase orders, receiving documents, and vendor invoice documents.

If you add an item at a store, employees at that store and the corporate site can update any of its settings. Another store, however, can only update prices for that site. For example, if you add an item at Store A, Store B cannot make changes to the basic information for that inventory item. However, Store B can set a different price for the item than Store A.

Pricing

Both the corporate site and the stores can edit prices for items. For stores, prices affect only the site at which they’re set. The corporate site can also update prices with the Pricing Wizard and the Inventory List

Editing screen. Any price changes made at the corporate site take effect at all locations once a replication cycle is completed. For more information, see [“Pricing” on page 229](#).

When changing an item’s margin or markup, you can update the factor and operator at either the corporate site or the stores. Because only the corporate site can access the Pricing Wizard, the corporate site must always recalculate prices before the changes go into effect.

Price levels which are available for all sites can be set up at the corporate site. Because price levels use a site’s price settings to calculate the price, you might see some inconsistencies in pricing among your stores. To keep an item’s price the same at all stores, use the item’s base price when setting up price levels.

Viewing Quantity Information for Other Sites

In a multi-store TireMaster environment, you can view on-hand quantity information for other sites in one of the following ways:

- ◆ Look at the **Other Sites** column on the Inventory List. It shows a combined total of the on-hand quantities for all of the other sites.
- ◆ Click the **Other Site** button at the bottom of the Inventory List to open a screen that shows the available and on order quantities for each of the other sites.
- ◆ Refer to the site-specific on-hand quantity information displayed at the bottom of the Inventory List. For this scenario, a manager or system administrator at your location needs to define the sites whose on-hand quantity information will be available at your store. For more information, see [“Setting Up Site-Specific Quantity Information” on page 722](#).

Setting Up Site-Specific Quantity Information

Each location can define whether on-hand quantity information for one or more of the other sites is included on the Inventory List, and if so, how it’s displayed.

Note: The settings described in this section need to be completed at the corporate headquarters and each of the stores.

To set up site-specific quantity information

1. From the **Setup** menu, select **Sites**. The Site List appears.
2. Select the site you want to update, and click **Edit**.
3. If you want employees at your location to see on-hand quantity information for the selected site, complete the following settings. Otherwise, go to step 4.
 - a. Type a nickname for the site in the **Disp Name** (display name) field.
 - b. For the status, select the **Active** check box.
 - c. To indicate the column position for this site’s information, type the corresponding number in the **Sort Order** field. For example, if the column for this site should be in the second position, type **2**.

- d. Go to step 5.
4. If you want to exclude this site's on-hand quantity information from the Inventory List at your location, make sure the **Active** check box is clear.
5. To save your changes, click **OK**.
6. Repeat steps 1 through 5 for each of the remaining sites.

Transferring Inventory Between Stores

In a multi-store TireMaster system, stores can sell inventory to each other by performing interstore transfers. When an interstore transfer occurs, the selling store adds the items to an interstore transfer invoice and a transfer purchase order is automatically created for the store buying the items.

Note: This type of transfer deals specifically with processing transfers between stores that are all part of a TireMaster Corporate system. For information on transferring inventory in a non-Corporate environment, see [“Transferring Inventory” on page 346](#).

Depending on your settings, interstore transfer purchase orders can require manual processing or they can be processed automatically from start to finish. If interstore transfers are to be processed manually, you can define whether the manual processing can be done at the stores or at the corporate site.

Preparing for Interstore Transfers

Before you can perform interstore transfers, a variety of settings need to be completed. To prepare for interstore transfers, do the following:

1. At the corporate site, add general ledger accounts for tracking interstore transfer activity. For more information, see [“Interstore Transfer GL Accounts” on page 723](#).
2. At the corporate site, add a customer type for classifying interstore transfer customers. For more information, see [“Creating an Interstore Transfer Customer Type” on page 725](#).
3. At the corporate site, set the system controls that affect the handling of various interstore transfer activities. For more information, see [“System Controls for Interstore Transfers” on page 726](#).
4. At each site, add a customer record for purchasing items via interstore transfers. For more information, see [“Setting Up Interstore Transfer Customers” on page 727](#).

Interstore Transfer GL Accounts

To track interstore transfer activity in the general ledger, make sure the following accounts are included in your chart of accounts:

- ◆ **An accounts payable account for interstore transfers**

When an interstore transfer occurs, one store functions as the vendor and another functions as the customer. Setting up the AP interstore transfer account ensures that you have a place for posting the accounts payable entry that results when one store sells items to another. The interstore transfer

accounts payable account is a liability account, such as 2000–200 Accounts Payable Interstore Transfers.

Major	Minor	Acct	Name	Type
2000	100	ACCOUNTS PAYABLE	GENERAL	L
2200	200	INTERSTORE TRANSFERS		L
2000	999	ACCOUNTS PAYABLE	EXPECTED CREDITS	L

Figure 114: *Interstore Transfer AP Account*

- ◆ **An interstore offset account**

This account allows you to perform transactions between stores while maintaining balanced general ledgers for each site. Without an interstore offset account, the general ledger for the company as a whole would be in balance, but the general ledgers for the individual sites would be out of balance. The interstore offset account is typically a liability account, such as 2700–0 Interstore Offset, or an expense account.

Major	Minor	Acct	Name	Type
2000	100	ACCOUNTS PAYABLE	GENERAL	L
2700	0	INTERSTORE OFFSET		L
3000	0	CAPITAL		R

Figure 115: *Interstore Transfer Offset Account*

Note: To ensure posting is handled correctly for multi-site transactions, the minor account number for the interstore offset account must be 0.

- ◆ **An interstore transfer clearing account**

This account is for posting the offsetting entries needed to clear interstore transfer activity from the customer and vendor subledgers. The interstore offset account is typically an expense account, such as 8888–8888 Interstore Transfers Clearing.

6600	0	SECURITY EXPENSE		E
8888	8888	INTERSTORE TRANSFERS	CLEARING	E
9999	9999	UNKNOWN ACCOUNT		E

Active Only

Figure 116: *Interstore Transfer Clearing Account*

Along with the required interstore transfer accounts, adding the following to your GL will help you to further separate interstore transfers from regular transfers:

- ◆ An interstore transfer accounts receivable account. This is an asset account, such as 1100–400 AR Interstore Transfer.

Major	Minor	Acct	Name	Type	^
1100	300	ACCOUNTS RECEIVABLE	EMPLOYEES	A	
1100	400	ACCOUNTS RECEIVABLE	INTERSTORE TRANSFERS	A	
1110	0	A/R CARDS		A	

Figure 117: Interstore Transfer AR Account

- ◆ A discount account for accounts receivable interstore activity. This is an income account, such as 4600–100 AR Interstore Discounts.

Major	Minor	Acct	Name	Type	^
4600	0	SALES DISCOUNTS		I	
4600	100	AR INTERSTORE	DISCOUNTS	I	
4700	0	FINANCE CHARGE INCOME		I	

Figure 118: AR Interstore Discounts

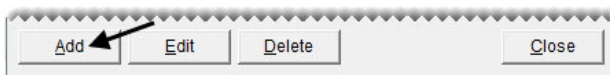
Creating an Interstore Transfer Customer Type

Before your sites can transfer inventory to each other, you need to set up an interstore transfer customer type. This customer type is different from a regular transfer customer and is used solely in a multi-store environment.

Note: For information on transferring inventory in a non-Corporate environment, see [“Transferring Inventory”](#) on page 346.


To create an interstore transfer customer type

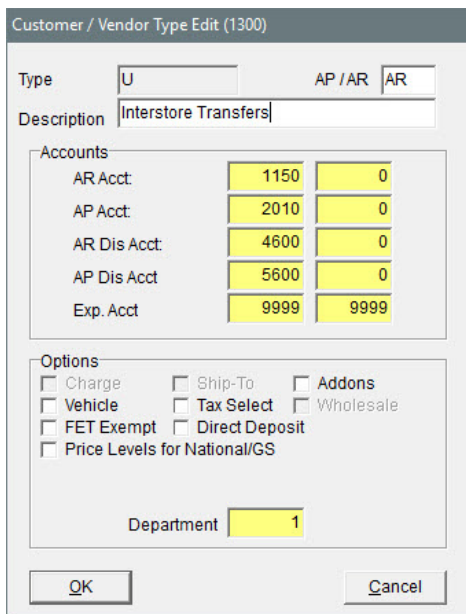
1. At the corporate site, select **Types** from the **Customers** menu. The Customer/Vendor Type List appears.
2. Click **Add**. The Customer/Vendor Type Edit screen appears.



3. For the type, type the letter **U** or another code that will distinguish this type from your other customer types.
4. Make sure the letters **AR** appear in the **AR or AP** field.
5. For the description, type **Interstore Transfer** or some other name that will distinguish this customer type from regular transfer customers.

Type	U	AP / AR	AR
Description	Interstore Transfers		

6. Assign general ledger accounts to the customer type. To assign an account, click the account field, press , and select an account from the list that appears.
 - ◆ For **AR Acct**, assign the account for accounts receivable transfers. This is account 1150–0 in the TireMaster startup database or an account such as 1100–400 Accounts Receivable Interstore Transfers.
 - ◆ For **AP Acct**, assign the accounts payable account that you created for interstore transfers, such as account 2010–0 Accounts Payable Interstore Transfers.
 - ◆ For **AR Dis Acct**, assign the account for sales discounts. This is account 4600–0 in the TireMaster startup database or an account such as 4600–100, if you created a separate one for interstore transfers.
 - ◆ For **AR Dis Acct**, assign the account for vendor discounts. This is account 5600–0 in the TireMaster startup database.
 - ◆ For **Exp. Acct**, assign a miscellaneous expense account, such as account 9999–9999 in the TireMaster startup database.
7. Make sure all of the check boxes are clear in the **Options** area.



Customer / Vendor Type Edit (1300)

Type: AP / AR

Description:

Accounts		
AR Acct:	1150	0
AP Acct:	2010	0
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:

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

System Controls for Interstore Transfers

To perform interstore transfers, you need to make sure the following system controls are set:

- ◆ **Interstore Offset - Major Account** defines which account offsetting entries should post to when transactions affect multiple sites. Using an interstore offset account ensures that the general ledger for each site remains in balance. This setting is a corporate control.

Note: The interstore offset account is typically a liability or expense account. Many dealers use the account 2600–0 Interstore Transfers. For more information, see [“Creating and Defining the Interstore Offset Account” on page 735](#).

- ◆ **Interstore Transfers - Clearing Account** defines which account adjusting entries post to when interstore transfers are cleared (usually during the month-end closing). This setting is a corporate control.

Note: The interstore transfer clearing account is typically an expense account. Many dealers use the account 8888–8888.

- ◆ **Interstore Transfers - Customer Type** defines the customer type for interstore transfer customers. This setting is a corporate control. For more information, see [“Creating an Interstore Transfer Customer Type” on page 725](#).
- ◆ **Interstore Transfer POs - Stop with PO (Ordered)** defines whether sites are allowed to automatically receive and price interstore-transfer items. This setting is a store control.
- ◆ **Interstore Transfers - Edit Prices** defines whether sites are allowed to change the cost of items received in an interstore transfer. This setting is a store control.
- ◆ **Show AP AR check box in Name/Lookup Entry dialog** lets you look up both the AP and AR activity for customers. For more information, see [“Setting the AP and AR Check Box Control” on page 733](#).

Note: To allow for interstore transfers, customer records are created for sites. These interstore customers can have both AR and AP activity.

The interstore transfer controls are on the **Enterprise** tab and AP AR check box control is on the **Other** tab. For more information, see [“Enterprise Controls” on page 859](#) and [“Other Controls” on page 865](#).

Setting Up Interstore Transfer Customers

Each site needs to create a customer record for *itself* to use for interstore transfers. This customer record needs to be assigned the interstore transfer customer type and an exempt sales tax level.

Note: Sites should not add other sites as interstore transfer customers.

To set up an interstore transfer customer

1. Log in to a store site, and add a new customer. This customer should be named after the store at which you're logged in.

Example: If you're logged in at the Meridian store, you would create a customer record called Meridian Store. For more information, see [“Adding a Customer” on page 62](#).

2. Clear the **Taxable**, **Cash Only**, **Statement**, and **Finance Charge** check boxes.
3. Click the **Tax Level - Parts** field, and press . Then select an exempt tax level, and click **OK**.
4. Click the **Tax Level - Labor** field, and press . Then select an exempt tax level, and click **OK**.
5. Click the **Type** field, and press . Then select the interstore transfer customer type from the Customer/Vendor Type List, and click **OK**.

- For the credit limit, type **0.00**.

Note: Typing **0.00** gives you unlimited credit when buying items from the other stores.

- When you're finished adding information for the store, click **OK**.

Creating an Interstore Transfer Invoice

You create interstore transfer invoices at point of sale much as you would create a work order for a customer. However, once you've created the invoice, TireMaster Corporate creates a purchase order for the items on the invoice and, depending on how the system controls are set, might create a vendor invoice document.

To create an interstore transfer invoice

- Begin a work order as you would with a regular sale, selecting the customer record associated with the store that you want to transfer inventory to.
- Add items to the invoice.

Note: For interstore transfer invoices, items are added at cost. Add-on items are not included.

- When you're finished adding items, click **Complete**. The Invoice Completion screen appears, and the **Charge** row is selected.
- To insert the amount of the invoice, press .

Note: **Charge** is the only available payment type for interstore-transfer invoices.

- Click **OK**. TireMaster prompts you to complete the invoice.
- Click **Yes**.

After the completed invoice is sent to the corporate site, it automatically creates an interstore transfer purchase order. What happens to the purchase order after the completed invoice is sent to the corporate site depends on the control settings for the purchasing store.

Automatic Receiving for Interstore Transfers

Depending on a site's settings in System Controls, you may or may not be able to receive interstore transfers automatically. This function is controlled by the store setting **Interstore Transfer POs - Stop with PO (Ordered)**. If this control is set to Yes, interstore transfers automatically create a purchase order at the receiving site, but no receiving document is generated.

Note: If the receiving cost of an interstore transfer item is higher than a store wants to pay, that store needs to transfer the item back to the store that sold it.

Typically, the interstore transfer proceeds as follows:

1. When Store A sends the completed transfer invoice to the corporate site, an interstore transfer purchase order is created automatically.

Note: The reference number of the interstore purchase order is created automatically if it's not entered manually. The site number is added to the beginning of the number to identify the site where the transfer started.

2. Corporate sends a receiving document to Store B.
 - ◆ The receiving document uses the purchase-order number from the corporate site as its reference number.
 - ◆ The order is automatically received.
 - ◆ The VID is automatically created and uses the purchase order number from the corporate site as its VID reference number.
3. Store B sends the VID to the corporate site, and the purchase order posts to the general ledger.

Clearing Interstore Transfers

As part of your month-end closing, you should clean up the AR and AP subledgers for each of your sites by clearing out the documents for completed interstore transfer activity. During the interstore clearing process, the following occurs:

- ◆ TireMaster creates adjusting AR journal entries for the sites that sold items to other stores. Those entries are then applied to interstore transfer invoices in the sites' AR open item ledgers.
- ◆ TireMaster creates adjusting vendor charges for the sites that received interstore transfers. Those charges are then applied to open interstore transfer POs in the sites' AP open item ledgers.

When the adjusting entries are applied to open interstore invoices and POs, those items are removed from their respective open item ledgers and transfer clearing entries are added to the sites' AR and AP histories (Figure 119).

Vendor Maintenance (12200)

General Ledger/History Aging

-3 NORTH BOISE 3 902

Search [] Sort By: Ref# Date Invoice #

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
03/06/17	2	PO	21217	3-TR175318	150.08	150.08	18887	
03/05/17	1	VC	66084	17-03 Transfer C	-1110.41	-1110.41		
03/04/17	4	PO	57437	3-TR175159	144.45	144.45	58975	

Figure 119: Interstore Clearing Entry in AP History

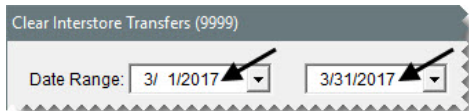
The interstore transfer clearing process can be performed at the corporate site only. When you clear interstore transfers, you have two options:

- ◆ You can clear all interstore transfer documents that were created during a user-defined date range.
- ◆ You can clear only the documents for which the AR subledger entries (TR) have matching AP subledger entries (PO).

The interstore transfer clearing process affects all sites.

To clear interstore transfers

1. At the corporate site, select **Clear Interstore** from the **General Ledger** menu. The Clear Interstore Transfers screen appears. It lists the AR balances (transfer invoice totals) and AP balances (PO totals for items received) for each site.
2. Define the date range for the transfers you want to clear. For a single day, enter the same date for both the beginning and end of the range.



3. To review interstore transfer activity for the selected date range, do the following as needed:
 - ◆ If you need to see the transfer invoices and POs for a specific site, click the name of the site on the locations list. The documents for the selected site appear in the lower half of the screen.

Cust #	Name	AR Balance (TR)	AP Balance (PO)
2-902	--2 WAREHOUSE	4599.13	208052.28
3-902	--3 NORTH BOISE	32787.57	3105.09
4-902	--4 WEST BOISE	39578.03	1427.37
5-902	--5 SOUTH BOISE	16833.93	6316.68
6-903	--6 EAST BOISE	19622.18	2089.45

- ◆ For a hard copy that lists all transfer invoices and POs for the selected date range, click **Print**. The Report Window appears and displays the Interstore Transfer Report, which is organized by site. Print the report, if needed, and then close the Report Window.



- To clear only the transfers for which the AR entries (TR) have matching AP entries (PO), select the **Clear Only Matching AR and AP Entries** check box. To clear all transfers, clear the check box.

Note: When an AR entry does not have a matching AP entry, the reference number for that transfer invoice is blank on the **AR Detail (TR)** list.

- Click **Create and Apply All**. A confirmation message appears.

Account: 8888 | Interstore Clearing Account: 8888

Total AR All Sites: 237792.93 | Total AP All Sites: 236571.81

Clear Only Matching AR and AP Entries

- Click **Yes**. TireMaster prompts you to print an Interstore Transfer Report.
- Do one of the following:
 - To view the report, click **Yes**. The Report Window opens and displays the Interstore Transfer Report. For a hard copy, print the report and close the Report Window.
 - If you want to finish clearing the transfers without viewing a report, click **No** instead.

When all of the adjusting entries have been applied to documents in the sites' customer and vendor subledgers, a confirmation message appears.

- Click **OK** to close the message, and close the Clear Interstore Transfers screen.

Viewing a Site's AR and AP Subledgers

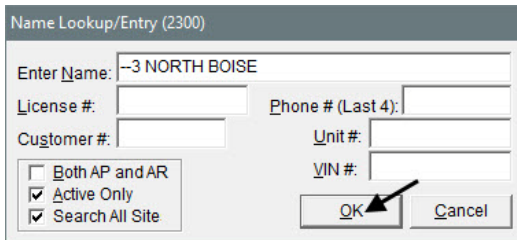
For interstore transfers, sites are set up as customers in TireMaster. However, they can function as both customers and vendors. To view a site's AR interstore activity, look up the customer record created for the site in the same manner as any other customer. For the site's AP interstore activity, you need to do a vendor search instead.

Note: The **Both AR and AP** check box on the Name Lookup/Entry screen allows you to look up a customer's AP activity. Before you use this check box, however, you need to set a system control. For more information, see [“Setting the AP and AR Check Box Control” on page 733](#).

To view a site's AR and AP subledgers

- Log in to TireMaster at the corporate site, if it isn't already running.
- If you need to look up a site's AR subledger activity, do the following.
 - Select **Maintenance** from the **Customers** menu. The Name Lookup/Entry screen appears.

- b. Type all or part of the name for the site and click **OK**. The Customer Maintenance screen appears.



Name Lookup/Entry (2300)

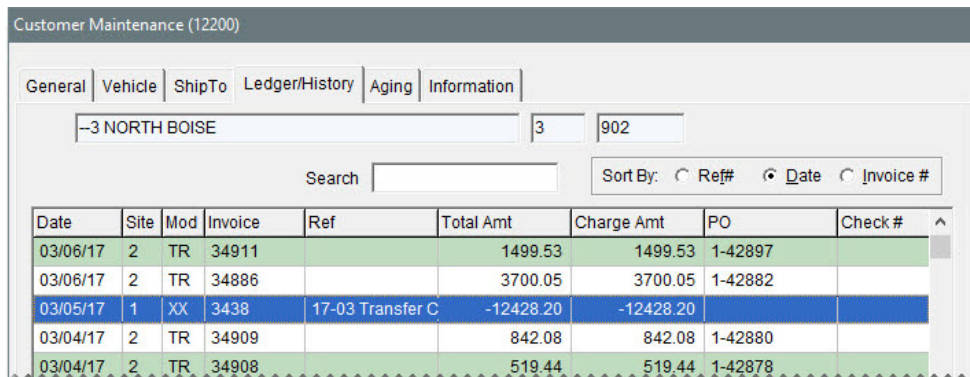
Enter Name: --3 NORTH BOISE

License #: Phone # (Last 4):

Customer #: Unit #:

Both AP and AR
 Active Only
 Search All Site

- c. Click the **Ledger/History** tab. It lists the site's transfer invoices and the AR journal entries created to clear interstore activity from the site's AR open item ledger.



Customer Maintenance (12200)

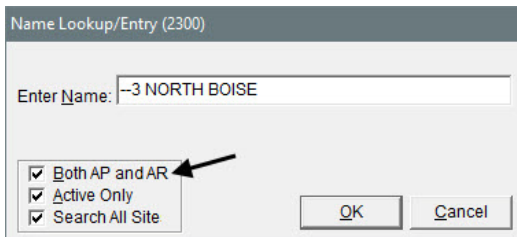
General Vehicle ShipTo Ledger/History Aging Information

--3 NORTH BOISE 3 902

Search Sort By: Ref# Date Invoice #

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
03/06/17	2	TR	34911		1499.53	1499.53	1-42897	
03/06/17	2	TR	34886		3700.05	3700.05	1-42882	
03/05/17	1	XX	3438	17-03 Transfer C	-12428.20	-12428.20		
03/04/17	2	TR	34909		842.08	842.08	1-42880	
03/04/17	2	TR	34908		519.44	519.44	1-42878	

- d. When you're done looking at the AR interstore activity, close the Customer Maintenance screen.
3. If you need to look up a site's AP subledger activity, do the following:
- Select **Maintenance** from the **Vendors** menu. The Name Lookup/Entry screen appears.
 - Type all or part of the name for the site
 - Select the **Both AP and AR** check box.



Name Lookup/Entry (2300)

Enter Name: --3 NORTH BOISE

Both AP and AR
 Active Only
 Search All Site

- d. Click **OK**. The Vendor Maintenance screen appears.

- e. Click the **Ledger/History** tab. It lists the site's transfer POs and the vendor charges created to clear interstore activity from the site's AP open item ledger.

Date	Site	Mod	Invoice	Ref	Total Amt	Charge Amt	PO	Check #
03/06/17	4	PO	57493	3-TR175339	124.64	124.64	59034	
03/06/17	2	PO	21217	3-TR175318	150.08	150.08	18887	
03/05/17	1	VC	66084	17-03 Transfer C	-1110.41	-1110.41		
03/04/17	4	PO	57437	3-TR175159	144.45	144.45	58975	
03/03/17	4	PO	57411	3-TR175102	449.84	449.84	58948	

- f. When you're done looking at the AP interstore activity, close the Vendor Maintenance screen.

Setting the AP and AR Check Box Control

For interstore transfers, sites are set up as customers in TireMaster. Because they can function as both customers and vendors, however, you need to be able to retrieve both the AR and AP subledger account information for your sites. To access the accounts payable subledgers associated with the customer records for your sites, set a system control that allows you look up both the AP and AR activity.

To set the AP and AR check box control

1. At the corporate site, select **System Controls** from the **Setup** menu.
2. Click the **Other** tab.
3. Select **Store Controls**.
4. Select **Show AP AR check box in Name/Lookup Entry dialog** *for the corporate site only*, and press **Enter**.
5. Select **Yes**, and click **OK**.
6. Close the System Controls screen.

Vendor Settings

In multi-store TireMaster systems, employees at all sites can add vendors and update vendor settings (such as address, credit limit, and payment terms). Any changes that are made by a location are then sent to all other sites. Although all sites have the ability to create vendor records, we recommend that you set them up at the corporate site because only the corporate site can apply payments to vendor charges. You can define which employees are allowed to update vendor settings by completing permission assignments at the corporate site.

Corporate can also delete vendors that have no history. At the corporate site, you can set the controls that define the default bank account and default number of payment terms for each store. Default discount and payment due dates are the same for all sites.


Reconciliation codes can be set up at the corporate site only, and only employees at the corporate site can process vendor credits manually for national-account, government-support, and adjustment sales. If you're using an add-on application to process vendor credits electronically, refer to the documentation for that product for information about processing vendor credits.

Accounting

In a multi-store system, accounting is handled entirely by the corporate site. The following areas can only be set up and changed at corporate:

- ◆ Chart of accounts
- ◆ Checking accounts
- ◆ Fiscal calendar
- ◆ GL class options
- ◆ Inventory GL codes
- ◆ GL financial statement design
- ◆ GL ranges
- ◆ Sales tax rates
- ◆ Sales tax levels
- ◆ Credit cards

Because credit cards are set up at the corporate site, they're available at all sites. You need to let your employees know which credit cards they can use at their respective sites.

Although stores cannot access TireMaster's accounting system, they can press  to display the chart of accounts and select accounts for payouts, accounts receivable adjustments, easy checks, and other transactions. Stores can also view the fiscal calendar. However, only employees at the corporate site can close fiscal periods.

Only users at the corporate site can view and post journal entries, either manually or automatically (from completed documents). When a document is completed at a store, the resulting journal entries aren't actually posted from the store's location. The next time that store's data is updated, the corporate site checks for any conflicts and then posts the journal entries.

Journal entries that affect accounts at multiple locations can also be created at the corporate site. For example, if some advertising was purchased by an employee at the corporate site, you could create journal entries to divide the expense among all locations. Although stores cannot view journal entries, they can view and reprint documents they've completed (such as invoices and purchase orders) that generated the journal entries.

When setting up bank accounts, you need to define which site each bank account is for and you need to assign a default bank account for each site. Users at the corporate location can access all bank accounts

from the Check Reconciliation screen, while users at a store can see only the bank accounts for their location.

Creating and Defining the Interstore Offset Account

Before you perform transactions in a multi-store TireMaster system, you need to set up an interstore offset account. This account makes it possible for you to perform transactions among stores while maintaining a balanced general ledger for each site.

Without an interstore offset account, a transaction involving two sites would show the company as a whole in balance but the general ledgers for the individual sites would be out of balance. The interstore offset account is typically a liability or expense account. Once you create the interstore offset account, you need to complete a setting for it in System Controls.

To set up an interstore offset account

1. At the corporate site, add a new account called **Interstore Offset**. For more information, see [“Updating the Chart of Accounts” on page 487](#).

Note: If you’re using the default chart of accounts for TireMaster, you should put this account in the 2000–2999 range.

2. Define the interstore offset account in System Controls.
 - a. At the corporate site, select **System Controls** from the **Setup** menu.
 - b. Click the **Enterprise** tab and make sure **Corporate Controls** is selected.
 - c. Select **Interstore Offset - Major Account**, and press **Enter**. The following message appears:

“This interstore offset account will be used automatically by the system and cannot be edited once specified. Are you sure you want to continue?”
 - d. Click **Yes**. Then select the account you created in step 1 from the Chart of Accounts, and click **OK**.

Note: Make sure to select the correct account for this setting. If you select the wrong account, you will have to call TireMaster Support to change it.
 - e. Close the System Controls screen.

Charges and Payments

All sites can create vendor charges. However, a store can create and view only the vendor charges created at that store. Users at the corporate site can create regular vendor charges for all sites. Vendor charges created at the corporate site can be viewed only at the corporate site. Similarly, when a purchase order charge is created at the corporate site, only the corporate site can see that charge.

Vendor payments can be made at the corporate site only. Vendor payments can be applied to charges generated by multiple locations. For example, if an employee at the corporate site creates a \$500 payment for Napa Auto Parts, that check can be applied to a \$300 charge at Store A and a \$200 charge at Store B.

Although stores cannot create vendor checks, they can suggest which invoices to pay by marking charges in the vendor's open-item ledger. When generating checks, employees at the corporate can either follow or override a store's suggestions.

All locations can create accounts-payable (AP) easy checks. An employee at a store can create AP easy checks for that store only. However, users at the corporate site can create AP easy checks for all sites. Corporate can also offset a single easy check to the different stores' general ledger accounts.

Managing Fleets

Under fleet programs, a fleet makes an agreement with a manufacturer or retreader to receive certain items, services, or repairs at specified prices from certain dealers. Sometimes, fleets go directly to the dealers to set up contracts. Fleet pricing is available to Bandag dealers only.

Note: Before you can work with fleet contracts, you need to set up a Bandag reconciliation code and install the Data Channel Interface. Fleet contracts are updated automatically when you use the interface to download pricing files from Bandag. For more information see, the Data Channel Interface documentation and [“Reconciliation Codes” on page 603](#).

- ◆ [“Fleet Pricing Contracts Screen” on page 737](#)
- ◆ [“Setting Up Fleet Contracts” on page 738](#)
- ◆ [“Pricing Items on Fleet Contracts” on page 739](#)
- ◆ [“Deleting a Customer’s Fleet Contract” on page 740](#)

Note: Users can make changes to fleet pricing from either Corporate or from stores, as long as they have the Fleet Pricing permission.

Fleet Pricing Contracts Screen

The Fleet Pricing Contracts screen lists each of the pricing contracts for a fleet. Contract information is updated automatically when you download update files from Bandag. However, you can manually set up, edit, or delete fleet contracts in this screen if needed.

Note: Users can make changes to fleet contracts from either Corporate or from stores, as long as they have the **Fleet Pricing** permission.

Item	Description
Contract #	Displays the system-assigned number for the fleet contract.
Contract Name	Displays the contract name.
Recon Code	Displays the reconciliation code for the national vendor associated with the fleet contract.

Item	Description
Begin Date	Displays the date on which the contract takes effect.
End Date	Displays the date on which the contract expires.
Inventory Setup	Lets you add, edit, or remove items assigned to the contract.
Add	Lets you create a new fleet contract.
Edit	Lets you modify an existing fleet contract.
Delete	Lets you delete a fleet contract.
Close	Lets you exit the screen.

Setting Up Fleet Contracts

Although fleet contracts are updated automatically when you download pricing files from Bandag, there might be a time when you need to set up a fleet contract manually. Fleet contract settings include dates, items, services, repairs, and prices specified in the agreement that a fleet has made with a manufacturer, retreader, or dealer. Users can make changes to fleet contracts from either Corporate or from stores, as long as they have the **Fleet Pricing** permission.

Note: Before you can set up a fleet contract, you need to create a Bandag reconciliation code and install the Bandag Data Channel Interface. For more information see, the Data Channel Interface documentation and [“Reconciliation Codes” on page 603](#).

To set up a fleet contract

1. If needed, create a customer record for the fleet. For more information, see [“Adding a National-Account Customer” on page 612](#).

Note: The fleet needs to be assigned the Bandag reconciliation code to ensure that TireMaster can properly handle fleet transactions.

2. On the Customer Maintenance screen, click **Edit**.
3. Click **Fleet Contracts**. The Fleet Pricing Contracts screen appears.

Note: If the **Fleet Contracts** button is not enabled, you need to install the Bandag Data Channel Interface. Contact TireMaster Support for assistance.

4. Click **Add**. The Add Fleet Contract screen appears.
5. Enter the following information:
 - a. Type the contract name.
 - b. Select the beginning and ending dates for the contract period from the pop-up calendar.
 - c. To save the contract settings, click **OK**. The Fleet Pricing Contract screen appears.
6. Add inventory to the fleet contract:
 - a. Click **Inventory Setup**. The Fleet Pricing Inventory screen appears.

- b. Click **Add Inventory**. The Custom Inventory Lookup screen appears.
 - c. Look up the items needed for the contract. For more information, see [“Looking Up Inventory Items” on page 185](#).
 - d. If you need to include items for Emergency Tire Assistance on the contract, click **Add ETA Inventory** and look up the needed items.

Note: The letter Y in the **ETA** column identifies emergency tire assistance items.

Tip: If you need to remove an item from the contract, select the item and click **Remove Inventory**.
7. Set the contract prices for the items. For more information, see [“Pricing Items on Fleet Contracts” on page 739](#).

Pricing Items on Fleet Contracts

Fleet contracts involve price breaks on various items that either you negotiate with the fleet or that Bandag negotiates. Although contract prices are updated when you download pricing files from Bandag, you can manually set the prices if needed.

Note: Users can make changes to fleet contracts from either Corporate or from stores, as long as they have the Fleet Pricing permission.

To price a fleet-contract item

1. Look up the fleet customer. For more information, see [“Looking Up a Customer” on page 65](#).
2. On the Customer Maintenance screen, click **Edit**.
3. Click **Fleet Contracts**. The Fleet Pricing Contracts screen appears.
4. Select the contract whose prices you want to set, and click **Inventory Setup**. The Fleet Pricing Inventory screen appears.
5. Select the item that you want to price, and click **Edit Inventory**. The Edit Inventory Price screen appears.
6. Enter the following information:
 - a. Define the contract price and expected credit amount.
 - b. If the contract does not specify a price for the item, define the most and least that you can charge the fleet for the item in the **Upper Limit** and **Lower Limit** fields.
 - c. Do one or both of the following:
 - ◆ If you are allowed to sell the item to the fleet at no charge, make sure the **May Sell NC** check box is selected.
 - ◆ If you are allowed to override the price of the item, make sure the **May Override** check box is selected.
 - d. Make sure the **Valid** check box is selected.
 - e. Type a note about the item if needed.

Note: This note prints on the Fleet Price Detail Customer Contract Report.

- f. Click **OK**.
7. Repeat steps 5 and 6 to price additional items.
 - Note:** To view the prices for items on a fleet contract, print the Fleet Price Detail Customer Contract Report.

Deleting a Customer's Fleet Contract

If needed, you can delete a fleet from a customer's record when it expires or becomes invalid.

Note: Users can make changes to fleet pricing from either Corporate or from stores, as long as they have the Fleet Pricing permission.

To delete a customer's fleet contract, look up the customer. Click **Edit** on the Customer Maintenance screen, and then click **Fleet Contracts**. Select the contract you want to remove, and click **Delete**.

Generating Reports

With TireMaster, you can generate reports for tracking activity in the different areas of your business. This chapter includes the following topics:

- ◆ [“Report List” on page 741](#)
- ◆ [“Reports by Tab” on page 743](#)
- ◆ [“Unlisted Reports” on page 838](#)
- ◆ [“Report Window” on page 843](#)
- ◆ [“Report Overrides” on page 844](#)
- ◆ [“Financial Statement Settings” on page 844](#)
- ◆ [“Sales Report Options” on page 846](#)

Report List

The Report List (Figure 120) displays most of the reports available in TireMaster and any custom reports you’ve purchased.

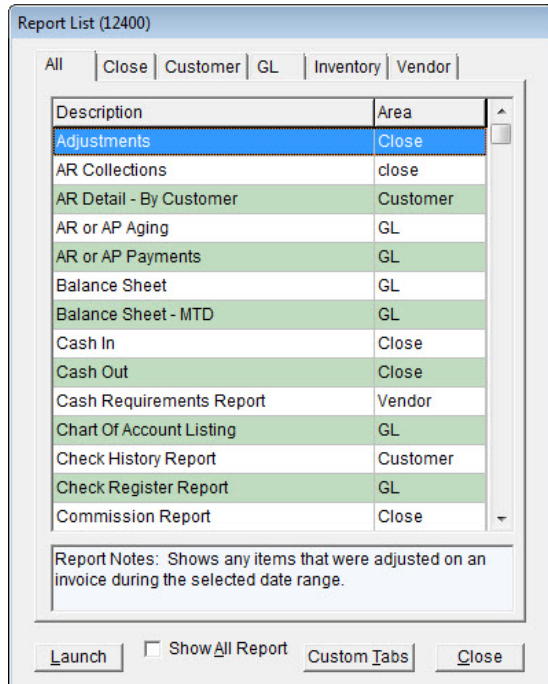


Figure 120: Report List

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.
GL	These reports let you access information about the general ledger, as well as generate balance sheets and income statements.
Inventory	These reports let you track and manage your inventory.
Vendor	These reports display vendor-related information, including accounts-payable activity and outstanding balances.
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 in the Report Window, for reports that do not have screens
Custom Tabs	Accesses tools for creating your own report tabs.
Close	Closes the Report List.

Reports by Tab

Most reports in TireMaster relate to specific functions or processes. Reports are grouped under various tabs on the Report List based on their relationship to TireMaster's functions or processes. If there are certain reports that you frequently use, you can group them under custom tabs.

The Report List displays different tabs for each user. The tabs available to a user depend on the following:

- ◆ Which reports are listed under a particular tab
- ◆ Which reports are assigned to a particular security group
- ◆ Whether the user is assigned to that security group

This behavior occurs for both regular and custom report tabs.

Example: The GL Summary and Trial Balance Reports are listed on the GL tab. These two reports are also assigned to the Accountants security group. User Jerry Edwards belongs to the Accountants security group. Therefore, the GL tab is available to Jerry when he opens the Report List.

Note: Selecting the **Show All Reports** check box displays all reports and all report tabs on the screen.

However, a report override is required for users who do not have permission to print a report. For more information, see [“Report Overrides” on page 844](#).

Close Tab

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. 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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Adjustments and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select AR Collections, and click **Launch**. The AR Collections Report screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ♦ 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.

The screenshot shows a dialog box titled "AR Collections Report (16416)". It has three input fields arranged vertically. The first field is labeled "Customer Name" and is empty. The second field is labeled "Customer Type" and contains the text "1,N,S". The third field is labeled "Salesperson" and contains the text "DJ".

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 list.

Note: This option is not available when generating a report for a single customer.
6. To include invoice information on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.
7. Click **Print**. The Report Window opens.
8. Print the report and close the Report Window.
9. To generate a report for other customers, click **Reset**. Then repeat steps 3 through 8.
10. Close the AR Collections Report screen.

Cash In

This report displays all 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

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Cash In and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Cash Out

This report displays all cash paid out of the till for a selected date range.

To generate the Cash Out Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Cash Out and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. 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 18.

Table 18: Commission Report Information

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.
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.

Table 18: Commission Report Information

Item	Description
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Commission Report and click **Launch**. The Commission Report screen appears.
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 appears.
 - ♦ 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 appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Credit Card List for Date Range and click **Launch**. The Credit Card List for Date Range screen appears.
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**.

- 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.

- Click **Print**. The Report Window appears.
- 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

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Customer Balance Report by Salesperson and click **Launch**. The Customer Balance Report by Salesperson screen appears.
- Select one or more salespeople:
 - For one salesperson, press in the **Beginning Salesperson** field and select an employee from the list that appears.
 - For a range of salespeople, press in the **Beginning Salesperson** field and select an employee from the list that appears. 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.

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.

Daily Transaction Report

This report lets you view detailed activity of all transactions that occurred at point of sale for the selected date range. This report is useful for verifying that your daily subledger totals match the general ledger account balances for that day.

To generate a Daily Transaction Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Daily Transaction Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Day End Comparison Report

This report lets you generate information about year-to-date, month-to-date, and today's sales activity. This information includes figures such as gross cost and net dollar margin.

Note: The amounts on this report are calculated based on the settings for your GL ranges. If the totals appear to be skewed, verify that none of your GL ranges overlap. To view these settings, select **GL Ranges** from the **Setup** menu.

To generate a Day End Comparison Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Day End Comparison Report and click **Launch**. The Day End Comparison Report screen appears.
3. Click **Lookup**, and select the site or sites whose information you want to include on the report.
Note: For multiple sites, press **Ctrl** while you select each site. For all sites, select the check box.
4. Click **Print**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Day End Daily Sales Report and click **Launch**. The Day Close Date Range screen appears.

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 organize information on the report by site, make sure **Group by Site** is selected. To combine the information instead, clear the check box.
6. To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.

7. To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.
8. Click **OK**. The Report Window appears.

Note: When printing the report at Corporate, TireMaster will prompt you to select one or more sites. For multiple sites, press **Ctrl** while you select each site. For all sites, select the check box.
9. Print the report and close the Report Window.

Day End Daily Till Detail

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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Day End Daily Till Detail Report and click **Launch**. The Day Close Date Range screen appears.
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.

- To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.

- To include invoice information, select the **Show Detail** check box. For invoice totals and averages only, clear the check box.
- Click **OK**. The Report Window appears.

Note: When printing the report at Corporate, TireMaster will prompt you to select one or more sites. For multiple sites, press **Ctrl** while you select each site. For all sites, select the check box.
- Print the report and close the Report Window.

Day End Till Totals Report

This report lists the till totals recorded for a specific date.

To generate a Day End Till Totals Report

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Day End Till Totals Report, and click **Launch**. The Day Close Date Range screen appears.
- Enter the date for which you want a list of till totals in the **Start Date** field.
- Click **OK**. The Report Window appears.
- Print the report and close the Report Window.

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

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Day End Transaction Report and click **Launch**. The Day Close Date Range screen appears.
- 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 appears.

Note: When printing the report at Corporate, TireMaster will prompt you to select one or more sites. For multiple sites, press **Ctrl** while you select each site. For all sites, select the check box.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Declined Services Report, and click **Launch**. The Declined Services screen appears.
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 appears. 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 list. Then make a selection from the **Inspection Area** drop-down list. 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 appears.
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 specified date range
- ◆ A list of deleted work orders that were created during a specified 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: The name of the user who deleted a work order is available only if the work order was started in version 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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Deleted Work Orders and click **Launch**. The Deleted Work Order Report screen appears.

3. Select one of the following print 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 appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Direct Deposit and click **Launch**. The **Date Range** screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Employee Customer Type List and click **Launch**. The Report Window appears.
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.

Note: In a multi-store environment, this report includes employee/user information for the entire organization regardless of whether it's printed at the Corporate headquarters or a store.

To generate an Employee/User List

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Employee/User List and click **Launch**. The Employee/User List screen appears.
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 appears.
5. Print the report and close the Report Window.

Government Support Invoices

This report provides detailed sales information for each government-support invoice generated during the selected date range.

To generate a Government Support Invoices Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Government Support Invoices and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

GS & Adjustment Checkup Report

This report is no longer used.

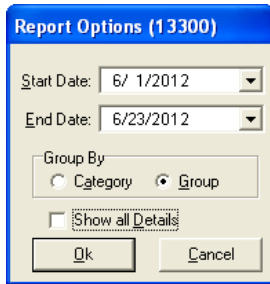
Historical Option Cost Sales

This report provides sales details for option-cost items for a selected date range.

To generate a Historical Option Cost Sales Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Historical Option Cost Sales and click **Launch**. The Report Options screen appears.

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 appears.
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 219](#).

To generate a Historical Sales Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Historical Sales and click **Launch**. The Report Option screen appears.
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**

- To include invoice information on the report, make sure the **Show All Details** check box is selected. For totals only, clear the check box.

- Click **OK**. The Report Window appears.
- 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 site and by the customer's zip code. For more information, see [“Historical Sales” on page 756](#).

To generate a Historical Sales by Zip Code Report

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Historical Sales by Zip Code and click **Launch**. The Report Options screen appears.
- Select the starting and ending dates for the report's date range.
- Select one of the following methods for organizing items on the report:
 - ◆ **Category**
 - ◆ **Group**
- To include invoice information on the report, make sure the **Show All Details** check box is selected. For totals only, clear the check box.

- Click **OK**. The Report Window appears.
- 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 [“Setting Up Discounts” on page 157.](#)

To generate an Invoice Averages by Date Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Invoice Averages by Date and click **Launch**. The Invoice Averages by Date screen appears.
3. 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 look up the item that you want to base the report on.
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.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Invoice Detail and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 [“Calculating Mechanic Productivity” on page 652](#).

To generate a Mechanic Flat Rate Report

1. Select **Reports** from the **Closing** menu. The Report List appears 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.


- To exclude gross profit percentages, select the **Suppress profit information** check box. To include the information, clear the check box.


- Click **OK**. The Report Window appears.
- 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

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Mechanic Report and click **Launch**. The Report Options screen appears.
- Select the starting and ending dates for the report's date range.
- Select one of the following methods for organizing items on the report:
 - ♦ **Category**
 - ♦ **Group**
- 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.
- 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 appears.
8. 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

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select National Account Invoices and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. 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

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select National Account Recon. Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.

4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Negative Option Cost Totals

This report lists the option cost 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

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Negative Option Cost Totals and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 222](#).

To generate a Noninventory Sales Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Noninventory Sales and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Null Salesperson Report and click **Launch**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Open Quote Report, and click **Launch**. The Open Quote Report screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ♦ For quotes assigned to a single salesperson, click **Salesperson** and select the employee’s name from the list that appears.

6. To display only those quotes whose total margin is negative, select the **Quotes with negative total margin only** check box.
7. 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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.

2. Select Open Work Order - Item List and click **Launch**. The Report Window appears.
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

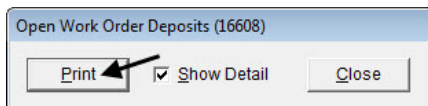
1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Open Work Order - Qty and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Open Work Order Deposits and click **Launch**. The Open Work Order Deposits screen appears.
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 appears.



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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Open Work Order Report and click **Launch**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Over Short Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Paidout List for Date Range

This report lists paidouts and purchase orders that you paid cash for during the selected date range.

To generate a Paid List for Date Range Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Paidout List for Date Range and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Post Error Report

This report is one of two reports used by Support to resolve posting errors in TireMaster. You should generate this report as part of the month-end closing process and if you receive a message about posting errors when logging into TireMaster.

To generate a Post Error Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Post Error Report and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

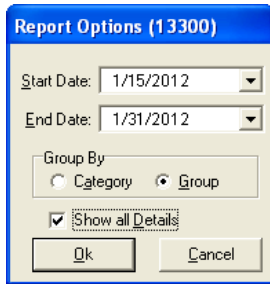
Purchase Order Report

This report shows purchases by inventory category or group for the selected date range.

To generate a Purchase Order Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.

2. Select Purchase Order Report and click **Launch**. The Report Options screen appears.
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 appears.
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.

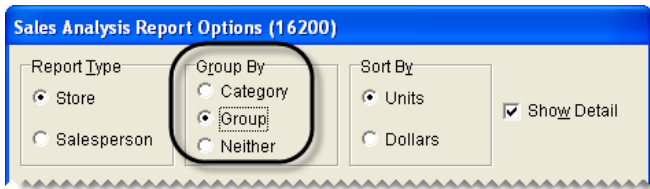
To generate a Sales Analysis Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Analysis Report and click **Launch**. The Sales Analysis Report Options screen appears.
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**

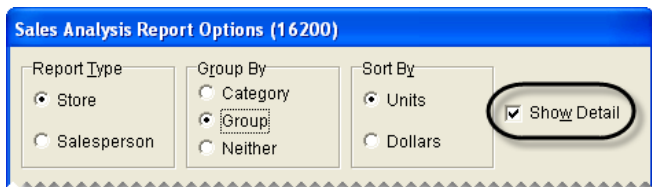


5. Select one of the following in the **Sort By** area:

- ◆ **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

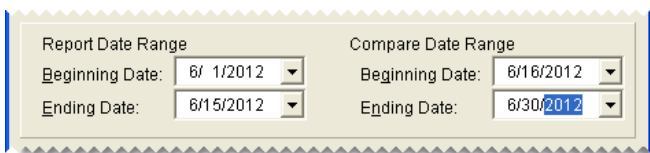


6. To include items sold on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.



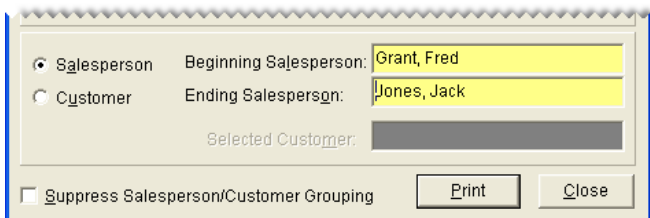
7. Choose the following date ranges:


- Select a date or date range from the **Report Date Range** pop-up calendars.
- Select another date or date range from the **Compare Date Range** pop-up calendars.



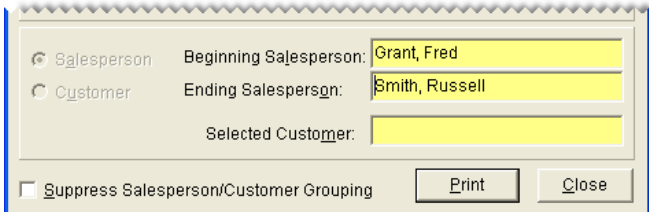
8. Define whether to display the sales figures in report subgroups:

- ◆ 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 appears. 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 appears.

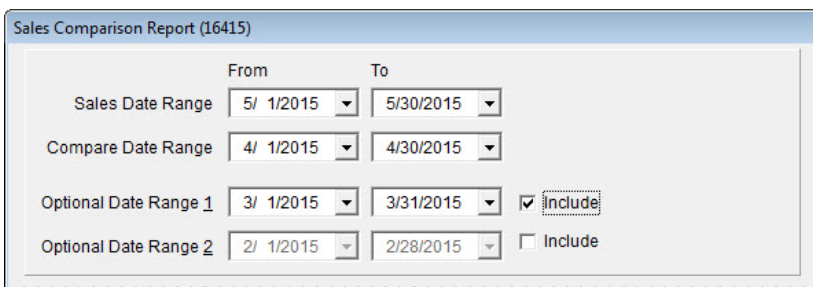
10. Print the report and close the Report Window.

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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Comparison Report and click **Launch**. The Sales Comparison Report screen appears.
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 [“Looking Up a Customer” on page 65](#).
- ◆ For one or more customer types, click **Customer Type**. Then select one or more types from the list that appears.
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 appears.
- ◆ For all customers, leave the **Customer Name**, **Customer Type**, **Salesperson**, and **Sites** 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 [“Looking Up Inventory Items” on page 185](#).
 - ◆ For all items, disregard looking up any inventory.

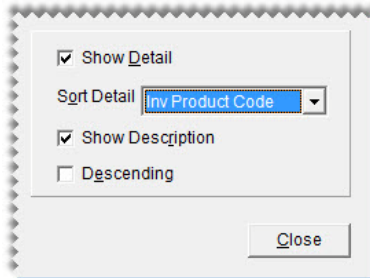
Product Code	Size	Description
001628	155/60R20	EP500 ECOPIA
001475	155/70R19	EP600 ECOPIA
001619	155/70R19	EP500 ECOPIA
001629	175/55R20	EP500 ECOPIA
001476	175/60R19	ECOPIA EP600

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 list.
 - b. Select an additional grouping method from the **Secondary Group** drop-down list if needed.

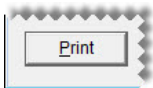
Note: Disregard the **Name**, **Sales**, and **GP** options for each group.

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 list.

- 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. For 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 846](#).

To generate a Sales Information Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Information Report and click **Launch**. The Sales Information Report screen appears.

3. Select starting and ending dates from the **Sales Date Range** pop-up calendars.

Sales Information Report (16414)

Sales Date Range 12/ 1/2015 To 12/31/2015

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

Active Employees Only

Include Labor w/Sales

Show Top 25 Only

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 [“Looking Up a Customer” on page 65](#).
- ◆ For one or more customer types, click **Customer Type**. Then select one or more types from the list that appears.

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 appears.
- ◆ For information about mechanic productivity, click **Mechanic** and select a name from the list that appears.

Sales Information Report (16414)

Sales Date Range 12/ 1/2015 To 12/31/2015

Active Employees Only

Include Labor w/Sales

Show Top 25 Only

Customer Name Salesperson Grant, Fred

Customer Type 1;2;3;4;E;N;S;T;U;Z 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 [“Looking Up Inventory Items” on page 185](#).

- ◆ For all items, leave the **Inventory** field blank.

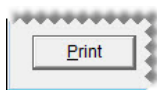
Inventory	Product Code	Size	Description
	740036515	LT195/75R14/6	AT WRANGLER
	744154900	LT215/75R15/8	HT WRANGLER
	744821900	LT215/85R16/10	HT WRANGLER
	744830900	LT225/75R16/10	HT WRANGLER
	744826802	LT235/75R15/6	HT WRANGLER
	744725502	LT235/85R16/10	HT WRANGLER

- 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 list.
 - Select an additional grouping method from the **Secondary Group** drop-down list, 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.

- To display both invoice detail and totals on the report, do the following:
 - Select the **Show Detail** check box.
 - To limit the report to noninventoriable items, select the **Non-Inventory only** check box.
 - Select a sorting method from the **Sort Detail** drop-down list.
 - To display the sort detail from highest to lowest, select the **Descending** check box. Otherwise, leave the check box clear.

- Click **Print**. The Report Window opens.



- 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 774.

To generate a Sales Tax by Rate Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Tax by Rate and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report’s date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Tax Ledger Report and click **Launch**. The Sales Tax Ledger Report screen appears.
3. Select a fiscal year and period from the drop-down lists.
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.

The screenshot shows a dialog box titled "Sales Tax Ledger Report (16418)". It contains two dropdown menus: "Fiscal Year" with "2015" selected and "Period" with "12" selected. Below these is a checked checkbox labeled "Show Detail". At the bottom of the dialog are two buttons: "Print" and "Close".

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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Tax Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Tax Setup Report and click **Launch**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sales Trend Report and click **Launch**. The Sales Trend Report Options screen appears.
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

Sales Trend Report Options (16201)

Type	Group By	Display	Report
<input checked="" type="radio"/> Store	<input checked="" type="radio"/> Category	<input checked="" type="radio"/> Units	<input checked="" type="radio"/> Detail
<input type="radio"/> Salesperson	<input type="radio"/> Group	<input type="radio"/> Dollars	<input type="radio"/> Graph
	<input type="radio"/> Neither		

4. Select one of the following methods for organizing items on the report:

- ◆ **Category**
- ◆ **Group**
- ◆ **Neither**

Sales Trend Report Options (16201)

Type	Group By	Display	Report
<input checked="" type="radio"/> Store	<input checked="" type="radio"/> Group	<input checked="" type="radio"/> Units	<input checked="" type="radio"/> Detail
<input type="radio"/> Salesperson	<input type="radio"/> Category	<input type="radio"/> Dollars	<input type="radio"/> Graph
	<input type="radio"/> 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

Sales Trend Report Options (16201)

Type	Group By	Display	Report
<input checked="" type="radio"/> Store	<input checked="" type="radio"/> Group	<input checked="" type="radio"/> Dollars	<input checked="" type="radio"/> Detail
<input type="radio"/> Salesperson	<input type="radio"/> Category	<input type="radio"/> Units	<input type="radio"/> Graph
	<input type="radio"/> Neither		

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

Sales Trend Report Options (16201)

Type	Group By	Display	Report
<input checked="" type="radio"/> Store	<input checked="" type="radio"/> Group	<input checked="" type="radio"/> Dollars	<input checked="" type="radio"/> Detail
<input type="radio"/> Salesperson	<input type="radio"/> Category	<input type="radio"/> Units	<input type="radio"/> Graph
	<input type="radio"/> Neither		

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 . 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 , and select a salesperson or manufacturer from the list that appears. 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.



11. Click **Print**. The Report Window appears.
12. Print the report and close the Report Window.

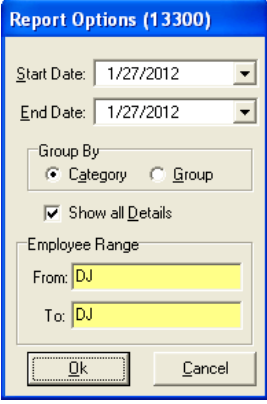
Salesperson Report

This report lists sales totals by salesperson for the selected date range.

To generate a salesperson report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Salesperson Report and click **Launch**. The Report Options screen appears.
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:

- a. For all users, leave the **From** and **To** fields blank.
- b. 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 appears.
- c. For a single user, click the **From** field and press . Then choose a name from the list that appears.



7. Click **OK**. The Report Window opens.
8. Click **Print**. Then close the Report Window.

Sent E-mail/Text List

This report lists all customers and vendors who've been sent text messages or documents by e-mail from TireMaster during the selected date range.

For e-mails, the report lists the e-mail address and the type of document sent to it. If the same document is listed multiple times, it was e-mailed 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 E-mail/Text List

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Sent E-mail List and click **Launch**. The Sent E-mail Report List screen appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Service Checklist Setup Report and click **Launch**. The Report Window appears.
3. Click **Print**.
4. Print the report and close the Report Window.

Site Setup Report

This report lists all of your sites and includes information such as site number, dealer number, Bar ID number, and EPA number.

To generate the Site Setup Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Site Setup Report and click **Launch**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Spiff Salesperson Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Transfer Invoices and click **Launch**. The Date Range screen appears.

3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Customer Tab

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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select AR Detail - By Customer and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ◆ For one customer, click **1 Lookup** and look up the customer's name. For more information, see ["Looking Up a Customer"](#) on page 65.
 - ◆ 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 more information, see ["Looking Up a Customer"](#) on page 65.
 - ◆ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
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.

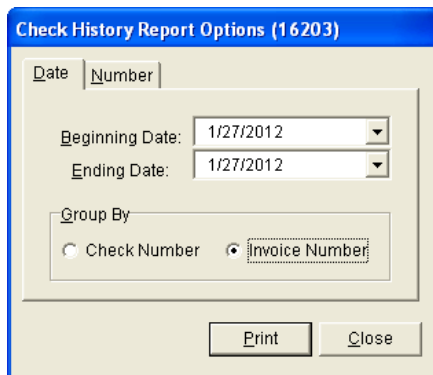
To generate a Check History Report

1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Check History Report and click **Launch**. The Check History Report Options screen appears.
3. Select one of the following:

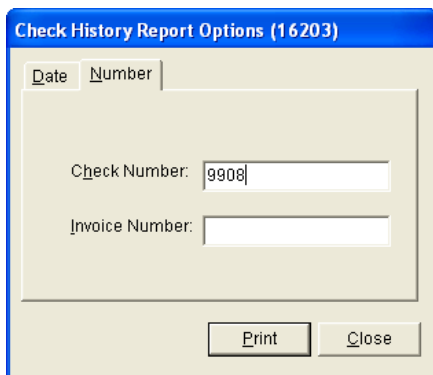
- ◆ To look up checks written during on a specific day or during a date range, click the **Date** tab.
- ◆ To look up a specific check number or invoice number, click the **Number** tab. Then go to step 6.



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



6. Type the check number or the invoice number.



7. Click **Print**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.

2. Select Customer Balance by Current Date and click **Launch**. The Customer Balance Reports screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ◆ 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.

 - ◆ To retrieve information for specific sites only, click **Sites**. Then select one or more sites from the list.

Note: Information for all sites is included on the report by default.

Customer Balance Reports (16377)	
Beginning Customer	NATIONAL AUTO RENTAL
Ending Customer	NATIONAL AUTO RENTAL
Customer Types	1,2,3,4,F,N,S,T,Z
<input type="button" value="Print"/> <input type="button" value="Close"/>	

4. Click **Print**. The Report Window appears.
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. For 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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Balance History Report and click **Launch**. The Customer Balance History screen appears.
3. Select one or more customers:
 - ◆ For a specific customer, click **Customer** and look up the customer's name.
 - ◆ 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.

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 appears.

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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Balance Report and click **Launch**. The Customer Balance Reports screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ◆ 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.

- ◆ To retrieve information for specific sites only, click **Sites**. Then select one or more sites from the list.

Note: Information for all sites is included on the report by default.

The screenshot shows a dialog box titled "Customer Balance Reports (16377)". It features three input fields: "Beginning Customer", "Ending Customer", and "Customer Types". The "Customer Types" field is populated with "2,3,4". Below the input fields are two buttons: "Print" and "Close".

4. Click **Print**. The Report Window appears.
5. 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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Category List and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

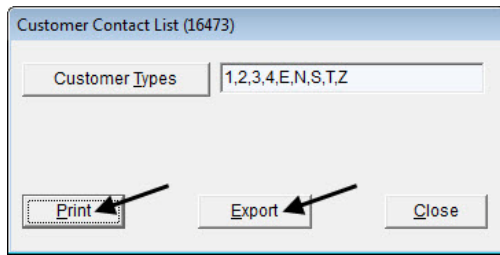
Customer Contact List

This report lists the addresses, phone numbers, and e-mail 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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Contact List and click **Launch**. The Customer Contact List screen appears.
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.



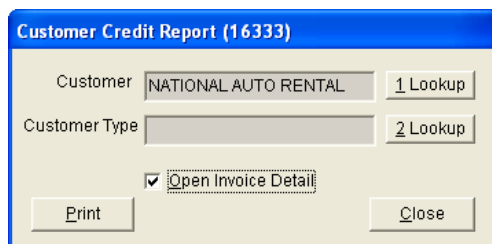
Customer Credit Report

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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Credit Report and click **Launch**. The Customer Credit Report screen appears.
3. Select one or more customers:
 - ◆ For one customer, click **1 Lookup**. Then look up the name of the customer. For more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ 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 appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer GPM Report and click **Launch**. The Customer GPM Report Options screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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.

Customer GPM Report Options (16182)

Customer Sales Report

Beginning Customer: 0

Ending Customer: Z

Beginning Date: 6/ 1/2012

Ending Date: 6/24/2012

Group By:

Inventory Group

Inventory Category

Customer Type

Show All Details

Print Close

7. Click **Print**. The Report Window appears.
8. Print the report and close the Report Window.


Customer History Report

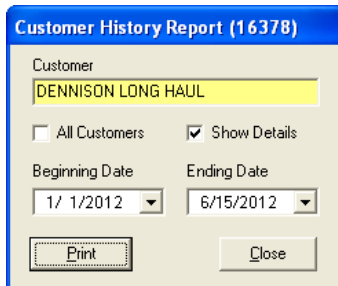
With this report, you can generate the following:

- ◆ 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

1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
 2. Select Customer History Report and click **Launch**. The Customer History Report screen appears.
 3. Select one or more customers:
 - ◆ For one customer, click the **Customer** field and press . Then look up the customer's name. For more information, see [“Looking Up a Customer”](#) on page 65.
 - ◆ 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.



Customer History Report (16378)

Customer
DENNISON LONG HAUL

All Customers Show Details

Beginning Date Ending Date
1/ 1/2012 6/15/2012

6. Click **Print**. The Report Window appears.
7. 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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer List by Type and click **Launch**. The Customer Range screen appears.

3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Master List and click **Launch**. The Report Window appears.
3. To limit the report to specific customer types, do the following:
 - a. Click **Customer Types**. The Customer/Vendor Type List appears.
 - 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 appears.
 - b. Select the salesperson's name from the list and click **OK**.
5. 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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.

2. Select **Customer Overdue Balance Report** and click **Launch**. The Customer Balance Reports screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ◆ 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.

 - ◆ To retrieve information for specific sites only, click **Sites**. Then select one or more sites from the list.

Note: Information for all sites is included on the report by default.

The screenshot shows a window titled "Customer Balance Reports (16377)". It features three input fields: "Beginning Customer" containing "CARL'S AUTO" and a "Line Number" dropdown menu, "Ending Customer" containing "CTS CLEANERS", and "Customer Types" containing "1,2,3,4,F,N,S,T,Z". At the bottom of the window are two buttons: "Print" and "Close".

4. Click **Print**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select **Customer Overdue Balance Report** and click **Launch**. The Customer Balance Reports screen appears.
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 [“Looking Up a Customer” on page 65](#).

- ◆ 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.

- ◆ To retrieve information for specific sites only, click **Sites**. Then select one or more sites from the list.

Note: Information for all sites is included on the report by default.

The screenshot shows a dialog box titled "Customer Balance Reports (16377)". It has three input fields: "Beginning Customer", "Ending Customer", and "Customer Types". The "Customer Types" field contains the text "1,2,3,4,F,N,S,T,Z". At the bottom of the dialog, there are two buttons: "Print" and "Close".

4. Click **Print**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Price List and click **Launch**. The Price List Report screen appears.
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 [“Looking Up a Customer” on page 65](#).
 - ◆ 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 appears.
7. Look up the items that you want to include on the report. The Report Window opens. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Recon Codes Report and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer’s name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
5. Select the starting and ending dates for the report’s date range.

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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Sales Report and click **Launch**. The Customer Sales Report Options screen appears.
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 whose sales totals you want to compare:

- 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 appears 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 appears.

10. Print the report and close the Report Window.

Fleet Price Customer Contracts

This report generates a list of fleet contracts by customer. For each customer, the report lists the customer number, the starting and ending dates for the contract, and the associated reconciliation code.

Note: This report is available only if fleet pricing is enabled.

To generate a Fleet Price Customer Contracts Report

1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Fleet Price Customer Contracts and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ◆ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Fleet Price Detail Customer Contracts

This report lists all inventory items on a fleet customer's contract. The report displays the following information:

- ◆ Upper and lower price limits for each item
- ◆ Whether you can override the price
- ◆ Whether you can sell the item at no charge
- ◆ Whether the contract price is still valid
- ◆ Expected credits
- ◆ Contract price
- ◆ Whether the contract is for ETA

Note: This report is available only if fleet pricing is enabled.

To generate a Fleet Price Detail Customer Contracts Report

1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Fleet Price Customer Contracts and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ◆ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.

5. Print the report and close the Report Window.

Real-Time Statements

Real-time statements display all outstanding balances, including future-due balances, for the selected customers. Although they look similar to monthly statements, the figures on real-time statements are current as of when they're printed and are not affected by the month-end cutoff process. Real-time statements include a customer's activity for all sites, no matter where they're printed.

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. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Real-time Statements and click **Launch**. The Real-time Statements screen appears.
3. Select one or more customers:
 - ◆ For all customers, leave the **Begin Person** and **Ending Person** fields blank.
 - ◆ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ◆ For a range of customers, click **1 Lookup** and **2 Lookup** to look up the first and last customers in the range.
 - ◆ To retrieve information for specific customer types only, click **3 Lookup**. Then select one or more types from the list.

Note: Information for all types is included on the report by default.

 - ◆ To retrieve information for specific sites only, click **Sites**. Then select one or more sites from the list.

Note: Information for all sites is included on the report by default.

Real-time Statements (16335)

Begin Person	MICROWAVE PRO INC	1 Lookup
Ending Person	MICROWAVE PRO INC	2 Lookup
Customer Type	1,2,3,4,F,N,S,T,Z	3 Lookup

Print Close

4. Click **Print**. The Report Window opens.
5. Print the real-time statements and close the Report Window.

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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Unapplied Credit Report and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Unapplied Open Item Report and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
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

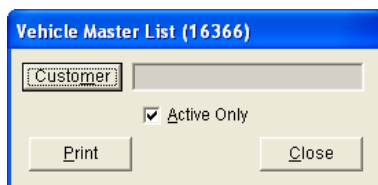
1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Unpaid Finance Charge Report and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer's name. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ 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 more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ For all customers, leave the **Beginning Customer** and **Ending Customer** fields blank.
4. Click **OK**. The Report Window appears.
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 **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Vehicle and click **Launch**. The Vehicle Master List screen appears.
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 [“Looking Up a Customer” on page 65](#).
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 appears.
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. When the Report List appears, make sure the **Customer** tab is selected. Then select Vehicle Expense Report and click **Launch**.
 - ◆ On the Customer Maintenance screen, click the **Vehicle** tab. Then select a vehicle and click **Expense**.

The Vehicle Expense Report Options screen appears.
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.
 - ◆ For one customer, click **Customer** and look up the customer. For more information, see [“Looking Up a Customer” on page 65](#).

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 appears.

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.

- To include invoice information, make sure **Show Detail** is selected. To only display totals, clear the check box.

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

GL Tab

This tab displays all reports that relate to the general ledger and accounting in TireMaster.

AR or AP Aging

This report lets you see aged customer or vendor balances as of the end of a specific fiscal period.

To generate an AR or AP Aging Report

- Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
- Select AR or AP Aging and click **Launch**. The AR or AP Aging Report screen appears.
- Select one of the following:
 - ♦ **Accounts Receivable** for a list of customer balances
 - ♦ **Accounts Payable** for a list of vendor balances
- Type the fiscal year, number, and period for which you're generating the report.

Note: Unless you've changed your fiscal calendar, the fiscal number should always be 1.

- To include individual customer or vendor balances, make sure the **Show Detail** check box is selected. For totals only, clear the check box.

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.

AR or AP Payments

This report displays information about payments from customers or payments to vendors. For vendors, the report also lists each of the items that were applied when processing a check in the AP Payments screen or when updating the vendor's ledger in the Payment Editing screen.

To generate an AR or AP Payments Report

- Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
- Select AR or AP Payments and click **Launch**. The AR or AP Payments screen appears.
- Select one of the following:
 - Accounts Receivable** for a list of payments from customers
 - Accounts Payable** for a list of payments to vendors or a list of applied items
- Select one or more customers or vendors:
 - For payments from a specific customer or vendor, click **Lookup**. Then look up the customer or vendor.
 - For payments from all customers or vendors, leave the **Customer** or **Vendor** field blank.
- Click **Lookup**, and select the site or sites whose information you want to include on the report.

Note: For multiple sites, press **Ctrl** and select each site whose information you want to include on the report. For all sites, select the check box.
- To limit the information retrieved by the report, do one of the following:
 - For all payments, select **None**.
 - For payments that a specific check number was used for, select **Check #** and type the check number.

Note: For accounts payable, a vendor's name needs to be selected to look up payments by check number.

- ◆ For a specific invoice that an ROA has been applied to, select **Invoice #**. Then type the invoice number. (AR report only.)
 - ◆ For a specific group of applied items from the vendor's payment ledger, select **Apply Group**. Then type the apply group number. (AP report only.)
- Tip:** If you don't know the apply group number, look in the ROA Unapply screen. The ROA Unapply screen can be accessed by clicking **Unapply** on the Payment Editing screen.

7. To define how to organize information on the report, select **Check #** or **Invoice #** from the **Group By** drop-down list. (AR report only.)

Note: The **Group By** drop-down list is active only when **None** or **Date Range** is selected.

8. To include document numbers on the report, make sure the **Show Detail** check box is selected. To exclude document numbers, clear the check box.

9. Click **Print**. The Report Window appears.
10. Print the report. Then close the Report Window.

Balance Sheet

This report shows the financial position of your company on a given date, including the totals in your asset, liability, and equity accounts.

To generate a Balance Sheet

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Balance Sheet and click **Launch**. The Report Options screen appears.

3. Type the fiscal year, number, and period for the balance sheet.

Report Options (16120)

Balance Sheet

Fiscal Year 2012 Number 1 Period 7

Note: Unless you've changed your fiscal calendar, the fiscal number should always be 1.

4. To exclude a site from the balance sheet, double-click the row for it. All sites are included by default.

Report Options (16120)

Balance Sheet

Fiscal Year 2012

Double Click On Row To Select (Highlight) or Un-Select

Site Selection:

Site	Name	P
1	ASA Tire Systems - Corporate	X
2	ASA Tire Systems - Meridian	X
3	ASA Tire Systems - Boise	X

5. Do one of the following:

- ◆ To specify which information is displayed on the report, select one or more of the report-option check boxes.

Current Selection: System Values

Group Sites
 Roll Up Sites
 Roll Up Depts
 Roll Up Rpt Class
 Show Acct Numbers
 Roll Up Minor Acct

- ◆ To print the report using a memorized setting, click **Open**. When the Memorized Selections screen appears, click the appropriate setting and click **Select**. For more information, see [“Financial Statement Settings”](#) on page 844.

Print Reset Open New

Note: To restore the original settings that came with the report, click **Reset**.

6. Click **Print**. The Report Window appears.
7. Print the balance sheet and close the Report Window.
8. Close the Report Options screen.

Balance Sheet - MTD

Like the regular balance sheet, this report shows the financial position of your company on a given date. Along with that information, it also includes month-to-date totals for your asset, liability, and equity accounts for the selected fiscal period.

To generate a Balance Sheet with month-to-date totals

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Balance Sheet - MTD and click **Launch**. The Report Options screen appears.
3. Type the fiscal year, number, and period for the balance sheet.

Note: Unless you've changed your fiscal calendar, the fiscal number should always be 1.

4. To remove a site from the balance sheet, double-click its row. All sites are selected by default.

5. Select one or more of the report-option check boxes.

6. Click **Print**. The Report Options screen appears.
7. Print the report and close the Report Window.
8. Close the Report Options screen.

Chart of Accounts Listing

This report lists the major and minor accounts in your chart of accounts.

To generate a Chart of Accounts Listing

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Chart of Accounts Listing and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

Check Register Report

This report retrieves information from one or more checking accounts. You can generate the report based on the transaction type, check range, date range, customer range, description text, and status of your checkbook entries. For more information, see [“Making Payments” on page 563](#).

To generate a Check Register Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Check Register Report and click **Launch**. The Check Register Report Options screen appears.
3. Select the type of transaction whose information you want to retrieve:



- ◆ **Check** for checks drawn on the selected account or accounts
- ◆ **Deposit** for deposits made into the selected account or accounts
- ◆ **Fee** for fees assessed against the selected account or accounts
- ◆ **Withdraw** for withdrawals from the selected account or accounts
- ◆ **All** for all transactions affecting the selected account or accounts

Note: The transaction types listed on this screen correspond to the transaction types on the Check Reconciliation Add screen.

4. For checks in a specific range, type the beginning and ending check numbers.

5. If you want to retrieve transactions by date, do one of the following:
 - ◆ For all transactions that occurred on a particular day, click **Use Date** and type the date.

- ◆ For all transactions that occurred in a date range, click **Use Date Range** and type the beginning and ending dates.

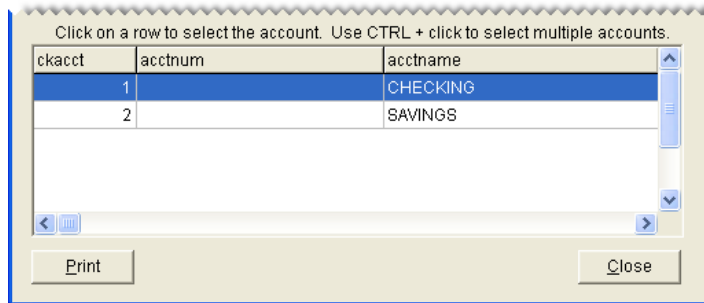
6. If you want to retrieve transactions for one or more payees do the following:
 - ◆ For one payee, click  next to the **Begin** field and select a name from the list that appears. TireMaster displays the payee's name in both the **Begin** and **End** fields.
 - ◆ For a range of payees, click  next to the **Begin** field and select a name from the list that appears. Then repeat this process for the **End** field.

7. If you want to retrieve transactions based on their description on the Check Reconciliation screen, type the text in the **Description** field.

8. In the **Marked as** area, select one of the following transaction states:
 - ◆ **Voided** for all voided transactions
 - ◆ **Reconciled** for all reconciled transactions
 - ◆ **Cleared** for all transactions that have been cleared
 - ◆ **Unmarked** for all transactions that are unmarked
 - ◆ **All** Lists all transactions regardless of their status.

9. Select the account or accounts whose information you want to retrieve.

Note: For multiple accounts, press **Ctrl** and select each account you want to include on the report.



10. Click **Print**. The Report Window appears.
11. Print the report and close the Report Window.
12. Close the Check Register Report Options screen.

GL Inactive Account Detail

This report shows transactions that automatically posted to inactive general-ledger accounts. This type of posting occurs when general ledger accounts that are set to inactive are still used in setup screens or as settings in System Controls. The report includes information such as the fiscal period, the account number, and the debit or credit amount to use to make an adjusting entry.

To generate a GL Inactive Account Detail Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select GL Inactive Account Detail and click **Launch**. The **Date Range** screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

GL Summary

This report shows the following information for each general ledger account during the selected period:

- ◆ Beginning balance
- ◆ Total debits
- ◆ Total credits
- ◆ Ending balance

To generate a GL Summary

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select GL Summary and click **Launch**. The Report Options screen appears.

3. Select the fiscal year, period, and number that you want a summary for from the drop-down lists.

The image shows a dialog box titled "Report Options (16170)". It has a light beige background and a blue title bar. There are three drop-down menus: "Fiscal Year:" with "2012" selected, "Period:" with "2" selected, and "Number:" with "1" selected. At the bottom, there are two buttons: "Print" and "Close".

4. Click **Print**. The Report Window appears.
5. Print the report and close the Report Window.
6. Close the Report Options screen.

GL Temp Report

This report is one of two reports you can generate if a posting-error message appears when you log in to TireMaster. If you receive such a message when logging in, print this report and the [Post Error Report](#) and fax them to TireMaster Support. Also log a support call, so Support will be looking for your fax. Posting errors need to be resolved before closing the month.

To generate a GL Temp Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select GL Temp Report and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

GL Transaction Details

This report provides detailed information for each transaction in the selected date range, including the GL transaction number, invoice number, fiscal period, debits, credits, and description of each journal-entry line. This information is grouped by the GL transaction number.

To generate a GL Transaction Details Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select GL Transaction Details and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Income Statement

This report is one of your two main financial statements. The income statement shows the financial progress of your company in detail. It is also called a profit and loss (P&L) statement.

Note: The percentage of gross profit in the expense section of this document is based on the total of all expenses. To see the percentage of gross profit based on the total gross profit (or loss), generate the Income Statement Summary.

To generate an income statement

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Income Statement and click **Launch**. The Report Options screen appears.
3. Type the fiscal year, number, and period whose information you want to retrieve.

Report Options (16120)

Income Statement

Fiscal Year: 2012 Number: 1 Period: 1

Note: Unless you've changed your fiscal calendar, the fiscal number should always be 1.

4. To remove a site, department, or GL class from the income statement, double-click it. By default, all sites, departments, and GL classes are selected.
5. To roll up sales for a specific GL class, double-click the **R** column next to the class for which you want summary information only.

Site Selection:

Site	Name	P
1	ASA Automotive Systems	X

Department Selection:

Dept	Name	P
1	NORMAL	X

GL Class Selection: (Double Click "R" column for rollup)

R	Class	Name	P
	1	NORMAL SALES	X
X	2	TRANSFER SALES	X
X	3	NA / GS / ADJ SALES	X

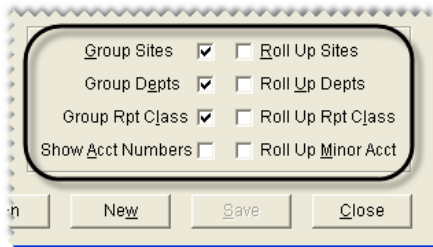
Current Selection: System Values

Group Sites Roll Up Sites
 Group Dpts Roll Up Dpts

Note: The X indicates which GL classes are being rolled up.

6. Do one of the following:

- ◆ To specify which information is displayed on the report, select one or more of the report-option check boxes.



- ◆ To print the report using a memorized setting, click **Open**. When the Memorized Selections screen appears, click the appropriate setting and click **Select**. For more information, see [“Financial Statement Settings” on page 844](#).



Note: To restore the report’s original settings, click **Reset**.

7. Click **Print**. The Report Window appears.
8. Print the report and close the Report Window.
9. Close the Report Options screen.

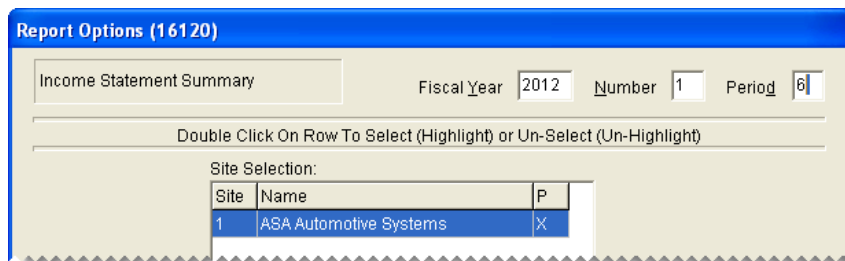
Income Statement Summary

This report provides a summary of your company’s financial progress.

Note: The percentage of gross profit in the expense section of this document is based on the total gross profit (or loss). To see the percentage of gross profit based on total expenses, generate the regular income statement.

To generate an Income Statement Summary

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Income Statement Summary and click **Launch**. The Report Options screen appears.
3. Type the fiscal year, number, and period whose information you want to retrieve.



Note: Unless you’ve changed your fiscal calendar, the fiscal number should always be 1.

4. Click **Print**. The Report Window appears.

5. Print the report and close the Report Window.
6. Close the Report Options screen.

Interstore Balance Report

This report shows general ledger transactions that have posted across sites in multi-stores systems.

To generate an Interstore Balance Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Interstore Balance Report and click **Launch**. The Date Range screen appears.
3. Select the starting and ending dates for the report's date range.
4. Click **OK**. The Report Window appears.
5. Print the report and close the Report Window.

Long Form

This report provides detailed information about one or more general ledger accounts for a fiscal year, fiscal period or a range of either fiscal years or periods. The report's information is organized by general ledger account number and can include separate groupings for each fiscal year and period.

To generate a Long Form

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Long Form and click **Launch**. The Long Form screen appears.
3. Select the dates for the report:
 - ◆ For one fiscal year or period, select the same year, number, and period from both drop-down lists.
 - ◆ For a range of fiscal years or periods, select different years and periods from the drop-down lists.

Note: Unless you've changed your fiscal year, the number should always be 1.
4. If you have multiple sites, select the sites to include on the report from the **Site** drop-down lists.
5. Select the accounts whose information you want to generate:
 - ◆ For one account, enter the same account number for the beginning and end of the range.
 - ◆ For a range of accounts, enter different beginning and ending account numbers.

Note: To look up an account, click an **Account** field and press . Then select an account from the Chart of Accounts.

- To group report information by fiscal year and fiscal period, select the Group by **Year/Period** check box. To go without grouping, clear the check box.

- Click **Print**. The Report Window opens.
- Print the report and close the Report Window.

Post Error Report

This report is one of two reports used by Support to resolve posting errors in TireMaster. You should generate this report as part of the month-end closing process and if you receive a message about posting errors when logging in to TireMaster.

To generate a Post Error Report

- Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
- Select Post Error Report and click **Launch**. The Report Window appears.
- Print the report and close the Report Window.

Short Form

This report shows generalized accounting information for each general-ledger account for all periods. For each general ledger account, the report shows all of the offsetting accounts as well as the total debit or credit amount. Verify

To generate the Short Form

- Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
- Select Short Form and click **Launch**. The Report Window appears.
- Print the report and close the Report Window.

Trial Balance

This report lists each GL account, including the description and the current balance.

To generate a Trial Balance Report

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select Trial Balance and click **Launch**. The Report Options screen appears.
3. Type the fiscal year, number, and period whose trial balance you want to generate.

Report Options (16120)

Trial Balance Fiscal Year 2012 Number 1 Period 5

Double Click On Row To Select (Highlight) or Un-Select (Un-Highlight)

Site Selection:

Site	Name	P
1	ASA Automotive Systems	X

Note: Unless you've changed your fiscal calendar, the fiscal number should always be 1.

4. Select the sites whose balance sheets you want to generate.

Report Options (16120)

Trial Balance Fiscal Year 2012

Double Click On Row To Select (Highlight) or Un-Select (Un-Highlight)

Site Selection:

Site	Name	P
1	ASA Tire Systems - Corporate	X
2	ASA Tire Systems - Meridian	X
3	ASA Tire Systems - Boise	X

5. If you want to exclude accounts with zero balances from the report, clear the **Suppress Zero Balances** check box. Otherwise, leave the check box alone.
6. Click **Print**. The Report Window appears.
7. Print the report and close the Report Window.
8. Close the Report Options screen.

Inventory Tab

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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Consignment Inventory and click **Launch**. The Custom Inventory Lookup screen appears.

3. Look up one or more items. The Report Window appears. For more information, see [“Looking Up Inventory Items”](#) on page 185.
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. 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Discontinued Inventory List and click **Launch**. The Report Window appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Historical Qty Adjustment Report and click **Launch**. The Report Option screen appears.
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 appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Add-On Codes and click **Launch**. The Report Window appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
3. Select Inventory Bar Codes and click **Launch**. The Bar Code Report screen appears.
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 list.

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 list.

6. Click **Print**. The Custom Inventory Lookup screen appears.
7. Look up the items whose bar codes you want to print. The Report Window opens. For more information, see [“Looking Up Inventory Items” on page 185](#).
8. Print the labels and close the Report Window.

Inventory Calculation Report

This report displays the following information for each of the general ledger's inventory accounts:

- ◆ The calculated inventory quantity
- ◆ The general ledger account's current balance
- ◆ The recommended adjustment

You can launch this report from the Report List, and it is automatically generated when you select **Inventory Calc & Post** from the **Closing** menu.

Note: For information about generating this report from the **Closing** menu, see [“Recalculating Inventory Value” on page 701](#).

To generate an Inventory Calculation Report

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Calculation Report and click **Launch**. The following message appears:
“Show report detail?”
3. To include information for individual items, click **Yes**. For account totals only, click **No**. The Report Window appears.
4. Print the report 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Category List and click **Launch**. The Report Window appears.
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 TireMaster 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Check Up Report and click **Launch**. The Report Window appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Cost Listing and click **Launch**. The Inventory Cost Listing Report screen appears.
3. Click **Lookup** and select the site or sites whose information you want to include on the report.

Note: For multiple sites, press **Ctrl** and select each site that you want to include on the report. For all sites, select the check box.

4. Select one of the following methods for organizing items on the report:
 - ◆ **Inventory Group**
 - ◆ **Inventory Category**
 - ◆ **Site**

- To include information for individual items, make sure the **Show Detail** check box is selected. For totals only, clear the check box.



- Click **Print**. The Custom Inventory Lookup screen appears.
- Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
- Print the report and close the Report Window.
- 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 the [Inventory Counting Deck w/ QTY](#) report instead.

To generate an Inventory Counting Deck

- Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
- Select Inventory Counting Deck and click **Launch**. The Custom Inventory Lookup screen appears.
- Look up the items you want to count. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
- 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

- Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
- Select Inventory Counting Deck w/ QTY and click **Launch**. The Custom Inventory Lookup screen appears.

3. Look up the items you want to count. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 about flat rates, see [“Flat Rate Reporting” on page 651](#).

To generate an Inventory Flat Rate Report

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Flat Rate Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items whose flat rate you want to see. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
4. Print the report and close the Report Window.

Inventory GL Code Detail

This report lists the items that GL codes are assigned to, along with category, group, quantity, and cost information. It can be generated for a single GL code or all GL codes. You can also limit the report to specific items, items with differing last costs and next costs, or both.

To generate an Inventory GL Code Detail Report

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory GL Code Detail Report and click **Launch**. The Inventory GL Code Detail Report screen appears.
3. Select one or more GL codes:
 - ♦ For one code, click **Lookup** and select a code from the list that appears.
 - ♦ For all codes, leave the **GL Code** field blank.
4. To display only those items whose last and next costs differ, select the **Show Differences Only** check box. For all items, leave the check box clear.

5. Click **Print**. The Custom Inventory Lookup screen appears.
6. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
7. Print the report and close the Report Window.

Inventory GL Code Listing

This report lists each inventory GL code as well as its description, inventoriable status, department, and each of the general ledger accounts assigned to it.

To generate an Inventory GL Code Listing

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory GL Code Listing and click **Launch**. The Report Window appears.
3. 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 **Reports** from the **Inventory** menu. The Report List appears 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
3. Select Inventory Labels and click **Launch**. The Custom Inventory Lookup screen appears.
4. Look up the items for which you're creating labels. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).

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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory List - Negative and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory List - Not Zero and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to check. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Listing By Manufacturer and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up items for one or more manufacturers. The Report Window appears. For more information, see [“Searching for Items by Manufacturer” on page 187](#).
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 inventoriable and noninventoriable items.

To generate an Inventory Master List

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Master List and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Min/Max Qty List and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to check. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
4. Print the report and close the Report Window.

Inventory 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 Moving Report

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Moving and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to check. The Report Window opens. For more information, see [“Looking Up Inventory Items” on page 185](#).
4. 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.

2. Select Inventory NonInventory List and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include you want to include on the report. The Report Window opens. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Not Moving Report and click **Launch**. The Not Moving Report Options screen appears.
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.

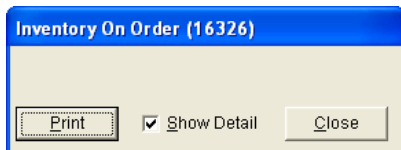
7. Click **Print**. The Report Window appears.
8. To print the report, click **Print**. Then click **Close**.

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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory On Order and click **Launch**. The Inventory On Order screen appears.
3. Click **Lookup**, and select the site or sites for which you want to include information on the report.
Note: For multiple sites, press **Ctrl** while you select each site. For all sites, select the check box.
4. 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.





5. Click **Print**. The Custom Inventory Lookup screen appears.
6. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
7. Print the report and close the Report Window.
8. 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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Price Level Report and click **Launch**. The Report Options screen appears.
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.



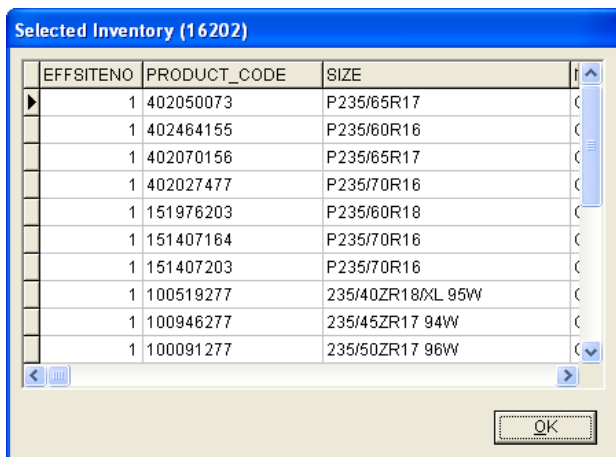
4. Click **Print**. The Report Window appears.
5. Print the report and close the Report Window.

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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Reconciliation Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include on the report. The Selected Inventory screen appears. For more information, see [“Looking Up Inventory Items” on page 185](#).



EFFSITENO	PRODUCT_CODE	SIZE
1	402050073	P235/65R17
1	402464155	P235/60R16
1	402070156	P235/65R17
1	402027477	P235/70R16
1	151976203	P235/60R18
1	151407164	P235/70R16
1	151407203	P235/70R16
1	100519277	235/40ZR18/XL 95W
1	100946277	235/45ZR17 94W
1	100091277	235/50ZR17 96W

Note: If you want to look up different items, click **Change**.

4. Click **OK**. The Inventory Reconciliation Report screen appears.
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 appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Reorder Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items that you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Slow Moving Report and click **Launch**. The Report Options screen appears.
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 appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Spiff Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).

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.

Note: The reported inventory value is *not* reconciled with the general ledger.

To generate an Inventory Value Report

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Value Report and click **Launch**. The Report Options screen appears.
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 appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Zero Cost & Zero Min Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to check. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Items on Sale and click **Launch**. The Report Window appears.

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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Price Level Report and click **Launch**. The Price Level Report screen appears.
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**

The screenshot shows a dialog box titled "Price Level Report (16327)". It has a light beige background and a blue title bar. The dialog is divided into several sections. At the top, under "A - E Price Levels", there are five checkboxes: A (checked), B (checked), C (unchecked), D (unchecked), and E (unchecked). Below this is the word "OR". Under "Price Level Discounts Selected", there is an empty text input field and a "Lookup" button. At the bottom, under "Group By", there are four radio buttons: None, Inventory Group, Inventory Category, and Manufacturer (which is selected). At the very bottom of the dialog are two buttons: "Print" and "Close".

5. Click **Print**. The Custom Inventory Lookup screen appears.
6. Look up the items that you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Receiving History by Product Report and click **Launch**. The Custom Inventory Lookup screen appears.
3. Look up the items you want to include on the report. The Report Window appears. For more information, see [“Looking Up Inventory Items” on page 185](#).
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Vendor Part Number List and click **Launch**. The Report Window appears.
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 **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Work Order Qty and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

Vendor Tab

These reports provide information about your vendor accounts.

Cash Requirements

This report can help you make decisions about paying your vendors. It displays the balances you owe vendors, along with information about available early-pay discounts and discounts you are eligible to receive if you pay by the discount due date.

Note: Before you generate this report for the first time, set the default number of days between check runs in System Controls. To complete this setting, select **System Controls** from the **Setup** menu. Click the **Vendor** tab, select **Days between check run**, and press **Enter**. Then type the number of days that typically separate your check runs.

To generate a Cash Requirements Report

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Cash Requirements and click **Launch**. The Cash Requirements Report screen appears.
3. Change the check run and next check run dates if needed.

Note: The check run date defaults to today's date. The date of the next check run is determined by the setting **Days between check run**, which is on the **Vendor** tab of the System Controls screen.

4. Select one of the following methods for organizing purchase orders and vendor charges from the **Sort Detail By** drop-down list:
 - ◆ **Doc #**
 - ◆ **Doc Date**
 - ◆ **Due Date**
 - ◆ **Reference**

To generate the report in summary view instead, clear the **Show Detail** check box.

5. Look up the balances for one or more vendors:
 - ◆ For all vendor balances, leave the **Vendor Name** and **Vendor Type** fields blank.
 - ◆ For one vendor's balance, click **Vendor Name**. Then look up the vendor.
 - ◆ To retrieve balances for specific vendor types, click **Vendor Type**. Then select one or more types from the list.

Note: For multiple types, press **Ctrl** and select each type that you want to include on the report.

6. Click **Print**. The Report Window appears.
7. Print the report and close the Report Window.
8. Close the Cash Requirements Report screen.

Vendor 1099 Report

With this report, you can see how much you paid your 1099 vendors and generate information needed to complete IRS form 1099-Misc. You can also use it throughout the year to see how much you paid your 1099 vendors during a specific date range. You can refer to this report when completing IRS form 1099 Misc or convert it into a .CSV file., which can be imported into tax preparation software.

To generate a vendor 1099 report

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Vendor 1099 Report and click **Launch**. The Vendor 1099 Reporting screen appears.
3. Define the beginning and ending dates for the report's date range. To generate a report for a single day, enter the same date for both the beginning and ending dates.
4. Define whether to generate the report for one vendor or all vendors:
 - ◆ To generate the report for a specific vendor, click the **Vendor** field and press . Then look up the vendor.
 - ◆ To generate the report for all vendors, leave the **Vendor** field alone.
 - ◆ To generate the report for a specific vendor type, make a selection from the **Vendor Type** drop-down.
5. To limit the report to those vendors who earned more than a specific dollar amount, type that value in the **Minimum Amount** field. Only whole numbers are accepted.
6. Select or clear the following check boxes as needed:
 - ◆ If you're generating the report based on vendor type, make sure **All Vendors** is selected. If you're generating the report for a single vendor, make sure the check box is clear.
 - ◆ To organize the report information by vendor type assignments, make sure the **Group by Vendor Type** check box is selected. Otherwise, make sure the check box is clear.
 - ◆ To include invoice information on the report, make sure the **Show Details** check box is selected. For totals only, make sure the check box is clear. To limit the report to 1099 vendors, select the **1099s Only** check box.
7. Generate the output.
 - ◆ For a hard copy, click **Print**. If you're prompted to include \$0.00 payment amounts, answer the question. The Report Window opens, and you can print the report.
 - ◆ For a .CSV file that can be imported into tax preparation software, click **Create CSV File**. Then answer one or more questions when prompted. The .CSV file is saved in the **apps** folder in your TireMaster program directory.

Note: Whether the .CSV file requires column headings depends on the type of tax preparation software you're using. For more information, refer to the documentation for that product.

Vendor Balance Report

This report lists one or more vendors with whom you have outstanding charges. It also shows the past-due balance, the aged future-due balances, and the total balance for each vendor.

To generate a Vendor Balance Report

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Vendor Balance Report and click **Launch**. The Vendor Balance Report screen appears.
3. Select one or more vendors:
 - ◆ For all vendors, leave the **Beginning Vendor** and **Ending Vendor** fields blank.
 - ◆ For one vendor, click **Beginning Vendor** and look up the vendor. The vendor's name appears in both the **Beginning Vendor** and **Ending Vendor** fields. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
 - ◆ For a range of vendors, click **Beginning Vendor** and look up the first vendor in the range. Then click **Ending Vendor** and look up the last vendor in the range.
4. Click **Print**. The Report Window opens.
5. Print the report and close the Report Window.
6. Close the Vendor Balance Report screen.

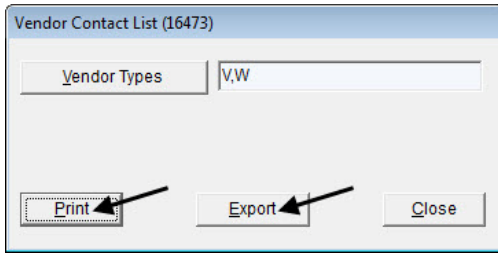
Vendor Contact List

This report lists the addresses, phone numbers, and e-mail addresses for all vendors or one or more vendor types. Information generated with this report can be printed or exported to a spreadsheet.

To generate a Vendor Contact List

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Vendor Contact List and click **Launch**. The Vendor Contact List screen appears.
3. Define which vendors you want to include:
 - ◆ For all vendors, leave the entries in the **Vendor Types** field alone.
 - ◆ For specific vendor types, click **Vendor 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 Vendor 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.



Vendor History Report

With this report, you can generate the following:

- ◆ For one vendor, the running balance and a list of all transactions that occurred during a specified date range
- ◆ For all vendors, the running balances and a list of all transactions that have occurred since you started using TireMaster

In addition to generating detailed history, you also can print a summary that lists only the balance and cash, charge, payment, and discount totals for one or all vendors.

To generate a Vendor History Report

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Vendor History Report and click **Launch**. The Vendor History Report screen appears.
3. Select one or more vendors:
 - ◆ For one vendor, click the **Vendor** field and press . Then look up the vendor's name. For more information, see [“Looking Up Customer and Vendor Names”](#) on page 10.
 - ◆ For all vendors, leave the **Vendor** field blank and make sure the **All Vendors** check box is selected.
4. To include individual purchases, charges, and payments on the report, leave the **Show Details** check box selected. For balances and cash, charge, payment, and discount totals only, clear the check box.
5. If you're generating the report for one vendor, select a date range.

- To sort the report by reference number, select the **Sort by Reference** check box. Otherwise the default sort is document date.

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.

Vendor Master List

This report lists each of your active vendors along with their addresses and phone numbers.

To generate a Vendor Master List

- Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
- Select Vendor Master List and click **Launch**. The Report Window appears.
- Print the report and close the Report Window.

Vendor Payment History Report

This report lists the payments made during a date range for all payment accounts or a single payment account, or you can generate information for a specific payment or document.

Note: If a bank or another organization processes Automated Clearing House (ACH) payments for you, this report can be used to generate a list of payments that you can give to your ACH processor. For more information, see [“Recording ACH Payments” on page 583](#) and [“Generating a Payment List for Your ACH Processor” on page 584](#).

To generate a Vendor Payment History Report

- Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
- Select Vendor Payment History and click **Launch**. The Payment History Report Options screen appears.
- For a list of payments generated during a date range, complete the following steps. For information about a specific payment or document, go to step 4.
 - Make sure the **Date** tab is selected.

- b. Define the beginning and ending dates for the date range. For a single day, enter the same date for both the beginning and ending dates.
 - c. Select the account whose payment history you want to generate from the **Payment Account** drop-down. For information about all accounts, leave the entry alone.
 - d. Define how to organize the payments by selecting **Payment Number**, **Document Number**, or **Vendor Number**.
 - e. Click **Print**. The Report Window opens.

Note: If you want to generate a spreadsheet for an ACH payment processor instead, click **Export**. For more information, see [“Generating a Payment List for Your ACH Processor” on page 584](#).
 - f. Print the report and close the Report Window.
4. For information about a specific payment or document, complete the following steps. If you want a list of payments for a date range, complete step 3 instead.
 - a. Click the **Number** tab.
 - b. For information about a specific payment, type the payment number.

Note: Exclude the site from this entry. For example, to look up payment 122, type only **122** instead of typing **2-122**.
 - c. For information about a specific document, type the document number.
 - d. Click **Print**. The Report Window opens.
 - e. Print the report and close the Report Window.
 5. Close the Payment History Report Options screen and the Report List.

Vendor Purchases Report

This report lists the purchases and vendor charges that occurred during a selected date range for one vendor or all vendors.

To generate a Vendor Purchases Report

1. Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
2. Select Vendor Purchases Report and click **Launch**.
3. Look up one or more vendors:
 - ♦ For one vendor, click the **Vendor** field and press . Then look up the name of the vendor. For more information, see [“Looking Up Customer and Vendor Names” on page 10](#).
 - ♦ To generate a report for all vendors, leave the **Vendor** field blank.
4. If you’re generating the report for one vendor, select a date range.

- To include information for PO line items, select the **Show Details** check box. For totals only, leave the check box clear.

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.

Vendor Statement Report

This report provides detailed information about vendors with whom you have outstanding charges. It lists each charge, the date, discount date, due date, charge amount, discount amount, remaining available discount, amount owed, and reference number. This report also provides aging information for the outstanding charges.

To generate a Vendor Statement Report

- Select **Reports** from the **Vendors** menu. The Report List appears with the **Vendor** tab selected.
- Select Vendor Statement Report and click **Launch**. The Vendor Statement Report screen appears.
- Do one of the following:
 - For all vendors, leave the **Beginning Vendor** and **Ending Vendor** fields blank.
 - For one vendor, click **Beginning Vendor** and look up the vendor. The vendor's name appears in both the **Beginning Vendor** and **Ending Vendor** fields. For more information, see [“Looking Up Customer and Vendor Names”](#) on page 10.
 - For a range of vendors, click **Beginning Vendor** and look up the first vendor in the range. Then click **Ending Vendor** and look up the last vendor in the range.
- To sort the list by reference number, select the **Sort by Reference** check box. Otherwise the default sort is document number.

- To include aging information for each invoice, select the **Detail** check box. For an aging summary, leave the check box blank.

6. Select the site or sites whose information you want to retrieve.

Note: For multiple sites, press **Ctrl** and select each site that you want to include on the report. For all sites, select the check box.

7. Click **Print**. The Report Window opens.
8. Print the report and close the Report Window.

All Tab

This tab contains all reports available from the Reports List. These reports are also available on the relevant tab.

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. Each site can have its own custom tabs.

Creating Custom Tabs

For convenience, you can create a custom tab that lists the reports you most frequently print.

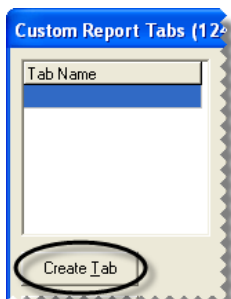
Note: For custom tabs to appear on the Report List, one or more reports must be assigned to them.

To create a custom tab

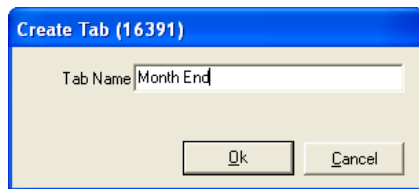
1. On the Report List, click **Custom Tabs**. The Custom Report Tabs screen appears.



2. Click **Create Tab**. The Create Tab screen appears.

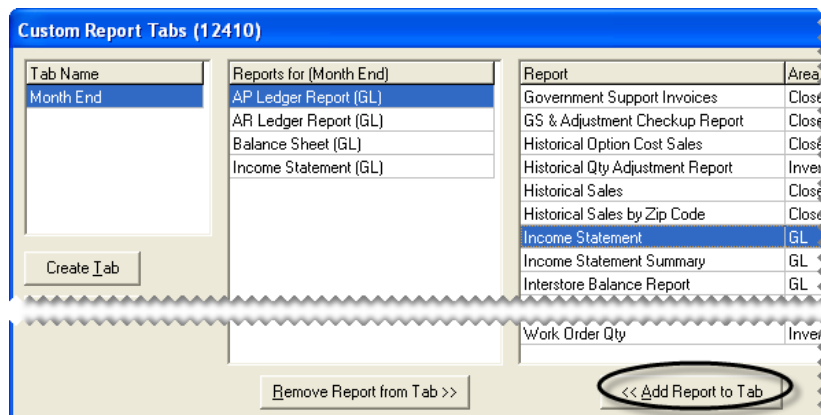


3. Type the name of the new tab and click **OK**.

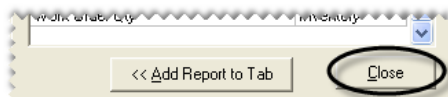


4. In the **Tab Name** pane, select the new tab.
5. Do one of the following in the **Report** pane.
 - ◆ To assign a report to the tab, select the report and click **Add Report to Tab**.

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**.



6. Close the Custom Report Tabs screen. The new tab is added to the Report List.



Updating Custom Tab Properties

Occasionally, you might need to rename a tab or change which reports are assigned to it.

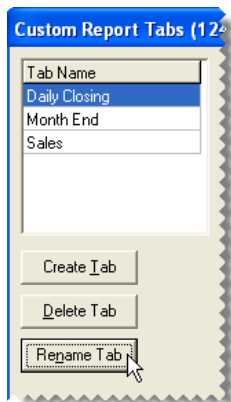
To update a custom tab's properties

1. On the Report List, click **Custom Tabs**. The Custom Report Tabs screen appears.

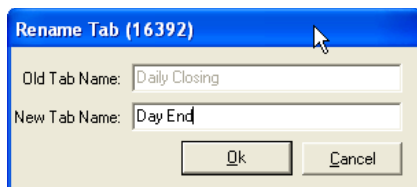


2. To rename a tab, do the following in the **Tab Name** pane:
 - a. Select the tab you want to rename.

- b. Click **Rename Tab**. The Rename Tab screen appears.

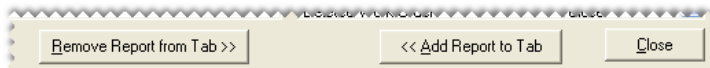


- c. Type the new tab name.



- d. Click **OK**.

3. 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.

4. Close the Custom Report Tab screen.

Deleting Custom Tabs

If you no longer use a custom tab, you can delete it. To delete a custom tab, click **Reports** to open the Report List. Then click **Custom Tabs**. When the Custom Report Tabs screen appears, select the tab that you want to delete, and click **Delete Tab**.

Unlisted Reports

The reports in this section are not shown on the Report List. Some of these reports are generated when you perform certain application functions, 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 [“Printing a List of Appointments” on page 429](#).

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 [“Generating Casing Manager Reports” on page 673](#).

Charge Edit Report

This report is generated automatically when you create a vendor charge. For more information, see [“Creating Individual Vendor Charges” on page 545](#).

Check Edit Report

This report is generated automatically when you create a check but before you process it. For more information, see [“Making Payments” on page 563](#).

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 [“Generating Core Manager Reports” on page 690](#).

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 [“Closing a Day” on page 696](#).

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 [“Closing a Day” on page 696](#).

Note: The amounts on this report are calculated based on the settings for your GL ranges. If the totals appear to be skewed, verify that none of your GL ranges overlap. To view these settings, select **GL Ranges** from the **Setup** menu.

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 [“Closing a Day” on page 696](#).

Day End Transaction Report

This report prints automatically when you close a day. It displays slightly more detail than the [Daily Till Detail Report](#), 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 [“Closing a Day” on page 696](#).

Easy Check Detail Report

This report is detail document that you can print for each check. It can be sent with the corresponding check to show payees which charges the check was applied to. After you print an easy check, TireMaster prompts you to print the payment 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. From the **Closing** menu, select **Statements**, and then select **Apply Finance Charges**. The Report Window appears.
2. Print the report and close the Report Window. The following message appears:
“Do you want to post these finance charges?”
3. To apply the charges, click **Yes**. The following message appears:
“Finance charges have been applied.”

If you applied finance charges to a customer in error, see [“Reversing Finance Charges” on page 530](#).

GL Codes Report

If you have any noninventoriable GL codes assigned to inventoriable items, TireMaster prompts you to print this report during the process of recalculating the value of your inventory (running the Calc and Post). You can then refer to the report to do the following:

- ◆ Modify the GL codes listed on the report.
- ◆ Assign different GL codes to the items listed on the report.

GL Transaction View List

Printing this report provides a hard copy of the transaction entries displayed on the GL Transaction View screen. For more information, see [“Viewing Transaction Entries” on page 505](#).

Interstore Transfer Report

This report can be generated when clearing interstore transfers. It lists all of the transfer invoices and POs, organized by site, for a selected date range. For more information, see [“Transferring Inventory Between Stores” on page 723](#).

Inventory List Editing Report

This report lists the items currently displayed on the Inventory List Editing screen. For more information, see [“Updating Information for More than One Item” on page 159](#).

JE Edit Report

This report can be generated when you create manual journal entries. It lists the account numbers, descriptions, dates, and debit and credit amounts for journal entries. For more information, see [“Making a Manual Journal Entry” on page 498](#).

List Editing Report

This report lists the records currently displayed on the Customer List Editing and Vendor List Editing screens. For more information, see [“Updating Multiple Customer or Vendor Records” on page 66](#).

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 765](#) and [“Closing a Day” on page 696](#).

Payment Detail Report

This report is a detail document for each check printed from the AP Payments screen. It can be sent with the corresponding check to show vendors which charges the check was applied to. For more information, see [“Generating AP Payments” on page 555](#).

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 [“Adjusting Inventory Quantities” on page 198](#).

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 [“Making Price Changes to a Group of Items” on page 245](#), [“Putting Items on Sale” on page 249](#), and [“Putting Items on Sale” on page 249](#).

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 [“Viewing Security Assignments” on page 47](#).

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 [Printing a Service Checklist](#).

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 whose 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. From the **Inventory** menu, select **Suggested Reorder & PO**. The Custom Inventory Lookup screen appears.
2. Select the item or range of items that you want to generate the report for and click **OK**. The Report Window appears.
3. Print the report and close the Report Window.

Report Window

Documents are displayed in the Report Window, unless they print automatically as part of a program function, such as reports generated by the day-end close. The top of the Report Window (Figure 121) includes several buttons for navigating and printing reports.

Note: These buttons are not available for some documents, such as invoices, ROAs, and the Charge Edit Report.

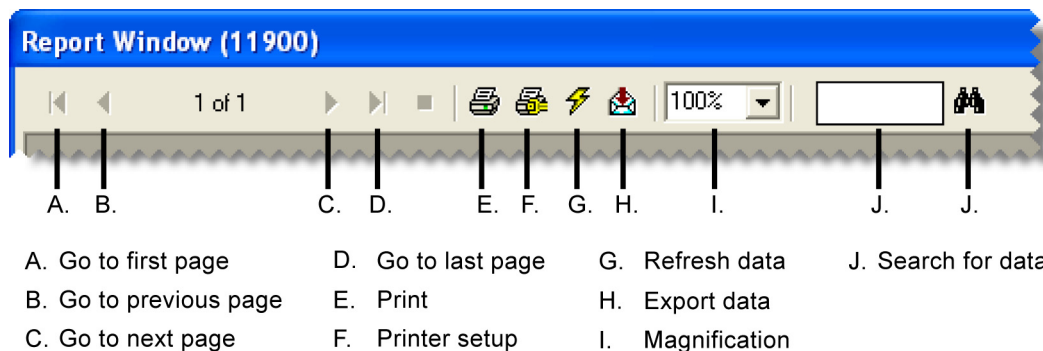


Figure 121: Report Window

You can use the Report Window buttons 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 menu 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.

Report Overrides

If you try to print a report that is not assigned to your security group, TireMaster displays the following warning (Figure 122):



Figure 122: Report Security Warning

To generate the report, you need to have a manager or another user who is assigned the report override the lock.

Note: Any user who is assigned the report in question can override the lock. This override lasts until the report is printed.

To override a report security lock

1. In the TireMaster Security Message screen, click **Override**. The Security Override Verification screen appears.
2. Type the user ID for an employee who is assigned the report.
3. Type the password for the employee who is assigned the report.
4. Click **OK**.

Financial Statement Settings

You can create and save one or more report settings for the balance sheet and income statement. Creating your own settings lets you control what information is displayed on these documents. It also makes generating financials easier, because you don't have to remember which options to use every time you print them.

Creating Financial Statement Settings

You can create and save a variety of report settings for the income statement and balance sheet.

To create your own financial statement settings

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select one of the following and click **Launch**:

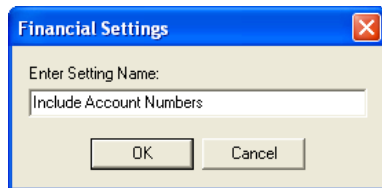
- ♦ Balance Sheet
- ♦ Income Statement

The Report Options screen appears.

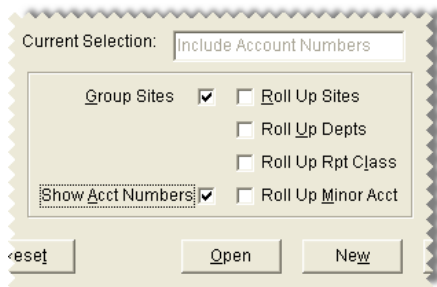
3. Click **New**.



4. Type a name for the setting and click **OK**.



5. Select or clear the report-setting check boxes as needed.



6. Click **Save**. The following message appears: “This will update the current settings for this selection. Do you want to continue?”

7. Click **Yes**. The name of the new setting is displayed in the **Current Selection** field.

Note: If you want to use the new setting as the default setting, click **Open**. Then select the new setting and click **Default**.

Warning: If you click **Reset** in the Memorized Selections screen, the original settings for the income statement and balance sheet will replace the default setting that you’ve specified.

8. Continue generating the report as usual.

Inactivating Financial Statement Settings

If you want to exclude a report setting from the list of memorized settings, you can inactivate it.

To inactivate a report setting

1. Select **Reports** from the **General Ledger** menu. The Report List appears with the **GL** tab selected.
2. Select one of the following and click **Launch**:
 - ◆ Balance Sheet
 - ◆ Income Statement

The Report Options screen appears.

3. Click **Open**. The Memorized Selections screen appears.



4. Click the setting that you want to make inactive and click **Inactivate**.

Note: Once you inactivate a setting, it cannot be activated again. To view settings that are no longer active, clear the **Active** check box. If you want to use one of the inactive settings for generating a report, select its name and click **Select**.

5. Close the Memorized Selections screen.

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 123).

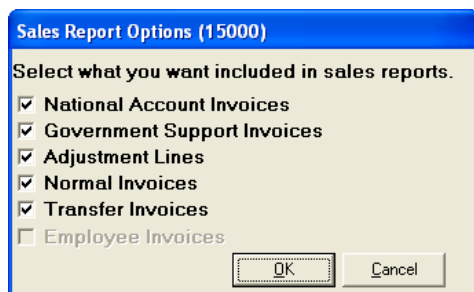


Figure 123: Sales Report Options Screen

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.

Item	Description
Employee Invoices	Not used.

Permissions

When you create security groups, you need to assign permissions to define which program areas the users in those groups may access. This appendix lists the security permissions available in TireMaster.

Permissions List

Item	Description
Automatic Calc & Post JE	Lets the user choose whether to have TireMaster make adjusting journal entries automatically when recalculating inventory value.
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.
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 Acquirint (also known as 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.

Item	Description
Customer Combine Customer	Lets the user inactivate a customer account and combine it with another customer's account.
Customer Delete	Lets the user delete an unused customer record.
Customer Edit Account	Lets the user update a customer's sales tax, statement, and price level settings. Note: To allow users to update addresses, e-mail addresses, phone numbers, and notes only, assign the permission Customer Edit Contact instead.
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, e-mail 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 Required PO	Lets the user change the setting for the Require P.O. check box on 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.
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.
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 TireMaster Support.

Item	Description
Fleet Pricing	Not used.
GL Accounts Add/Edit	Lets the user add or update general ledger accounts and departments.
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.
GL Check Reconciliation	Lets the user view the Check Reconciliation screen.
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.
Gross Margin Viewer	Lets the user do the following: <ul style="list-style-type: none"> ◆ Access and view the gross profit margin for a work order with the GM Viewer. ◆ View gross profit dollar and gross profit percentage information for the current day's open work orders and completed invoices on the Dashboard.
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	Lets the user update prices in each of the following program areas: <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.
Inventory GL Code Delete	Lets the user delete existing inventory GL codes that have never been used.
Inventory GL Code View	Lets the user view inventory GL codes.
Inventory Pricing	Not used.

Item	Description
Inventory Qty Adjustment	Lets the user access the Quantity Adjustment Wizard.
Inventory View Only Price/Cost	Prevents the user from updating items' price and cost information, by overriding the editing functionality granted by the Inventory View/Edit Cost permission. When both Inventory View/Edit Cost and Inventory View Only Price/Cost are assigned, the user is able to see price and cost information but cannot edit amounts, assign price matrixes, or recalculate factor-based prices on the Site Prices and Quantity screen.
Inventory View/Edit Cost	Lets the user do the following: <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.
Invoicing Access	Lets the user access quotes, work orders, invoices, ROAs, and payouts. Also lets the user access the customer screens that are accessible with the Customer Access permission at point of sale.
Invoicing Change Date	Lets the user change the beginning or ending date of an open work order.
Invoicing Edit Printed WO	Lets the user change work orders that have been printed.
Invoicing New Payout	Lets the user pay an expense from the till.
Invoicing New ROA	Lets the user process payments received from customers.
Invoicing Pop Till	Causes the till to open when users accept cash for completed invoiced at their assigned tills. Note: This option is only available if you have an electronic cash drawer attached to your TireMaster system.
Invoicing Reverse Invoice	Lets users who have the Invoicing Access permission automatically reverse (and create a duplicate of) any customer's completed invoice.
Invoicing WO Delete	Lets the user delete an open work order.
Message Critical Notice	Lets the user access the TireMaster messaging center. Note: In future versions, critical notices could alert users to issues that adversely affect TireMaster.

Item	Description
Message Marketing Notice	Lets the user access the TireMaster messaging center. Note: In future versions, marketing notices could notify users of sales events and describe new TireMaster products and services.
Message Support Notice	Lets the user access the TireMaster messaging center. Note: In future versions, support notices could provide troubleshooting information.
Message Update Notice	Lets the user access the TireMaster messaging center and view messages about the availability of TireMaster updates.
Nat'l Recon Codes/ Credits	Lets the user view or edit reconciliation code settings.
Nat'l Recon Credits	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.
Option Cost Change RD Option	Lets the user choose whether to put an option-cost item on a receiving document by selecting or clearing the check box on the Option Cost screen. 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.
Overdue Balance Clearance	Lets the user start work orders and complete invoices for customers who have overdue balances. Note: If the system control Suppress overdue balance warning in POS is set to No , warning messages appear before the override prompts.
Override Document Lock	Lets the user override a security lock that protects a work order from being opened on two workstations at the same time. 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.
Payroll Comm Lock/ Adjust	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.
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.

Item	Description
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.
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.
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.

Item	Description
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	Lets the user view, edit, add, or delete user settings, permissions, commissions, and menus. Note: This permission should be granted to the system administrator only.
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.
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	Lets the user access any vendor menus that don't have a specific permission. Note: Some vendor menus are available only in the full version of TireMaster.
Vendor AP Payments	Lets the user access the AP Payment screen and the vendor's open-item ledger.
Vendor Charges	Lets the user access the Vendor Charge screen. 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.
Vendor View/Change Bank Information	Lets the user see the vendor's bank name, routing number, and bank account number.
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.

System Controls

Setting system controls lets you establish default settings for much of TireMaster. Each tab affects a different program area. Some controls are effective corporate-wide, while settings for the others can be unique for each site. This appendix includes descriptions of the following:

- ◆ [“Commission Controls” on page 855](#)
- ◆ [“Customer Controls” on page 856](#)
- ◆ [“Enterprise Controls” on page 859](#)
- ◆ [“General Ledger Controls” on page 860](#)
- ◆ [“Inventory Controls” on page 862](#)
- ◆ [“Other Controls” on page 865](#)
- ◆ [“Vendor Controls” on page 872](#)

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	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. Note: The purpose of this setting is to help you work more quickly when adjusting sales commissions.
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.

Item	Description
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

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	Defines the default customer type code for transfer customers.
Customer Default Type	Defines the which customer type is most commonly used for new customers
Customer/Site Default Tax Level - Labor	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.

Item	Description
Customer/Site Default Tax Level - Parts	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.
Debit Cards - Allow Cash Back	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. Note: This control needs to be set only if a payment card processing application is integrated with your TireMaster system.
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. 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.
Enable Customer/ Vendor Next & Prev buttons	Defines whether the Next and Prev (previous) buttons should be available on the Customer Maintenance and Vendor Maintenance screens. 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.

Item	Description
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. For example, if you set the control to 90, finance charges will be calculated only for invoices that are older than 90 days. When the control is set to 0, it is disabled.</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 sales tax is calculated for national-account invoices.
Sales Tax - Use Levels Assigned to Customers	<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. <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.

Item	Description
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>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 the full version of TireMaster.
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.

Enterprise Controls

Item	Description
Can Create New PO	Lets a site create new purchase orders. If this option is set to YES for Corporate, then Corporate can order items for sites. If this option is set to YES for a store, then that store can order its own items.
Can Create New RD	Lets a site create receiving documents, either manually or by receiving a purchase order. If this option is set to YES for Corporate, then Corporate can receive items for any sites. If this option is set to YES for a store, then that store can receive its own orders.

Item	Description
Can Create New VID	Lets a site price receiving documents (RDs) to create vendor invoice documents (VIDs). If this option is set to YES for Corporate, then Corporate can price items for any sites. If this option is set to YES for a store, then that store can price its own orders. Note: But if it's set to NO at a store, then it has to be set to YES at Corporate.
Interstore Offset - Major Account	Defines the major account that offsetting entries should post to when transactions affect multiple sites. The interstore offset account ensures that the general ledgers for individual sites remain in balance.
Interstore Transfers - Clearing Account	Defines the account that adjusting entries (AR journal entries and negative vendor charges) will post to, so they can be cleared.
Interstore Transfers - Customer Type	Defines the default customer type for interstore transfer customers (usually type U). Whenever an invoice is created for this customer type, TireMaster handles it as an interstore transfer invoice. When the store replicates to Corporate, TireMaster automatically creates an interstore transfer purchase order. Note: Do <i>not</i> use the customer type for regular transfer customers (usually type T) for this control. This setting is for transfers between stores in a multi-store system.
Interstore Transfers - Edit Prices	Allows a site change the cost of items received in an interstore transfer.
Interstore Transfer POs - Stop with PO (Ordered)	Defines how to process interstore-transfers for a site. If this control is set to NO for a site, interstore transfers are received and priced automatically at that site. If it is set to YES for a site, interstore-transfers need to be received and priced manually at that site. Note: This control is used for sites that are part of a corporate database configuration.
Update Factor and Base Price at All Sites	Allows users at the corporate site to implement changes made to an item's factor, base price, or both at the stores. To send base price and factor changes to the stores, click Update All Sites on the Site Prices and Quantity screen. The changes take effect at the stores after replication occurs.

General Ledger Controls

Item	Description
Default Account - Cash	Defines the default general ledger account for tracking any cash or checks received throughout the day. This amount (minus the till float) is taken out of the account during the day-end close. Assign an asset account for this control.

Item	Description
Default Account - Cash Over/Short	Defines the default general ledger account for posting any overages or shortages from the day-end close. This account is usually an expense account.
Default Account - FET Correction	Defines the default general ledger account for posting FET rounding error corrections. This function occurs during the month-end inventory value recalculation. This account is usually an expense account.
Default Account - Fin. Charge Income	Defines the default general ledger account for posting any finance charge income. This account is usually an income account.
Default Account - Freight	Defines the default general ledger account for posting any non-line freight. This account is usually an expense account.
Default Account - Inventory Correction	Defines the default general ledger account for posting any rounding errors found in the inventory value recalculation. This account is usually an asset account.
Default Account - PO Sales Tax Expense	Defines the default general ledger account for posting any sales tax you pay for the inventory you receive.
Default Account - Sales Tax	Not used.
Default Account - Sales Tax Rounding	Defines the default general ledger account for posting sales tax rounding amounts.
Default Account - Year-End Profit/Loss	Defines the default general ledger account used for posting your year-end profit or loss. Assign an equity account for this control.
Default Department	Defines the default department.
Default Department - Freight	Defines a default department for any freight expenses. This setting must be 1 unless you have multiple departments.
Default Department - Sales Tax Expense	Defines a default department for any sales tax expenses. This setting must be 1 , unless you have multiple departments.
Default GL Class	Defines the default GL class. This setting is usually 1 . Note: In the TireMaster startup database, class 1 is the Normal GL class.
Default Inventory GL Code	Defines the default inventory GL code.
Department Method	Defines whether departments are set up to provide information about customers or items.
Deposit - Clearing Account	Defines the general ledger account used for tracking deposits collected at point of sale when customers make payments toward purchases.
Fin. Statements - Asset	Not used.

Item	Description
Fin. Statements - Expense	Not used.
Fin. Statements - Income	Not used.
Fin. Statements - Liability	Not used.
Fin. Statements - Owner's Equity	Not used.
Income Statement - Administrative	Not used.
Income Statement - Other Income/ Expenses	Not used.
Income Statement - Sales & COGS	Not used.
Inventory Clearing Acct	Defines which general ledger account is used to offset entries for inventory returns to vendors. This account is usually a liability account.
Startup Account - Accounts Payable	Defines the vendor account for your startup balance. Do not change this account number.
Startup Account - Accounts Receivable	Defines the customer account for your startup balance. Do not change this account number.
Startup Account - Inventory	Defines the inventory account for your startup balance. Do not change this account number.
Transfer GL Class	Define the GL class for transfer invoices.

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.

Item	Description
Base Price Copied to Last Cost if Zero	<p>Defines whether to use a new item's base price as its last cost if the cost for that item is zero:</p> <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)	<p>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.</p>
Cost Replacement Code - Show on Invoices	<p>Defines whether to display the cost replacement code on invoices and on the Option Cost screen at point of sale.</p>
Custom Inventory Lookup	<p>Enables the Custom Inventory Lookup screen:</p> <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	<p>Enables the Core Item field on the Inventory Maintenance screen, so core items can be assigned to parent items.</p>
Fitment Guide - Skip Inventory Lookup	<p>Defines how the fitment guide uses the Custom Inventory Lookup screen:</p> <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 Size for Search	<p>Defines whether the fitment guide automatically uses size for inventory searches:</p> <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)	<p>Defines which costing method to use (FIFO, AVG, or LIFO) as your inventoriable costing method.</p> <p>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 219.</p>
Inventory Default Category	<p>Defines the default category for new inventory items.</p>

Item	Description
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 Amount - Percentage (%)	Defines the percentage used to calculate shop charges based on 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 “Showing and Hiding A–E Prices” on page 268 .
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 “Recalculating Prices for Individual Items” on page 238 .
Track Cores	Enables the Core Manager.

Item	Description
Use Next FET for POS/Receivings	<p>Defines whether the next FET is used for items put on purchase orders, receiving documents, quotes, or work orders.</p> <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. <p>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 868.</p>

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	<p>Defines whether federal excise tax is included when calculating the sales tax for an invoice:</p> <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	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. For example, if you set the control date to 1/1/2014, only documents completed between 1/1/2014 and the present are displayed.
ASN Manager	Defines whether the ASN Manager for the Bridgestone Electronic Inventory Replenishment Interface is active on your TireMaster system.
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: In TireMaster Point of Sale, 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	Defines whether your cash drawers will open when a credit card transaction is completed.

Item	Description
Checklist - Append to Comments	Defines whether to include notes about recommended services on invoices.
Checklist - Mileage Threshold	<p>Defines a range at which mileage-based services are automatically recommended to customers.</p> <p>Example: If you set the threshold to 1000 and defined that sparkplugs should be checked at 30,000 miles, the check sparkplug 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.</p> <p>Note: This setting is for TireMaster Corporate systems only.</p>
Checklist - View Status	<p>Defines which inspection areas to display when different service 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 multi-store 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	Defines whether the DOT interface for recording tire identification numbers appears at point of sale.
DOT Interface - Entry Bypass	<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 pre-printed registration certificate forms.</p>

Item	Description
Enforce BAR for Quotes	Defines whether changes to quotes require a BAR change entry.
Enforce BAR for Work Orders	Defines whether changes to work orders require a BAR change entry.
Force in Mileage	<p>Defines whether to require a mileage entry when starting a work order and completing an invoice.</p> <p>Note: Forcing mileage applies only when a vehicle has been selected for a work order.</p>
Force Mechanics	<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.
Force Option Cost Required	<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.
Force PO System to Create New PO	<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>

Item	Description
GM Viewer Cost Options	<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 added to the cost. Otherwise, the last FET will be used instead.</p>
Grid Control - Limit 1	<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. For example, if you wanted to display 30 documents when the button is selected, you'd set this control to 30.</p>
Grid Control - Limit 2	<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. For example, if you wanted to display 90 documents when the button is selected, you'd set this control to 90. ◆ When viewing a list of documents on the PO System screen. For 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.
Invoice - Print Header	<p>Defines whether to print company information on invoices.</p> <p>Note: If you use preprinted invoice paper, Select No.</p>
Invoice - Print Signature Line	<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>
Log Files - Delete Previous Months	<p>Defines whether to delete the previous month's log files. These log files are used along with your backups to restore data.</p>
Log Files - Path to Back Up	<p>Not used.</p>
Option Cost - Create RD Default	<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 on receiving documents, set this control to Yes and assign the permission Option Cost Change RD Option.</p>

Item	Description
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	Defines whether the total price for quotes includes shop charges. 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.
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	Defines the lowest margin you're willing to earn for quoted items. Note: Although margins are displayed as percentages on the Quote and Estimate Writer screen, you need to enter the default margin as a whole number for the system control. Example: To earn 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.

Item	Description
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> <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 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	<p>Defines which vendor is used to document your startup accounts payable balances and any inventory count adjustments.</p> <p>Note: In TireMaster Point of Sale, leave this control set to Vendor - Inv. Adjustments.</p>
Statement - Print Address	Defines whether to include your address on statements.
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.

Item	Description
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, disregard this entry.
Tills - Till #4 Starting Float	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.
TM Install - Auto download location	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 add-on products, such as fitment guides and payroll utilities. Note: If no location is set, installers are automatically placed in the apps folder in the TireMaster , QDSTM , or TMPOS directory.
Validate Database	Defines whether the nightly backup should check for data corruption. Note: If this control is not set, the database validation is enabled by default.
Work Orders - Default Quantity	Defines a default quantity for items that are added to work orders.
Work Orders - Fitment Print Air Pressure	Defines whether to include air pressure values recommended by a vehicle's manufacturer in work order and invoice comments.
Work Orders - Fitment Print TRQ	Defines whether to include torque values recommended by a vehicle's manufacturer in work order and invoice comments.
Work Orders - Mechanic Autofill	Defines how salesperson and mechanic assignments are handled at point of sale (on the Invoice Entry screen): <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. ◆ 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.

Item	Description
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). For example, if you want the promised time to turn yellow an hour before it occurs, you'd select 60 minutes.

Vendor Controls

Item	Description
AP Current Days	Defines the number of days for displaying payments due on the AP Payments screen. Example: If AP Current Days is set to 10 , the AP Payments screen would show all the payments that are due within 10 days.
Days between check run	Defines how many days typically separate payments to vendors. This setting enables TireMaster to estimate the next check run date for the Cash Requirements Report.
Default AP Discount #Days / Date	Defines the number of days or a day of the month for calculating early-pay discounts.
Default AP 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 the payment is made before the number of days has passed. ◆ Set to T to apply the discount if the payment is made on or before the selected date.
Default AP Discount Percentage (%)	Defines the most commonly used percentage for calculating discounts.
Default AP Due #Days/Date	Defines the number of days or a day of the month for due dates. This setting is used for all new vendors, unless it's changed in a vendor's payments terms. It is also used for aging balances, but not for calculating finance charges.

Item	Description
Default AP 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 Checking Account	Lets you select a default bank account. This number corresponds to the value in the Amount column of the Checking Account List.
Duplicate Ref Number Notification	Lets you define whether to display a message when a reference number has already been used on a vendor charge, purchase order, or receiving document for the selected vendor. If the control is enabled and TireMaster detects a duplicate number, the message appears prior to completing the vendor charge or pricing the order. <p>Note: For the message to appear, the new reference number must be an exact match of the existing number. For example, 12345 is a duplicate of 12345. However, 012345 is not.</p>
Misc. Vendor	Defines a vendor for handling special charges.
Print Checks Return to AP Payments	Defines whether TireMaster automatically returns to or closes the AP Payments screen after you print checks.
Require Reference Number - Pricing POs	Defines whether a reference number is required when you price an order.
Require Reference Number - Receiving Documents	Defines whether reference numbers are required on receiving documents.
Vendor Default Terms	Sets the default number of payments made to your vendors.
Vendor Default Type	Defines the most commonly used vendor type.
ZZ 3rd-Party Vendor	Lets you look up and select a third-party vendor.

Troubleshooting Validation Messages

If the validation process generates any errors or warnings, you can use the information in this appendix to determine how to resolve those errors and warnings. This appendix includes the following information:

- ◆ [“Resolving Validation Errors” on page 875](#)
- ◆ [“Resolving Validation Warnings” on page 877](#)

Resolving Validation Errors

The following information describes errors generated during the validation process. You need to complete the settings identified in validation errors.

System Control Corporate checks the corporate-site control for Enterprise systems. To change this setting, call Support.

System Control: Enterprise checks the Enterprise setting. To change this setting, call 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 general-ledger 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 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.

Resolving Validation Warnings

The following information describes warnings generated during the validation process. You are not required to complete the settings identified in validation warnings.

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.

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.

Document Types

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.
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 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 manually. 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.

Item	Description
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. This keymod is visible only to users with external data access. **removed this comment b/c it is visible in an item's work order history.
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 item 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).

Function Keys

You can use the function keys, also known as the F keys, to quickly access several program areas in TireMaster.

Function Key Guide

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 [®] (formerly Activant) 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.
F11	Opens the Quick Jobs menu for accessing the Epicor (also know as Activant) 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.

Casing Manager Setup Recommendations

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

- ◆ [“GL Accounts for the Casing Manager” on page 883](#)
- ◆ [“GL Codes for the Casing Manager” on page 885](#)
- ◆ [“Categories for the Casing Manager” on page 887](#)
- ◆ [“Inventory Items for the Casing Manager” on page 889](#)

Note: If you’re running a TireMaster Point of Sale system, contact TireMaster Support for assistance with setting up accounts for the Casing Manager.

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 than 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 than the examples shown in Table 19. 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 **GL Ranges** from the **Setup** menu.

Table 19: Casing Manager Inventory Accounts

Major	Minor	Description	Type
1220	100	Retread Inventory - Clearing Item	Asset
1220	200	Retread Inventory - Casings	Asset
		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.	
1220	300	Retread Inventory - Caps	Asset
		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.	
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 in Table 20.

Table 20: 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 in Table 21.

Table 21: 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 124) as a guide to set up this GL code.

Account Type	Value 1	Value 2
Inv. Acct - Parts	1200	100
Inv. Acct - FET	1200	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 124: 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 125) as a guide to set up this GL code.

Note: If your retread casing item will be classified as inventoriable, select the **Inventory** check box when setting 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 125: Settings for the GL Code RTCS

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 126) as a guide to set up this GL code.

Note: If your retread cap item will be classified as inventoriable, select the **Inventory** check box when setting 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 126: Settings for the GL Code RTCP

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 127) 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 127: 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 128) as a guide to set up this GL code.

Account Type	Debit	Credit
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 128: 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 as a guide to add the category RTCS to your TireMaster system. This category will be assigned to the retread casing item.

The screenshot shows a dialog box titled "Inventory Category Edit (5000)". It contains the following fields and controls:

- Category: RTCS
- Description: Retreads - Casings
- Labor Cost %: 0
- Active:
- Tire:
- Buttons: OK, Cancel

Figure 129: Settings for the Category RTCS

Category RTCP

Use the following image as a guide to add the category RTCP to your TireMaster system. This category will be assigned to the retread cap item.

The screenshot shows a dialog box titled "Inventory Category Edit (5000)". It contains the following fields and controls:

- Category: RTCP
- Description: Retreads - Caps
- Labor Cost %: 0
- Active:
- Tire:
- Buttons: OK, Cancel

Figure 130: Settings for the Category RTCP

Category RTZZ

Use the following image as a guide to add the category RTCP to your TireMaster system. This category will be assigned to the retread clearing, repair, and miscellaneous items.

The screenshot shows a dialog box titled "Inventory Category Edit (5000)". It contains the following fields and controls:

- Category: RTZZ
- Description: Retreads - Miscellaneous
- Labor Cost %: 0
- Active:
- Tire:
- Buttons: OK, Cancel

Figure 131: 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 132) as a guide to add the retread clearing item to your TireMaster system.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The window contains the following fields and controls:

- Product Code:** RTDCLR
- Size:** (empty)
- Rim Size:** (empty)
- Description:** Retread - Clearing Item
- Quick Look:** Retreads
- Group:** Retreads
- Charge Shop:** Parts Labor
- Part#:** 1 2675
- Inventory (Y/N):** N
- Type (G,C,F,D):** (empty)
- Color/Spiff:** (empty)
- Commission:** (empty)
- Force Option Cost
- Bolt1:** (empty)
- Lugs:** (empty)
- Offset:** (empty)
- Add-On/Kit Code:** (empty)
- Taxable:** Parts Labor
- Bolt2:** (empty)
- Width:** (empty)
- Weight:** 0.00
- Mfg Code:** (empty)
- Category:** RTZZ
- GL:** RTRD
- Buttons:** Find, Add, Edit, Delete, Close

Figure 132: Casing Manager Clearing Item

Casing Item

Use the following image (Figure 133) as a guide to add the retread casing item to your TireMaster system.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Product Code' is 'RTDCAS' and the 'Description' is 'Retread - Casings'. The 'Quick Look' is 'Retreads' and the 'Group' is 'Retreads'. The 'Charge Shop' is checked for both 'Parts' and 'Labor'. The 'Inventory (Y/N)' is 'Y'. The 'Part#' is '1 2676'. The 'Category' is 'RTCS' and the 'GL' is 'RTCS'. The 'Weight' is '0.00'. The 'Find' button is highlighted.

Figure 133: Casing Manager Casing Item

Cap Item

Use the following image (Figure 134) as a guide to add the retread cap item to your TireMaster system.

The screenshot shows the 'Inventory Maintenance (12300)' window with the 'General' tab selected. The 'Product Code' is 'RTDCAP' and the 'Description' is 'Retread - Caps'. The 'Quick Look' is 'Retreads' and the 'Group' is 'Retreads'. The 'Charge Shop' is checked for both 'Parts' and 'Labor'. The 'Inventory (Y/N)' is 'Y'. The 'Part#' is '1 2677'. The 'Category' is 'RTCP' and the 'GL' is 'RTCP'. The 'Weight' is '0.00'. The 'Find' button is highlighted.

Figure 134: Casing Manager Cap Item

Repair Item

Use the following image (Figure 135) 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 Part#: 1 2678

Size: Rim Size:

Description: Retread - Repairs

Quick Look: Retreads Active Discontinued

Group: Retreads Charge Shop: Parts Labor

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: RTRP

Find Add Edit Delete Close

Figure 135: Casing Manager Repair Item

Miscellaneous Item

Use the following image (Figure 136) 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 Part#: 1 2679

Size: Rim Size:

Description: Retread - Misc. Item

Quick Look: Retreads Active Discontinued

Group: Retreads Charge Shop: Parts Labor

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 136: Casing Manager Miscellaneous Item

A

- accent/tilde key 9
- account balances
 - customer 60
 - vendor 129
- account history
 - customer 58
 - vendor 128
- account number components 485
- account types 486
- accountant's security group 43
- accounting in multi-store systems 734
- accounts
 - AP interstore transfer 723
 - assets, setting up 487
 - credit 486
 - debit 486
 - deleting 492
 - equity, setting up 489
 - expense, setting up 490
 - general ledger 485
 - inactivating 491
 - income, setting up 490
 - interstore offset 723, 735
 - liability, setting up 488
 - multi-store interstore offset 735
 - new users 39
- accounts payable
 - interstore transfer account 723
- accounts payable reports 705
- accounts receivable reports 704
- ACH payments
 - generating payment list 584
 - overview 582
 - preparation 582
 - recording 583
- adding
 - accounts for new users 39
 - accounts, asset 487
 - accounts, checking 563
 - accounts, equity 489
 - accounts, expense 490
 - accounts, income 490
 - accounts, liability 488
 - accounts, savings 563
 - casings to Casing Manager 661
 - codes, color/spiff 213
 - codes, commission 644
 - codes, credit card 598
 - codes, customer color 80
 - codes, GL 172
 - codes, manufacturer 179
 - codes, reconciliation 606
 - contact types 113
 - core charges from Core Manager screen 686
 - core charges from Process Cores screen 687
 - customer e-mail addresses 115
 - customer information tab content 69
 - customer phone numbers 115
 - customers 62
 - customers, transfer 348
 - departments 518
 - fiscal periods 513
 - fiscal years 513
 - GL classes 511
 - inflation values to work orders 409
 - interstore transfer customer type 725

- inventory categories 175
- inventory items 152
- items to inventory and receivings 305
- menus 18
- missing core charges 685
- multi-store user accounts 712
- payment accounts 563
- postcard filters 445
- price level codes 255
- price level discounts 255
- psi to work orders 409
- security groups 44
- service checklists 388
- shipping addresses 68
- sites 516
- tax levels 466
- tax rates 460
- torque to work orders 409
- types, customer 75
- types, customer commission 640
- types, inventory commission 642
- types, vendor 134
- vehicles 85
- vehicles, commercial 95
- vendor charges to a batch 551
- vendor e-mail addresses 115
- vendor phone numbers 115
- vendors 131
- vendors, government support 133
- vendors, national account 133
- work order statuses 433
- adding and ordering items simultaneously 285
- add-on codes
 - associating items 203
 - creating 202
 - deleting 203
 - removing add-on items from 205
 - updating 202
- add-on items, updating 204
- add-ons, overview 200
- adjusting
 - customer balances 531
 - inventory quantities 198
 - quote item margins 371
 - sales commissions 631–632, 634–635
 - sales tax collected 470
- adjustment sales
 - process 623
 - requirements 624
 - vendors 133
- Adjustments Report 743
- administrator security group 43
- A-E price levels
 - assigning to customers 267
 - overview 263
 - price level discounts 266
 - showing and hiding 268
 - updating 266
- A-E prices, viewing 267
- aged balances
 - customer 60
 - vendor 129
- aging customer balances 709
- air pressure
 - controls 408
 - recommendations 408
- AP AR check box control 733
- AP easy checks
 - voiding 586
 - writing 578
- AP Payment checks, generating 555
- AP Payments screen 554
- applying
 - finance charges 840
 - payments to vendor accounts 559
 - ROAs 528
 - vendor credits 559
- Appointment Calendar 417

- appointment reminder text messages 105
 - appointment reminder texts 99
 - Appointment Report 429, 839
 - appointments
 - canceling 429
 - changing mechanics 425
 - changing service bays 426
 - deleting 429
 - printing a list 429
 - rescheduling 423, 427
 - resources 431
 - scheduling 419
 - scheduling quoted work 372
 - scheduling recommended services 380
 - text message reminders 105
 - turning into work orders 430
 - updating 427
 - AR balances, adjusting 531
 - AR Collections Report 743
 - AR Detail - by Customer 779
 - AR easy checks
 - voiding 588
 - writing 579
 - AR journal entries 531
 - AR or AP Aging 798
 - archiving data 8
 - asset accounts
 - creating 487
 - definition 486
 - assigning
 - A-E price levels, customers 267
 - A-E prices, multiple items 265
 - A-E prices, overview 264
 - A-E prices, single item 264
 - codes, add-on 205
 - codes, commission matrix 647
 - codes, customer color 81
 - codes, spiff 215
 - core cost amounts 679
 - factor for multiple items 236
 - menus 21
 - passwords in multi-store systems 712
 - permissions, security groups 43
 - price matrix to items 273
 - primary contact method 117
 - reports, security groups 43
 - tax levels to customers 468
 - types, customer 78
 - types, customer commission 641
 - types, inventory commission 643
 - types, transfer customer 348
 - types, vendor 134
 - associating
 - postcards, invoices 450
 - postcards, service checklists 450
 - at-a-glance sales history 341
 - average costing method (AVG) 220
- ## B
- back ordering items
 - all quantities 299
 - overview 297
 - partial quantities 297
 - background colors 716
 - backup media 6, 8
 - backups
 - daily 7
 - manual 7
 - month end 8
 - overview 6
 - redundant 7
 - year end 8
 - Balance Sheet 800
 - balance sheets, organizing 31–33
 - balances
 - customer 60

- vendor 129
- bank accounts
 - deposits 568
 - fees 570
 - making payments 566
 - payments from 566
 - transferring money 573
 - withdrawing money 571
- bank activity, managing 566
- bank fees
 - recording 570
 - returned checks 538
- BAR change entries 334
- bar codes
 - assigning 168
 - entering, purchase orders 170
 - entering, quotes 169
 - entering, receiving documents 170
 - entering, work orders 169
 - inventory searches 190
 - overview 167
 - scanner requirements 167
 - scanner set up 168
 - search option setting 168
- bay list
 - setting up 431
 - updating settings 432
- bays, deleting 432
- beginning balances, customers 540, 542
- billing addresses
 - adding 68
 - storing 57
- blank postcards 454
- Bureau of Automotive Repair 334
- buying
 - casings from customers 657
 - consignment items 157

C

- calc & post 701
- calculating
 - factor-based prices 234
 - margins 234–235
 - markups 234
 - mechanic productivity 652
 - per unit cost 287
 - prices 219
 - sales commission 649
- calendar date ranges 9
- calendar for appointments 417
- calling Support 13
- canceling
 - appointments 429
 - items from POs 289
 - ordered items 289
 - purchase orders 292
- cap item, Casing Manager 890
- CARFAX
 - setting up interface 90
 - submitting service information 88
 - vehicle history 88
 - vehicle lookup 87
- cash drawers 26–27
- Cash In 744
- Cash Out 745
- cash reimbursements 539
- Cash Requirements 828
- casing credits
 - dual 671
 - issuing 669
- casing item, Casing Manager 889
- Casing Manager
 - adding casings 661
 - buying casings 657
 - Cap item 890

- casing item 889
 - categories 887
 - clearing item 889
 - defective casings 665
 - dual credits 671
 - expense accounts 884
 - generating reports 673
 - GL accounts 883
 - GL codes 885
 - inventory accounts 883
 - inventory items 889
 - issuing credits 669
 - retread cap category 888
 - retread cap GL code 886
 - retread casing category 888
 - retread casing GL code 885
 - retread clearing GL code 885
 - retread facilitation 656
 - retread miscellaneous category 888
 - retread miscellaneous GL code 887
 - retread repairs GL code 886
 - retread service fees 667
 - sales accounts 884
 - selling casings 658
 - sending casings to retreader 664
 - setting up 658
 - use scenarios 655
- Casing Manager Report 839
- casings
- adding to Casing Manager 661
 - buying from customers 657
 - defective 665
 - dual credits 669
 - generating list 839
 - selling to retreaders 658
 - sending to retreaders 664
- categories
- Casing Manager 887
 - retread caps 888
 - retread casings 888
 - retread miscellaneous items 888
- categories, inventory 174
- Cbal utility 541
- cell phones, adding texting 101
- changing
- add-on item settings 204
 - customer tax levels 68
 - departments at point of sale 522
 - fiscal calendar 514
 - GL code settings 173
 - item settings 245
 - passwords 41
 - reconciliation codes on work orders 609
 - security groups 44
 - selling prices 245
 - tax levels at point of sale 477
 - tax rate settings 462
 - vehicle job status 436
 - vendor prices (your cost) 245
 - vendor records 132
 - vendors on purchase orders 288
- Charge Edit Report 839
- charges, vendor 545
- charging
- retread service fees 667
 - returned check fees 536
- chart of accounts
- defined 485
 - updating 487
- Chart of Accounts Listing 802
- chart of accounts, multi-store systems 723
- Check Edit Report 839
- Check History Report 779
- check register
- entries, merchant fees 594
 - entries, returned checks 534
- Check Register Report 803
- checking accounts

- adding 563
- reconciling 576
- updating settings 565
- writing easy checks 578
- checks
 - voiding 575, 585, 589
 - voiding AP easy 586
 - voiding AR easy 588
- CIMS credentials 413
- clearing interstore transfers 729
- clearing item, Casing Manager 889
- Close tab, reports 743
- closing
 - day-end 696, 698
 - fiscal periods 700
 - fiscal years 703
 - month end 700
 - reports 704
 - shifts 695
 - year end 703
- Closing Reports
 - AR Collections 743
 - Sales Comparison 768
 - Sales Information 770
 - Sales Tax Ledger 773
- closing reports
 - Adjustments 743
 - Cash In 744
 - Cash Out 745
 - Commission Report 745
 - Credit Card List for Date Range 747
 - Customer Balance Report by Salesperson 748
 - Daily Transaction Report 749
 - Day End Daily Sales Report 749
 - Day End Daily Till Detail 750
 - Day End Till Totals Report 751
 - Day End Transaction Report 751
 - Declined Services 752
 - Deleted Work Order 753
 - Direct Deposit 754
 - Employee Customer Type List 754
 - Employee/User List 755
 - Government Support Invoices 755
 - GS & Adjustment Checkup Report 755
 - Historical Option Cost Sales 755
 - Historical Sales 756
 - Historical Sales by Zip Code 757
 - Invoice Averages by Date 758
 - Invoice Detail 758
 - Mechanic Flat Rate Report 759
 - Mechanic Report 760
 - National Account Invoices 761
 - National Account Recon. Report 761
 - Negative Option Cost Totals 762
 - NonInventory Sales 762
 - Null Salesperson Report 762
 - Open Quote 763
 - Open Work Order - Item List 763
 - Open Work Order - Qty 764
 - Open Work Order Deposits 764
 - Open Work Order Report 764
 - Over Short Report 765
 - overview 743
 - PaidOut List for Date Range 765
 - Post Error Report 765, 810
 - Purchase Order Report 765
 - Sales Analysis Report 766
 - Sales Person Report 776
 - Sales Tax by Rate 773
 - Sales Tax Report 774
 - Sales Tax Setup Report 774
 - Sales Trend Report 774
 - Service Checklist Setup 777
 - Site Setup Report 778
 - Spiff Sales Person Report 778
 - Transfer Invoices 778
- codes
 - add-on, associating with items 203
 - add-on, creating 202

- add-on, deleting 203
- add-on, overview 200
- add-on, removing items from 205
- add-on, updating 202
- assigning to commission matrix 645
- color/spiff, adding 213
- color/spiff, adding and updating 213
- color/spiff, assigning 215
- color/spiff, assigning multiple items 215
- color/spiff, assigning one item 215
- color/spiff, deleting 215
- color/spiff, overview 212
- color/spiff, updating 213
- commission rate 644
- commission, overview 643
- cost replacement, overview 226
- cost replacement, setting up 226
- credit card, creating 598
- customer color, assigning 81
- customer color, creating 80
- customer color, deleting 81
- customer color, overview 80
- customer color, removing from customer 82
- customer color, updating 81
- document type 879, 881
- GL, creating 172
- GL, deleting 174
- GL, designing 171
- GL, overview 170
- GL, setting default 174
- GL, updating 173
- manufacturer 179
- manufacturer, adding and updating 179
- manufacturer, deleting 180
- manufacturer, overview 179
- postcard 440
- price level, creating 255
- reconciliation, adding 606
- reconciliation, changing on a work order 609
- reconciliation, deleting 608
- reconciliation, overview 603
- reconciliation, updating 608
- spiff, adding 213
- spiff, updating 213
- collecting sales tax
 - multiple states 476
 - parts price and labor prices 475
 - parts price only 475
- colocation 716
- color codes
 - assigning, customers 81
 - creating 80
 - customer overview 80
 - deleting from customer records 81
 - removing from customer records 82
 - setting up 213
 - updating, customer 81
- color coding
 - customers 80
 - promised time 438
- color/spiff codes
 - assigning 215
 - assigning multiple items 215
 - assigning one item 215
 - deleting 215
 - overview 212
 - updating 249
- columns, rearranging in tables 12
- combining
 - customer records 69
 - inventory returns and receivings 315
 - vehicles 92
- commercial vehicles
 - adding 95
 - overview 95
- commission codes
 - creating 644
 - overview 639, 643
 - placement in matrix 639

- commission controls 855
- commission matrix
 - overview 639, 646
 - setting up 647
- Commission Report 745
- commission types
 - assigning to customers 641
 - assigning to inventory items 643
 - customer, adding 640
 - inventory, adding 642
 - placement in matrix 639
- commissions
 - adjusting, national account sale 631
 - building blocks 640
 - calculating 649
 - codes, assigning 645
 - locking 745
 - overview 639
 - rates 643
 - report 745
 - types, customer 640
 - types, inventory 642
- common tasks 9
- comparison quotes 364, 367
- completing
 - BAR change entries 334
 - invoices 336
 - open purchase orders 286
 - sales 336
 - work orders 336
- conducting physical counts 198
- Consignment Inventory 811
- consignment items
 - buying from vendors 157
 - handling 156
 - selling 157
 - setting up 156
- contact information
 - customers 51
 - global ordering 118
 - ordering for individuals 119
 - organizaing 118
 - vendors 125
- contact methods
 - assigning primary 117
- contact types
 - adding 113
 - defined 113
 - deleting 114
 - removing 114
 - updating 113
- control settings
 - commission 645
 - force option cost 224
 - sales tax 471
 - service checklist 394
 - torque and psi 408
 - transfer sales 347
- copying
 - another user's commission matrix 647
 - commission matrix templates 647
 - inventory tax-adjustment groups 480
 - price matrix 271
- core charges
 - adding from Core Manager screen 686
 - adding from Process Cores screen 687
 - managing 678
 - missing 685
 - recording 680
 - refunding 689
 - updating 685
- core cost assignments 679
- core cost information management 678
- core credit processing 682
- core items
 - invoicing 676
 - receiving 676

- Core Manager reports 690
- core tracking
 - scenarios 675
 - setting up 677
- corporate controls 713
- cost replacement codes 226
- costing methods
 - average (AVG) 219–220
 - first in, first out (FIFO) 219
 - inventoriable 219
 - last in, first out (LIFO) 219
 - noninventoriable 222
 - standard cost 221
- creating
 - accounts, asset 487
 - accounts, equity 489
 - accounts, income 490
 - accounts, liability 488
 - bay list 431
 - codes, add-on 202
 - codes, commission 644
 - codes, credit card 598
 - codes, customer color 80
 - codes, GL 172
 - codes, price level 255
 - custom report tabs 836
 - custom settings for financial statements 844
 - customer records 62
 - departments 518
 - expense accounts 490
 - financial statement account groups 32
 - GL classes 511
 - global messages 34
 - interstore transfer customer type 725
 - interstore transfer invoices 728
 - inventory tax-adjustment groups 478
 - job list 431
 - passwords 41
 - postcard filters 445
 - price level discounts 255
 - purchase orders 283
 - receiving documents 301
 - service checklists 388
 - single quotes 361
 - tax levels 466
 - tax rates 460
 - tax-exemption certificates 469
 - tax-rate adjustments 481
 - templates, commission-matrix 648
 - types, customer commission 640
 - types, inventory commission 642
 - vendor charges, batches 547
 - vendor charges, individual 545
 - vendor records 131
 - vendor types 134
 - work orders 329
- credit accounts 486
- credit and debit card processing 591
- credit card company
 - payments, recording 594
 - subledger accounts 597
- Credit Card List for Date Range 747
- credit cards
 - codes, adding 598
 - customer type 597
 - payment reversals 540
 - prefixes 599
 - reversing invoices 593
 - sales 591
 - setting up 596
- credit limit
 - customers 51
 - vendors 125
- credit memos 533
- credit reconciliation overview 628
- credits, applying to vendor accounts 559
- critical notices 3

- Custom Inventory Lookup screen
 - enabling 185
 - overview 181
 - setting up 183
- custom report tabs
 - creating 836
 - deleting 838
- custom settings for financial statements 844
- customer
 - color codes 80
 - department method 520
 - history, TireMaster DOS 82
 - history, TireMaster Lite 82
 - list editing 66
- customer accounts
 - adjusting balances 531
 - finance charges 708
 - outstanding items 523
- Customer Balance by Current Date 780
- Customer Balance for Previous Period 781
- Customer Balance Report 782
- Customer Balance Report by Salesperson 748
- customer beginning balance utility 541
- Customer Category List 783
- customer color codes
 - assigning 81
 - creating 80
 - deleting 81
 - overview 80
 - removing 82
 - updating 81
- customer commission types
 - assigning 641
 - creating 640
 - default setting 645
 - overview 640
- Customer Contact List 783
- customer controls 856
- Customer Credit Report 784
- Customer GPM Report 785
- Customer History Report 786
- customer information
 - updating, multiple customers 66
 - updating, one customer 66
- customer information tab 69
- Customer List by Type 786
- Customer Maintenance screen
 - Aging tab 60
 - General tab 51
 - Information tab 62
 - Ledger/History tab 58
 - overview 51
 - ShipTo tab 57
 - Vehicle tab 56
- Customer Master List 787
- Customer Overdue Balance Report 787
- Customer Overdue by Current Date 788
- customer payments
 - applying 528
 - multi-store systems 717
 - overview 523
 - unapplying 529
- Customer Recon Codes Report 790
- customer refund checks 540
- customer reports
 - AR Detail - by Customer 779
 - Check History Report 779
 - Customer Balance by Current Date 780
 - Customer Balance for Previous Period 781
 - Customer Balance Report 782
 - Customer Category List 783
 - Customer Contact List 783
 - Customer Credit Report 784
 - Customer GPM Report 785
 - Customer History Report 786
 - Customer List by Type 786

- Customer Master List 787
 - Customer Overdue Balance Report 787
 - Customer Overdue by Current Date 788
 - Customer Recon Codes Report 790
 - Customer Sales Report 790
 - Fleet Price Customer Contracts 792
 - Fleet Price Detail Customer Contracts 793
 - overview 779
 - Real-Time Statements 794
 - Sent E-mail/Text List 777
 - Unapplied Credit Report 795
 - Unapplied Open Item Report 795
 - Unpaid Finance Charge Report 796
 - Vehicle 796
 - Vehicle Expense Report 797
 - Customer Sales Report 790
 - customer statements
 - generating 706
 - printing 709
 - Customer tab, reports 779
 - customer transactions, overview 328
 - customer turnaround 417
 - customer types
 - adding 75
 - assigning 78
 - credit card 597
 - default 77
 - deleting 77
 - interstore transfers 725
 - managing 74
 - overview 73
 - transfer sales 346
 - updating 77
 - customers
 - adding 62
 - additional information 62, 69
 - addresses, billing 68
 - addresses, delivery 68
 - addresses, shipping 68
 - A-E price level assignments 267
 - aging balances 709
 - balances 60
 - beginning balances, entering 542
 - beginning balances, overview 540
 - color codes 80–81
 - combining records 69
 - contact information 51
 - credit card company 597
 - credit limit 51
 - finding 65
 - fleet contracts 737–738
 - history 58
 - looking up 10, 65
 - maintaining 62
 - managing in multi-store systems 717
 - open item ledger 523
 - payment settings 51
 - payment terms, overview 70
 - payment terms, setting 71
 - price level assignments 261
 - reimbursement overview 539
 - settings for multi-store systems 718
 - subledger 58
 - tax level assignments 468
 - tax levels, updating 68
 - tax settings 51
 - tax settings overview 475
 - text messaging 103
 - updating information 66
 - vehicle listing 56
 - viewing history in multi-store systems 718
 - year-to-date sales totals 60
 - customizable menu overview 17
 - cut off, month end 702
 - cutting off, customer statements 709
- D**
- daily backups 7

- Daily Invoice Report 839
- Daily Sales Report 839
- Daily Till Detail Report 840
- daily till totals 697
- Daily Transaction Report 749
- data archive 8
- databases
 - maintaining 4
 - shared 716
 - validating 4
- date ranges, entering 9
- Day End Close screen 697
- Day End Daily Sales Report 749
- Day End Daily Till Detail 750
- Day End Till Totals Report 751
- Day End Transaction Report 751, 840
- day-end closing
 - overages and shortages 699
 - overview 696
 - procedures 698
- day-end reports
 - Day End Daily Sales Report 749
 - Day End Daily Till Detail 750
 - Day End Transaction Report 751
- debit accounts 486
- debit card
 - sales 591
 - setting up 600
- Declined Services 752
- declined-services postcards 450
- default
 - account, checking 872
 - accounts, general ledger 492, 860
 - AP discount settings 137
 - AR discount settings 856
 - checking account, setting 566
 - code, commission matrix 645, 855
 - code, GL 174, 860
 - department 519, 860
 - GL class 512, 860
 - GL Ranges 494
 - inventory category 177, 862
 - service checklist 389
 - tax levels 472, 856
 - terms, customer payment 70
 - till float 865
 - type, customer 77, 856
 - type, customer commission 641, 855
 - type, inventory commission 643, 645, 855
 - type, vendor 872
 - types, commission 645
 - vendor discount settings 872
 - vendor payment terms 136–137
- defective casings, marking 665
- defining
 - mechanics 431
 - number of tills 693
 - recommended-service mileage 396
 - till floats 694
 - till number, installation 694
 - workstation till number 694
- Deleted Work Orders 753
- deleting
 - accounts, general ledger 492
 - appointments 429
 - bays 432
 - codes, add-on 203
 - codes, customer color 81
 - codes, GL 174
 - codes, manufacturer 180
 - codes, reconciliation 608
 - codes, spiff 215
 - contact types 114
 - custom report tabs 838
 - customer e-mail addresses 123
 - customer phone numbers 123
 - estimates 385

- expired appointments 433
 - financial statement account groups 34
 - fleet contracts 740
 - GL classes 512
 - inventory categories 176
 - inventory items 167
 - inventory tax-adjustment groups 480
 - items from purchase orders 285
 - job types 432
 - menu assignments 23
 - postcard filters 449
 - price matrix 272
 - Pricing Wizard Configurations 254
 - purchase orders 292
 - quotes 385
 - quotes, expired 702
 - service checklists 394
 - tax rates 466
 - types, customer 77
 - types, vendor 134–135
 - uncompleted core charges 688
 - vehicles 94
 - vendor charge batches 553
 - vendor e-mail addresses 123
 - vendor phone numbers 123
 - vendors 134
 - work order statuses 435
 - work orders 335
- delivery addresses 68
 - department methods
 - customer 520
 - inventory 521
 - overview 520
 - departments
 - adding 518
 - changing at point of sale 522
 - maintaining 518
 - overview 518
 - renaming 519
 - deposits
 - bank account 568
 - point of sale overview 343
 - processing at point of sale 343
 - refunding point of sale 345
 - setups for point of sale 343
 - designing
 - financial statements 31
 - GL codes 171
 - income statements, detailed 510
 - service checklists 388
 - dimensions
 - label 456
 - postcards 440
 - Direct Deposit 754
 - disabling GL ranges 496
 - Discontinued Inventory List 812
 - discontinued items 166
 - discounts, setting up 157
 - document e-mail
 - body text 106
 - overview 106
 - subject lines 106
 - document searches 509
 - document type codes 879, 881
 - document types, printer selection 26
 - documents
 - e-mail overview 109
 - e-mailing historical invoices 110
 - e-mailing newly-completed 109
 - setting up 28
 - DOT Interface
 - CIMS registration 413
 - defining availability 412
 - enabling and disabling 412
 - recording DOT numbers 413
 - setting up 411
 - tire category settings 411
 - down-arrow lookup method

- settings 183

- using 11

- dual casing credits 671

E

- Easy Check Detail Report 840

- easy checks

- detail report 840

- overview 578

- writing AP 578

- writing AR 579

- writing miscellaneous 581

- editing

- inventory categories 175

- tax rates 462

- EDL, setting 233

- e-mail addresses

- adding for customers 115

- adding for vendors 115

- deleting for customers 123

- deleting for vendors 123

- updating for customers 121

- updating for vendors 121

- e-mail server setups 106

- e-mailing documents

- historical invoices 110

- newly completed 109

- overview 109

- employee commission matrix, setting up 647

- Employee Customer Type List 754

- employee e-mail address setups 106

- Employee/User Edit screen 38

- Employee/User List 755

- employees

- user accounts, adding 39

- user accounts, inactivating 41

- enabling

- appointment reminder texts 99

- Custom Inventory Lookup screen 185

- invoice thank you messaging 100

- texting for cell phones 101

- work order status texting 100

- enhancement requests 15

- entering

- bar codes on purchase orders 170

- bar codes on quotes 169

- bar codes on receiving documents 170

- bar codes on work orders 169

- bar codes, overview 169

- customer balances 540, 542

- date ranges 9

- option cost 225

- Enterprise System Controls 719, 859

- Epicor Integrated Service Estimator 379

- equity accounts

- creating 489

- definition 486

- errors, validation 5, 875

- establishing payment accounts 563

- estimates

- customer follow-ups 387

- deleting 385

- printing 384

- retrieving 382

- turning into work orders 381

- unlocking 386

- updating 383

- writing 378

- everyday low price settings 229

- EXE version 13

- expense accounts

- Casing Manager 884

- creating 490

- definition 486

- expense costing method 222

- expenses, paying from the till 349
- expired
 - quotes 702
 - tax rates and levels 469
- expired appointments, deleting 433
- exporting reports 843
- External History Viewer 82

F

- factor-based prices
 - margins 235
 - markups 234
 - overview 234
 - recalculating 238
- factors
 - assigning to group of items 236
 - updating 249
- federal excise tax
 - excluding from sales tax 474
 - handling cost 319
 - settings 229
- fees
 - charged by banks 570
 - retread services 667
 - returned checks 536
 - setting up tire tax 158
- FET cost, handling 319
- FET exemptions 79
- FIFO 219
- filters
 - created on-the-fly 445
 - customer 445
 - mailing labels 456
 - managing postcard 445
 - mileage 445
 - postcard 445
 - product 445
 - reusable 445
 - sales 445
 - selecting reusable 452
 - updating 448
- Finance Charge Edit Report 840
- finance charges
 - applying to customer accounts 708
 - report 840
 - reversing 530
- financial statement account groups
 - creating 32
 - deleting 34
 - updating 33
- financial statement settings, creating 844
- financial statements
 - custom settings 844
 - designing 31
 - inactivating settings 845
- finding
 - customers 10, 65
 - inventory items 11
 - vendors 10
- first in, first out costing method 219
- fiscal calendar
 - changing 514
 - overview 512
 - setting up 513
 - short year 514
 - unlocking periods 516
 - updating 513
- fiscal periods
 - closing 700
 - locking 702
 - unlocking 516
- fitment guide
 - F7 access 402
 - inventory lookup settings 407
 - quote access 404

- recommended air pressure 408
- recommended torque 408
- screen overview 399
- staggered fitments 406
- work order access 404
- fixed prices, setting 233
- flat rates
 - calculating productivity 652
 - setting for items 651
- fleet contracts
 - deleting 740
 - pricing items 739
 - setting up 737–738
- Fleet Price Customer Contracts 792
- Fleet Price Detail Customer Contracts 793
- former employee user accounts 41
- forms
 - preprinted 28
 - text length 28
- front tire size 406

G

- gas items
 - linking 210
 - viewing links 212
- Gas Link Maintenance screen 209
- gas links
 - inactivating 212
 - overview 209
 - settings 209
- gasoline
 - adding to work orders 337
 - selling 337
 - setting up 157
- general ledger
 - account listing 485
 - account numbers 485

- system controls 860
- general ledger accounts
 - credit 486
 - debit 486
 - default settings 492
 - deleting 492
 - inactivating 491
 - sales tax rounding 473
 - types 486
- general ledger reports
 - AR or AP Aging 798
 - Balance Sheet 800
 - Chart of Accounts Listing 802
 - Check Register Report 803
 - closing 704
 - GL Inactive Account Detail 805
 - GL Summary 805
 - GL Temp Report 806
 - GL Transaction Details 806
 - Income Statement 807
 - Interstore Balance Report 809
 - Long Form 809
 - overview 798
 - Short Form 810
 - Trial Balance 810
- generating
 - AP Payment checks 555
 - customer statements 706
 - mass mailing postcards 452
- generic postcards 454
- GL accounts for Casing Manager 883
- GL classes
 - adding 511
 - creating 511
 - default 512
 - deleting 512
 - overview 510
 - setting up 511
- GL codes

- Casing Manager 885
 - default 174
 - defined 170
 - deleting 174
 - report 840
 - retread cap 886
 - retread casing 885
 - retread clearing 885
 - retread miscellaneous 887
 - retread repairs 886
 - setting up 172
 - updating 173
 - GL Codes Report 840
 - GL Inactive Account Detail 805
 - GL ranges
 - disabling 496
 - overview 494
 - updating 495
 - GL settings 170
 - GL Summary 805
 - GL tab, reports 798
 - GL Temp Report 806
 - GL Transaction Details 806
 - GL Transaction View List 841
 - GL Transaction View screen 503
 - global messages, creating 34
 - global price levels, using 262
 - GM Viewer 341
 - Government Support Invoices 755
 - government-support customer price levels 623
 - government-support sales
 - example 617
 - process 616
 - requirements 617
 - government-support vendors 133
 - gross profit
 - invoices 342
 - work orders 342
 - group user accounts 40
 - groups
 - inventory 174, 178
 - security 43
 - GS & Adjustment Checkup Report 755
 - guidelines, printer selection 26
- ## H
- handling
 - consignment items 156
 - FET cost 319
 - interstore balances 735
 - overages, day-end close 699
 - returned checks 534
 - shortages, day-end close 699
 - historical document searches 509
 - historical ledger
 - customers 58
 - vendors 128
 - Historical Option Cost Sales 755
 - Historical Qty Adjustment Report 812
 - Historical Sales 756
 - Historical Sales by Zip Code 757
 - history
 - customer 58
 - items, overview 194
 - TireMaster DOS 82
 - TireMaster Lite 82
 - vendor 128
 - hot keys 2, 9
 - hours worked, calculating 652
- ## I
- inactivating
 - customers 69

- gas links 212
- general ledger accounts 491
- inventory categories 177
- items 167
- postcards 444
- tax-rate adjustments 483
- user accounts 41
- vehicles 94
- income accounts
 - creating 490
 - definition 486
- Income Statement 807
- income statements
 - detail, controlling 510
 - GL class effects 510
 - organizing 31, 33
- income statements, organizing 32
- inspection areas
 - associating postcards 450
 - creating 389
 - updating 393
- installing patches and updates 2
- Integrated Service Estimator 379
- Interstore Balance Report 809
- interstore offset account 723, 735
- interstore transfers
 - automatic receiving 729
 - clearing 729
 - customer settings 727
 - customer type for 725
 - GL accounts 723
 - invoices 728
 - overview 723
 - preparations 723
 - setting up customers for 727
 - site settings 727
 - system control settings for 726
 - viewing site AP activity 731
 - viewing site AR activity 731
- Interstore Trasfer Report 841
- inventoriable costing methods
 - average (AVG) 220
 - defined 219
 - first in, first out (FIFO) 219
 - last in, last out (LIFO) 219
 - setting 220
 - standard cost 221
- inventoriable items
 - overview 150
 - returning to vendors 308
- inventory
 - adding 152
 - department method 521
 - history, overview 194
 - linking to photos 149
 - linking to web sites 149
 - looking up 185
 - multi-store settings 721
 - note settings 149
 - price settings 229
 - receiving from vendors 294
 - required settings 152
 - specifications settings 149
 - system controls 862
 - tax settings, overview 475
 - transfer receivings 349
 - transferring to other stores 346
 - updating 158
- inventory accounts for Casing Manager 883
- Inventory Add-On Codes 813
- Inventory Bar Codes 813
- Inventory Calculation Report 814
- inventory categories
 - adding 175
 - defined 174
 - deleting 176
 - editing 175

- inactivating 177
- Inventory Category List 176, 815
- inventory category, default 177
- Inventory Check-Up Report 815
- inventory clearing account 307
- inventory commission types
 - assigning 643
 - creating 642
 - overview 642
- Inventory Cost Listing Report 815
- inventory cost settings 229
- Inventory Counting Deck
 - printed from Quantity Adjustment Wizard 197
 - printed from Report List 816
- Inventory Counting Deck w/ QTY 816
- inventory counts
 - conducting 198
 - overview 196
- Inventory Flat Rate Report 817
- Inventory GL Code Detail 817
- Inventory GL Code List 818
- Inventory GL Code Maintenance screen 170
- Inventory Group List 818
- inventory groups
 - defined 174
 - setting up 178
- inventory history
 - looking up 194–195
 - viewing, Inventory List 195
 - viewing, item records 194
- inventory items
 - adding and receiving simultaneously 305
 - Casing Manager 889
 - commission types 639
 - gasoline 157
 - interstore transfers 723
 - looking up 11
 - managing in multi-store systems 721
 - ordering 283
 - recalculating value 701
 - reordering 291
 - resetting noninventoriable quantities 702
- Inventory Label 818
- Inventory List
 - item history, accessing 195
 - layout, changing 193
- Inventory List - Negative 819
- Inventory List - Not Zero 819
- Inventory List Editing 159
- Inventory List Editing Report 841
- Inventory Listing by Manufacturer 819
- Inventory Maintenance Screen 141
- Inventory Master List 819
- Inventory Min/Max Qty List 820
- Inventory Moving 820
- Inventory Non-Inventory List 820
- Inventory Not Moving Report 821
- Inventory On Order Report 822
- Inventory Price Level Report 822
- inventory quantities, adjusting 198
- Inventory Quantity Adjustment Wizard 198
- Inventory Reconciliation Report 823
- Inventory Reorder Report 824
- inventory reports
 - closing 705
 - Consignment Inventory 811
 - Discontinued Inventory List 812
 - Historical Qty Adjustment Report 812
 - Inventory Add-On Codes 813
 - Inventory Bar Codes 813
 - Inventory Calculation Report 814
 - Inventory Category List 815
 - Inventory Check-Up Report 815
 - Inventory Cost Listing 815

- Inventory Counting Deck 816
- Inventory Counting Deck w/ QTY 816
- Inventory Flat Rate Report 817
- Inventory GL Code Detail 817
- Inventory GL Code List 818
- Inventory Group List 818
- Inventory Label 818
- Inventory List - Negative 819
- Inventory List - Not Zero 819
- Inventory Listing by Manufacturer 819
- Inventory Master List 819
- Inventory Min/Max Qty List 820
- Inventory Moving 820
- Inventory Non-Inventory List 820
- Inventory Not Moving Report 821
- Inventory On Order 822
- Inventory Price Level Report 822
- Inventory Reconciliation Report 823
- Inventory Reorder Report 824
- Inventory Slow Moving Report 824
- Inventory Spiff Report 825
- Inventory Value Report 826
- Inventory Zero Cost & Zero Min Report 826
- Items on Sale 826
- overview 811
- Price Level Reports 827
- Receiving History by Product Report 828
- Vendor Part Number List 828
- Work Order Qty 828
- inventory returns
 - combined with receivings 315
 - inventoriable items 308
 - noninventoriable items 311
 - overview 307
 - tracking account 307
- inventory searches
 - bar codes 190
 - item ranges 188
 - manufacturer codes 187
 - multiple codes 191
 - quick look codes 186
 - staggered fitment tires 190
- Inventory Slow Moving Report 824
- Inventory Spiff Report 825
- Inventory tab, reports 811
- Inventory Value Report 826
- Inventory Zero Cost & Zero Min Report 826
- Invoice Averages by Date 758
- Invoice Detail 758
- Invoice/Document Search screen 507
- invoices
 - adjustment sale 626
 - changing departments at point of sale 522
 - completing 336
 - global messages 34
 - government-support sale 622
 - gross profit 342
 - interstore transfers 728
 - looking up 509
 - multi-store systems 717
 - national-account sale 615
 - reversing 339
 - text length settings 28
- invoicing controls in multi-store systems 716
- invoicing core items 676
- invoicing in multi-store systems 716
- issuing dual casing credits 671
- item ranges, using for inventory searches 188
- items
 - adding 152
 - adding and receiving simultaneously 305
 - add-on codes, removing 205
 - A-E price assignments 264–265
 - assigning add-on codes 205
 - assigning price matrix 273
 - associating with add-on codes 203
 - consignment 156
 - core cost assignments 679

- deleting 167
- discontinuing 166
- history, overview 194
- inactivating, automatically 167
- inactivating, manually 167
- inventoriable 150
- looking up 185
- maintaining 152
- noninventoriable 151
- nonstock 151
- price matrix assignments 273–274
- putting on sale 249
- receiving from vendors 294
- stock 151
- updating settings 158
- upselling 200

Items on Sale Report 826

J

- JE Edit Report 841
- job status 436
- job type list, setting up 431
- job types, deleting 432
- journal entries
 - defined 496
 - looking up 505
 - manual 498
 - recurring 499
 - researching 503
 - reversing 501
 - viewing 505
- journal entries screen 496

K

- keymods 879, 881
- keys 2

L

- labels
 - dimensions 456
 - mailing 456
 - printing 456
- last in, first out costing method (LIFO) 219
- ledgers
 - customer 58
 - vendor 128
- legacy quotes, converting 387
- liability accounts
 - creating 488
 - definition 486
- LIFO 219
- linking gas items 210
- list
 - sent e-mails 111
 - sent text messages 111
- list editing
 - customer 66
 - inventory 159
 - vendor 66
- List Editing Report 66, 841
- lists
 - permissions 847
 - reports 741
- local users in multi-store systems 712
- locked quotes 386
- locking
 - fiscal periods 702
 - month 702
- locking commissions 745
- logging in, TireMaster 9
- logins, overview 37
- Long Form 809
- looking up

- customers 10, 65
- documents, transaction 509
- estimates 382
- historical vendor invoices 318
- history, inventory 194–195
- history, TireMaster DOS customer 82
- history, TireMaster DOS vehicle 83
- history, TireMaster Lite customer 82
- history, TireMaster Lite vehicle 83
- history, vehicle 94
- inventory items 185
- journal entries 505
- purchase history 318
- quotes 382
- staggered tire fitments 406
- tire sizes at point of sale 404
- tire sizes with fitment guide 402
- vehicles with CARFAX 87
- vendors 10
- wheel information 402

M

- mailing labels 456

- mailings

- mass 452
 - point-of-sale 449

- maintaining

- core cost information 678
 - customers 62
 - departments 518
 - items 152
 - payment accounts 563
 - TireMaster 2
 - vehicle information 92

- maintenance, selling 374

- making

- bank account deposits 568
 - journal entries, manual 498
 - sales tax adjustments 470

- vendors inactive 133

- managing

- accounts, government support 133
 - accounts, national account 133
 - bank activity 566
 - core charges 678
 - customer turnaround 417
 - customer types 74
 - fleets 737–738
 - GL codes 170
 - postcard filters 445
 - postcards 439
 - quotes and estimates 382
 - service checklists 388
 - tills 693
 - vendor records 125, 132

- manual backups 7

- manual journal entries 496, 498

- manufacturer codes

- adding and updating 179
 - defined 179
 - deleting 180
 - inventory searches 187

- margins

- adjusting on quotes 371
 - calculating 235
 - recalculating 238
 - settings 229

- Marketing Module

- associating invoices 450
 - blank postcards 454
 - creating filters 445
 - declined services 450
 - deleting filters 449
 - inactivating postcards 444
 - label dimensions 456
 - laying out postcards 440
 - making labels 456
 - mass mailing postcards 452

- modifying postcards 443
 - opening 439
 - overview 439
 - point-of-sale mailings 449
 - point-of-sale postcards 451
 - printing labels 456
 - re-activating postcards 444
 - target mailings 452
 - text files 456–457
 - updating filters 448
- marketing notices 3
- marking pending voids 575
- markups
 - calculating 234
 - recalculating 238
 - settings 229
- maximum stocking levels, Pricing Wizard assignments 164
- Mechanic Flat Rate Report 759
- mechanic productivity, calculating 652
- Mechanic Report 760
- mechanics
 - defining for Scheduler 431
 - rescheduling appointments 425
- menus
 - adding 18
 - assigning 21
 - deleting 21
 - deleting assignments 23
 - setup overview 17
 - updating 20
- message center 3
- message texting options 102
- messages, validation 5
- mileage
 - intervals 445
 - threshold 395
- mileage-based services
 - indicating mileage 396
 - overview 395
 - recommended-service range 395
- minimum stocking levels, Pricing Wizard assignments 164
- miscellaneous
 - easy checks 581
 - expenses 349
- MOD 879, 881
- month-end
 - backups 8
 - closing 700
 - cutoff 167
 - lock 702
- moving
 - Inventory List columns 193
 - Open Work Order List columns 324
 - table columns 12
- multiple codes, using for inventory searches 191
- multi-store systems
 - accounting 734
 - background colors 716
 - chart of accounts 723
 - customer management 717
 - interstore offset account 735
 - interstore transfer invoices 728
 - inventory settings 721
 - invoices 717
 - invoicing 716
 - managing inventory in 721
 - permission assignments 711
 - pricing inventory in 720–721
 - purchase orders 719
 - purchasing 719
 - quotes 717
 - receiving inventory in 720
 - report assignments 711
 - ROAs 717
 - security groups 711

- shared databases 716
- site access 712–713
- statement origination sites 718
- transferring inventory between sites 723
- user accounts 711–712
- user logins 713
- vendor charges and payments 735
- vendor settings 733
- work orders 717

myCARFAX registration 89

N

- naming tax rates 462
- National Account Invoices 761
- National Account Recon. Report 637, 761
- national accounts
 - adjustments, sales commission 631–632
 - credits 637
 - vendors 133
- National Credits screen 628
- National Recon Code Edit screen 603
- National Sales Commission List 632, 635
- national-account customer price levels 616
- national-account sales
 - example 610, 624
 - not selling at cost 616
 - process 609
 - requirements 610
- Negative Option Cost Totals 762
- new feature requests 15
- noninventoriable costing methods
 - defined 222
 - expense method 222
 - option cost method 223
 - relief percent method 223
- noninventoriable items
 - overview 151

- resetting counts 702
- returning to vendors 311

- NonInventory Sales 762
- nonstock items 151
- normal sale work orders 329
- notes in TireMaster documentation 2
- Notes Tab, Inventory Maintenance screen 149

- NSF checks
 - bank fees 538
 - charging customers fees 536
 - overview 534
 - recording in register 534

Null Salesperson Report 762

O

- Open Item Ledger screen 523
- open item ledger, applying payments 528
- Open Quote Report 763
- Open Work Order - Item List 763
- Open Work Order - Qty 764
- Open Work Order Deposits 764
- Open Work Order List layout, changing 324
- Open Work Order List overview 321
- Open Work Order Report 764
- open-item ledger, customer 523
- open-item ledger, vendor 557
- operation, Pricing Wizard 247
- option cost
 - entering 225
 - forcing 224
 - method 223
- option-cost items, adding to receiving documents 303
- ordering contact information
 - globally 118
 - individually 119

- ordering items 283
 - organizaing contact information 118
 - organizing
 - balance sheets 31–33
 - income statements 31–33
 - other (miscellaneous) controls 865
 - outgoing server setups 106
 - outstanding items on customer accounts 523
 - Over Short Report 765
 - overriding report restrictions 844
 - overview 540
 - owner
 - security group 43
 - user accounts 40
 - owner's equity accounts, defined 486
- P**
- PaidOut List for Date Range 765
 - Paidout Report 841
 - paidouts 349
 - parent items 205
 - passwords in multi-store systems 712
 - passwords, user account 41
 - patches, TireMaster 2
 - paying
 - miscellaneous expenses 349
 - vendors 555
 - payment accounts
 - adding 563
 - establishing 563
 - updating 565
 - Payment Detail Report 841
 - Payment Editing screen 557
 - payment settings for customers 51
 - payment terms
 - customer 70–71
 - customer default 70
 - default vendor 137
 - vendor 136, 138
 - payments
 - applying to vendor accounts 559
 - check writing 566
 - credit card 591
 - debit cards 591
 - electronic 566
 - multi-store ROAs 717
 - voiding AP 585
 - voiding check register 586
 - pending voids 575
 - per unit cost calculation 287
 - performing the day-end close 698
 - permissions
 - assigning 44
 - list 847
 - multi-store systems 711
 - overriding 50
 - viewing assignments 47
 - phone numbers
 - adding for customers 115
 - adding for vendors 115
 - deleting for customers 123
 - deleting for vendors 123
 - updating for customers 121
 - updating for vendors 121
 - Physical Inventory Count Report 842
 - physical inventory counts 198
 - placing orders 283
 - PO System screen
 - overview 277
 - Purchase Orders tab 277
 - Receiving Documents tab 279, 281
 - point of sale
 - deposit processing 343

- deposits overview 343
- point-of-sale
 - fitment guide access 404
 - mailings 449, 451
 - text messages 104
- Post Error Report 765, 810
- postcard
 - messages 443
 - positioning text boxes 440
- postcard filters
 - created on-the-fly 445
 - creating 445
 - reusable 445
 - updating 448
- postcards
 - assigning filters 440
 - associating invoices 450
 - associating service checklists 450
 - blank 454
 - dimensions 440
 - generic 454
 - gutter correction 440
 - inactivating 444
 - layout 440
 - managing 439
 - managing filters 445
 - mass mailing 452
 - modifying 443
 - printing point-of-sale 451
 - printing test pages 440
 - re-activating 444
 - target mailing 452
- posting
 - checks to customer subledgers 579
 - checks to vendor subledgers 578
 - journal entries, manual 498
 - journal entries, recurring 500
- potential profits, viewing 341
- prefixes, credit card 599
- preprinted forms 28
- price calculations 219
- price level codes, setting up 255
- Price Level Discount Edit screen 259
- price level discount settings 259
- price level discounts
 - A-E price levels 266
 - setting up 255
- price level discounts, creating 256
- Price Level Reports 827
- price levels
 - adding price level codes 255
 - adding price level discounts 255
 - A-E overview 263
 - assigning to customers 261
 - government-support settings 623
 - national-account settings 616
 - overview 254
 - pricing overview 219
 - selecting at point of sale 262
- price matrix
 - assigning 249, 273
 - assigning group of items 274
 - assigning single item 273
 - copying 271
 - deleting 272
 - overview 269
 - setting up 269
 - updating 270
 - updating prices 275
- price settings, inventory 229
- price updates from XML spreadsheets 161
- prices
 - calculated with factors 234
 - discounted 157
 - recalculating with factors 238
- pricing
 - fleet contract items 739

- inventory in multi-store systems 720–721
- items received from vendors 295
- overview 219
- pricing items
 - setting fixed prices 233
 - using factor-based calculations 234
- pricing screen 229
- Pricing Wizard
 - assigning stocking levels 164
 - configuration overview 252
 - configuration removal 254
 - configuration reuse 253
 - configuration saving 252
 - cost changes 245
 - deleting configurations 254
 - item setting changes 245
 - multiple changes to same items 247
 - operations 247
 - overview 241
 - recalculating prices 238
 - reusing configurations 253
 - sales, setting up 249
 - saving configurations 252
 - selling price changes 245
- Pricing Wizard Report 842
- Pricing Wizard screen 241
- primary contact method, assigning 117
- printers
 - document type guidelines 26
 - setting up 25
- printing
 - appointment lists 429
 - customer statements 709
 - estimates 384
 - mass-mailing postcards 452
 - point-of-sale postcards 451
 - quotes 384
 - service checklists 374
 - tax exemption certificates 470
 - tire protection plan certificates 414
- processing
 - core credits 682
 - credit cards 591
 - debit cards 591
 - deposits at point of sale 343
 - multiple vendor charges 547
 - returns 338
 - ROAs 526
 - trade-ins 338
 - vendor charge batches 547
- product photos 149
- product web sites 149
- productivity, calculating mechanic 652
- program maintenance 2
- promised time
 - color coding 438
 - setting 437
- Promised Time Indicator 436
- Purchase Order Report 765
- purchase orders
 - adding and ordering items 285
 - canceling ordered items 289
 - changing vendors 288
 - completing 286
 - creating 283
 - creating in multi-store systems 719
 - deleting 292
 - deleting items 285
 - down-arrow lookup 11
 - looking up 509
 - multi-store systems 719
 - removing items 285
 - re-opening and updating 290
 - turning into receiving documents 294
 - updating re-opened 290
- Purchase Orders tab 277
- purchase orders, canceling 292

purchasing, multi-store systems 719

Q

quick look codes, inventory searches 186

quick quotes 397

Quote and Estimate List 359

Quote and Estimate Writer screen 351

quoted items, scheduling appointments 372

quotes

- adjusting item margins 371

- creating comparison 364

- creating single 361

- customer follow-ups 387

- deleting 385

- deleting expired 702

- global messages 34

- including trade-ins 372

- Integrated Service Estimator 379

- locked 386

- multi-store systems 717

- price comparison 367

- printing 384

- quick 397

- retrieving 382

- starting options 370

- turning into work orders 373

- unlocking 386

- updating 383

- working with 361

- writing, ISE 379

R

re-activating

- postcards 444

- user accounts 42

Real-Time Statements 794

rear tire size 406

rearranging

- Inventory List columns 193

- Open Work Order List columns 324

- table columns 12

rebooting your system 13

recalculating

- factor-based prices 238

- factor-based prices, group of items 239

- factor-based prices, individual items 238

- inventory value 701

receiving

- core items 676

- inventory items 294

- ordered items 294

- transferred inventory 349

receiving documents

- adding option-cost items 303

- back ordering all quantities 299

- back ordering partial quantities 297

- created from purchase orders 294

- creating 301

- down-arrow lookup method 11

- including inventory returns 315

- pricing items 295

- reversing 306

Receiving Documents tab 279, 281

Receiving History by Product Report 828

receiving inventory

- interstore transfers 729

- multi-store systems 720

- overview 293

receiving items without an order 301

recommended services, scheduling 380

recommended-service mileage 396

reconciliation codes

- adding 606

- assignments 603

- changing, point of sale 609

- deleting 608
- overview 603
- settings 603
- updating 608
- reconciliation report 637
- reconciling
 - adjustment credits 630
 - checking accounts 576
 - government-support credits 630
 - national-account credits 630
- recording
 - ACH payments 583
 - bank fees 570
 - core charges 680
 - credit card payments 594
 - returned checks 534
 - tire ID numbers 413
 - vehicle inspection results 375
- recurring journal entries
 - overview 499
 - posting 500
 - setting up 499
- redundant backups 7
- reference numbers on statements 28
- refreshing report data 843
- refunding core charges 689
- refunds
 - cash 539
 - credit memos 533
 - customer 539
 - issuing checks 540
 - overview 539
 - point of sale deposits 345
 - store credits 540
- registering TireMaster 3
- registrations, myCARFAX 89
- reimbursing customers
 - cash refunds 539
 - check refunds 540, 579
 - credit card reversals 540
 - issuing credit memos 533
 - issuing store credits 540
 - overview 539
- relief percent method 223
- removing
 - color codes from customer records 82
 - contact types 114
 - items from add-on codes 205
 - items from purchase orders 285
- renaming departments 519
- re-opening purchase orders 290
- reordering inventory 291
- repairs, selling 374
- replication cycle 715
- report
 - assignments 47
 - settings for financial statements 845
 - tabs overview 743
- report assignments for multi-store systems 711
- Report List 741
- report tabs
 - All 836
 - Close 743
 - custom 836
 - Customer 779
 - GL 798
 - Inventory 811
 - Vendor 828
- Report Window overview 843
- reports
 - accounts payable 705
 - accounts receivable 704
 - assigning, security groups 45
 - casing manager 673
 - closing 704, 743
 - Core Manager 690

- customer 779
 - data search 843
 - exporting, other formats 843
 - general ledger 704, 798
 - inventory 705, 811
 - national-account reconciliation 637
 - overriding 844
 - refreshing data 843
 - unlisted 838
 - vendor 828
 - requesting TireMaster improvements 15
 - requirements
 - adjustment sales 624
 - government-support sales 617
 - national-account sales 610
 - price updates using XML spreadsheets 162
 - rescheduling appointments 423, 427
 - researching
 - journal entries 503
 - purchase history 318
 - resetting inventory counts 702
 - resizing
 - Inventory List columns 193
 - Open Work Order List columns 324
 - screens 12
 - resources, appointment 431
 - restricting site access 713
 - retread service fees 667
 - retreaders, sending casings to 664
 - retrieving
 - estimates 382
 - quotes 382
 - vendor charge batches 549
 - return sales 338
 - returned checks
 - bank fees 538
 - customer fees 536
 - overview 534
 - recording in check register 534
 - returning
 - inventoriable items to vendors 308
 - noninventoriable items to vendors 311
 - returning ordered items
 - inventoriable items 308
 - noninventoriable items 311
 - overview 307
 - reusing Pricing Wizard Configurations 253
 - reversing
 - credit card invoices 593
 - credit card payments 540
 - finance charges 530
 - invoices 339
 - journal entries 501
 - receiving documents 306
 - roadside work orders 333
 - ROAs
 - applying to invoices 528
 - credit card payments 594
 - multi-store system processing 717
 - overview 523
 - processing 526
 - text length 28
 - unapplying 529
- ## S
- sale prices, setting for multiple items 249
 - sales
 - commissions 639
 - completing invoices 336
 - credit and debit cards 591
 - defect adjustment, performing 626
 - government-support, performing 622
 - national-account, performing 615
 - report options 846
 - transfer 349
 - sales accounts for Casing Manager 884

- Sales Analysis Report 766
- sales commission adjustments
 - enabling 632
 - overview 631, 634
 - performing 632, 634–635
- Sales Commission Adjustments screen 634
- sales commissions overview 639
- Sales Comparison Report 768
- sales cycle
 - defect adjustment 623
 - government support 616
 - national account 609
- sales history, at a glance viewing 341
- Sales Information Report 770
- Sales Person Report 776
- sales security group 43
- sales tax
 - adjustments 470
 - control settings 471
 - default rounding account 473
 - deleting rates 466
 - excluding FET 474
 - overview 459
 - rate change preparations 463
 - setting up rates 460
- Sales Tax by Rate 773
- sales tax collections
 - multiple states 476
 - parts and labor prices 475
 - parts price only 475
- Sales Tax Ledge Report 773
- Sales Tax Report 774
- Sales Tax Setup Report 774
- sales totals, customer year-to-date 60
- Sales Trend Report 774
- saving Pricing Wizard Configurations 252
- savings accounts
 - adding 563
 - updating settings 565
- scanner (bar code) requirements 167
- Scheduler setups
 - adding bays 431
 - adding job types 431
 - defining mechanics 431
 - expired appointment control 433
- scheduling
 - another mechanic 425
 - another service bay 426
 - appointments 419
 - recommended services 380
 - work quoted items 372
- screen resizing 12
- searches
 - customer 10
 - documents, historical 509
 - inventory items 185
 - journal entries 505
 - vendor 10
- security
 - passwords 41
 - permissions, overriding 50
- Security Assignments Report 47, 842
- security groups
 - adding 44
 - assigning permissions 44
 - assigning reports 45
 - assigning user accounts 46
 - assignments 47
 - defined 37
 - multi-store systems 711
 - overview 43
 - renaming 44
- security settings 37
- selling
 - consignment items 157

- gasoline 337
- maintenance and repairs 374
- vehicles 93
- selling price updates 245
- Sent E-mail/Text List 777
- service bays, rescheduling appointments 426
- service call work orders 333
- service checklist
 - controls 394
 - default 389
- Service Checklist Setup Report 777
- service checklists
 - associating postcards 450
 - creating 388
 - creating estimates 378
 - deleting 394
 - inspection areas 389
 - managing 388
 - printing 374
 - recommending repairs 375
 - setting up 388
 - updating 393
- service intervals 445
- services, recommending 375
- setting
 - air pressure controls 408
 - AR AP check box control 733
 - commission controls 645
 - customer payment terms 71
 - default accounts, general ledger 492
 - default checking account 566
 - default commission codes 645, 855
 - default commission matrix code 645
 - default commission types 855
 - default customer commission type 641
 - default customer type 77, 856
 - default department 519, 860
 - default general ledger accounts 860
 - default GL class 512, 860
 - default GL code 174
 - default inventory category 177, 862
 - default inventory commission type 643
 - default payment terms 70
 - default service checklist 389
 - default tax levels 472, 856
 - default till float 865
 - default vendor discount controls 872
 - default vendor payment terms 136
 - default vendor type 872
 - FET cost handling 319
 - FET exemptions 79
 - fiscal calendar 513
 - flat rates 651
 - inventoriable costing methods 220
 - option cost controls 224
 - promised time 437
 - recommended-service range 395
 - sales report options 846
 - torque controls 408
 - vehicle job status 436
 - vendor payment terms 138
- setting fixed inventory prices 233
- setting up
 - accounts equity 489
 - accounts, asset 487
 - accounts, checking and savings 563
 - accounts, expense 490
 - accounts, income 490
 - accounts, liability 488
 - ACH payments 582
 - bar codes 168
 - bay list 431
 - CARFAX Interface 90
 - cash drawers 27
 - CIMS credentials 413
 - codes reconciliation 606
 - codes, add-on 202
 - codes, color/spiff 213

- codes, commission 644
- codes, cost replacement 226
- codes, customer color 80
- codes, GL 172
- codes, price level 255
- commission matrix 647
- commission-matrix templates 648
- core tracking 677
- costing method, expense 222
- costing method, option cost 223
- costing method, relief percent 223
- costing method, standard cost 221
- credit cards 596
- Custom Inventory Lookup screen 183
- customers 62
- debit cards 600
- departments 518
- departments by customer 520
- departments by inventory 521
- discounts 157
- documents 28
- DOT Interface 411
- e-mail outgoing server settings 106
- e-mailed document body text 106
- e-mailed document subject lines 106
- employee e-mail addresses 106
- financial statement account groups 32
- fleet contracts 738
- gas links 210
- GL classes 511
- global messages 34
- groups, inventory 178
- groups, inventory tax-adjustment 478
- inspection areas 389
- interstore transfers 723
- items, consignment 156
- items, gasoline 157
- items, inventory 152
- job type list 431
- journal entries, recurring 499
- margins 235
- markups 234
- mileage-based services 395–396
- point of sale deposits 343
- price level discounts 255–256
- price matrix 269
- printers 25
- sale prices, multiple items 249
- Scheduler 431
- service checklist inspection areas 389
- service checklists 388
- shipping addresses 68
- shop supplies 207
- sites 516
- tax levels 466
- tax rates 460
- tax-rate adjustments 481
- texting in TireMaster 97
- tire categories for DOT 411
- tire tax fees 158
- types, customer 75
- types, customer commission 640
- types, inventory commission 642
- user accounts in multi-store systems 712
- vehicles 85
- settings
 - customers in multi-store systems 718
 - down-arrow lookup method 183
 - GL codes 170
 - inventoriable item type 150
 - multi-store systems inventory 721
 - noninventoriable item type 151
 - price level discount 259
- shared databases 716
- shift end closing 695
- shipping addresses
 - adding 68
 - storing 57
- shop supplies

- overview 206
- setting up 207
- short fiscal year 514
- Short Form 810
- shortcut keys 2, 9
- site access
 - allowing 712
 - restricting 713
- Site Prices and Quantity screen 229
- Site Setup Report 778
- sites 516
- special pricing 219
- special sales
 - adjustments 133
 - government support 133
 - national accounts 133
- special tax requirements, overview 477
- spiff codes
 - assigning 215
 - assigning multiple items 215
 - assigning one item 215
 - deleting 215
 - overview 212
 - setting up 213
 - updating 249
- Spiff Sales Person Report 778
- SQL user IDs 38
- staggered fitments 406
- staggered fitments, using for inventory searches 190
- standard cost
 - defined 221
 - GL code settings 170
 - setting up 221
- starting
 - quotes 370
 - TireMaster 9
 - work orders 329
- statement cut off 709
- statements 718
 - generating 706
 - global messages 34
 - origination addresses 718
 - origination site in multi-store systems 718
 - printing 709
 - real-time 794
 - reference numbers 28
- status indicator for work orders 436
- stock items 151
- stocking level settings 229
- stocking levels
 - Pricing Wizard assignments 164
 - updating 249
- store controls
 - apply to all sites 714
 - multi-store environment 713
- store credits 540
- storing backups 7
- subledgers
 - customer 58
 - individual balances 493
 - overview 493
 - vendor 128
- Suggested Reorder Report 291, 842
- support notices 3
- system administrator accounts 40
- system controls
 - commission 855
 - corporate 713
 - customer 856
 - Enterprise 859
 - general ledger 860
 - interstore transfers 726
 - inventory 862
 - multi-store environment 713

- multi-store system invoicing 716
- other 865
- purchasing for multi-store systems 719
- same for multiple sites 714
- store 713
- vendor 872

T

- tabs for reports 743
- taking inventory 196
- target mailing 452
- tax exempt customers 468
- tax exemption certificates 470
- tax levels
 - changing at point of sale 477
 - creating 466
 - defined 459
 - expired 469
 - overview 466
 - setting defaults 472
 - updating 467
 - updating, customer tax levels 68
- tax rate adjustments, overview 477
- tax rates
 - changing settings 462
 - creating 460
 - defined 459
 - deleting 466
 - editing 462
 - expired 469
 - naming 462
 - overview 460
 - preparing to change 463
 - replacement rates 463
- tax settings
 - customer 51
 - customers 475
 - inventory 475
- tax-adjustment groups
 - copying 480
 - creating 478
 - deleting 480
 - overview 478
 - updating 479
- tax-exemption certificates
 - creating 469
 - overview 469
- tax-rate adjustments
 - inactivating 483
 - overview 481
 - updating 482
- technical support
 - calling 13
 - overview 13
 - troubleshooting 13
- templates, commission matrix 648
- text files 457
- text messages
 - appointment reminders 99, 105
 - enabling invoice thank yous 100
 - sending to customers 103
 - sending to vendors 103
 - work order status changes 104
- texting
 - enabling for cell phones 101
 - invoice thank you messages 105
 - message options 102
 - overview 97
 - preparations 97
 - signature update' 99
 - work order status changes 100
- texting service provider 98
- till floats 694
- tills
 - defining how many 693
 - managing 693

- starting float amounts 694
 - workstation assignments 694
 - workstation number update 695
 - tips, TireMaster documentation 2
 - Tire Guide and Vehicle Information screen 399
 - tire ID numbers, recording 413
 - Tire Pros Protection Plan certificates 414
 - TireMaster Dashboard 342
 - TireMaster DOS history 82
 - TireMaster EXE version 13
 - TireMaster Lite history 82
 - TireMaster maintenance 2
 - TireMaster registration 3
 - torque controls 408
 - torque recommendations 408
 - tracking
 - inventory costs 150
 - inventory quantities 150
 - tracking cores
 - processing credits 682
 - updating charges 685
 - trade-ins
 - adding to quotes 372
 - adding to work orders 338
 - transaction details, viewing 505
 - transactions 505
 - transfer customer type 346
 - transfer customers, adding 348
 - Transfer Invoices 778
 - transfer sales
 - control settings 347
 - overview 346
 - performing 349
 - transferred inventory, receiving 349
 - transferring
 - inventory, multi-store systems 723
 - money to another bank account 573
 - vehicles to another customer 93
 - Trial Balance 810
 - troubleshooting 13
 - turnaround, customer 417
 - types
 - customer 73
 - general-ledger accounts 486
- ## U
- Unapplied Credit Report 795
 - Unapplied Open Item Report 795
 - unapplying
 - items in vendor subledgers 560
 - ROAs 529
 - unauthorized access, preventing 40
 - uncompleted core charge deletions 688
 - unlisted reports
 - Appointment Report 839
 - Casing Manager Report 839
 - Charge Edit Report 839
 - Check Edit Report 839
 - Daily Invoice Report 839
 - Daily Sales Report 839
 - Daily Till Detail Report 840
 - Day End Transaction Report 840
 - Easy Check Detail Report 840
 - Finance Charge Edit Report 840
 - GL Codes Report 840
 - GL Transaction View List 841
 - Interstore Transfer 841
 - Inventory List Editing 841
 - JE Edit Report 841
 - List Editing Report 841
 - overview 838
 - Paidout Report 841
 - Payment Detail Report 841
 - Physical Inventory Count Report 842

- Pricing Wizard Report 842
- Security Assignments Report 842
- Suggested Reorder Report 842
- unlocking
 - estimates 386
 - fiscal periods 516
 - quotes 386
- Unpaid Finance Charge Report 796
- update notices 3
- updating 245
 - A-E price levels 266
 - appointments 427
 - bay list settings 432
 - chart of accounts 487
 - checking account settings 565
 - codes, add-on 202
 - codes, customer color 81
 - codes, manufacturer 179
 - codes, postcards 443
 - codes, reconciliation 608
 - color/spiff codes 249
 - contact types 113
 - customer e-mail addresses 121
 - customer phone numbers 121
 - customer records 66
 - customer records, multiple 66
 - customer records, single 66
 - customer types 77
 - department names 519
 - estimates 383
 - factor for multiple items 236
 - factors 249
 - financial statement account groups 33
 - fiscal calendar 513
 - GL codes 173
 - GL ranges 495
 - inspection area settings 393
 - inventory information 158
 - inventory quantities 198
 - inventory tax-adjustment groups 479
 - item settings 245
 - items, add-on 204
 - items, multiple 159
 - items, single 158
 - job type settings 432
 - menus 20
 - payment accounts 565
 - postcard filter assignments 443
 - postcard filters 448
 - postcard settings 443
 - price matrix 249, 270
 - prices with matrix 275
 - prices with XML spreadsheets 161
 - primary contact method 117
 - quotes 383
 - re-opened purchase orders 290
 - sales report options 846
 - sales tax rates 463
 - savings account settings 565
 - selling prices 245
 - service checklists 393
 - stocking levels 249
 - tax levels 467
 - tax-rate adjustments 482
 - texting signature 99
 - TireMaster 2
 - vehicle information 92
 - vendor charge batches 549
 - vendor e-mail addresses 121
 - vendor phone numbers 121
 - vendor records, multiple 66
 - vendor records, single 132
 - work order statuses 434
 - workstation till number 695
- updating tire categories 411
- upselling items 200
- user accounts
 - adding 39
 - adding multi-store 712
 - assigning, security groups 46

- defined 37
- former employees 41
- group users 40
- high security 40
- inactivating 41
- low security 40
- making inactive 41
- multi-store systems 711
- overview 37
- passwords 41
- properties 38
- re-activating 42
- user assignments 47
- user guide
 - overview 1
 - visual conventions, user guide 1
- user IDs 38
- using
 - add-ons 200
 - global price levels 262

V

- validating TireMaster data 4
- validation
 - errors 5, 875, 877
 - messages 5
 - warnings 6, 875, 877
- Vehicle Expense Report 797
- vehicle information, maintaining 92
- vehicle inspection results, recording 375
- Vehicle Report 796
- vehicles
 - adding 85
 - CARFAX history 88
 - combining 92
 - commercial 95
 - deleting 94
 - history 94
 - inactivating 94
 - job status 436
 - retail customer 85
 - selling 93
 - TireMaster DOS history 83
 - TireMaster Lite history 83
 - transferring to another customer 93
 - updating information 92
- vendor
 - ledger 128
 - list editing 66
 - open-item ledger 557
 - system controls 872
- Vendor 1099 Report 830
- vendor accounts, calculating balances 554
- Vendor Activity Report 834
- Vendor Balance Report 831
- vendor charge batches
 - deleting 553
 - overview 547
 - retrieving 549
 - viewing 552
- vendor charges
 - adding to a batch 551
 - creating batches 547
 - creating individual 545
 - overview 545
 - updating batches 549
- Vendor Contact List 831
- vendor credit reconciliation overview 628
- vendor credits
 - applying to account balances 559
 - reconciliation settings 628
 - reconciling 630
- Vendor History Report 832
- vendor invoice documents, looking up 318
- Vendor Maintenance screen 125, 128–129, 131
- Vendor Master List 833

- vendor open-item ledgers, unapplying items 560
- Vendor Part Number List 828
- Vendor Payment History Report 833
- vendor payments
 - applying 136
 - setting terms 136, 138
- vendor price (cost) updates 245
- vendor prices (your cost) 245
- vendor reports
 - Cash Requirements 828
 - overview 828
 - Vendor 1099 Report 830
 - Vendor Activity Report 834
 - Vendor Balance Report 831
 - Vendor Contact List 831
 - Vendor History Report 832
 - Vendor Master List 833
 - Vendor Payment History Report 833
 - Vendor Statement Report 835
- vendor returns
 - combining with receivings 315
 - inventoriable items 308
 - noninventoriable items 311
 - overview 307
- Vendor Statement Report 835
- vendor types
 - about 131
 - adding 131, 134
 - assigning 134
 - creating 134
 - deleting 135
- vendors
 - account balances 129
 - adding 131
 - addresses 125
 - calculating account balances 554
 - changing records 131–132
 - charges in multi-store systems 735
 - contact information 125
 - deleting 131, 134
 - looking up 10
 - making inactive 131, 133
 - managing 125, 131–132
 - payments in multi-store systems 735
 - phone numbers 125
 - setting default payment terms 137
 - settings for multi-store systems 733
 - text messaging 103
- viewing
 - A-E prices 267
 - at-a-glance sales history 341
 - customer history in multi-store systems 718
 - gas links 212
 - history, Inventory List 195
 - history, item records 194
 - interstore AR and AP activity 731
 - inventory history, overview 194
 - item history, overview 194
 - journal entries 505
 - ledger history 128
 - permission assignments 47
 - report assignments 47
 - security group assignments 47
 - TireMaster DOS customer history 82
 - TireMaster DOS vehicle history 83
 - TireMaster Lite customer history 82
 - TireMaster Lite vehicle history 83
 - TireMaster messages 3
 - user assignments 47
 - vendor charge batches 552
 - work order profit margins 341
- visual conventions 1
- voiding
 - AP payments 585
 - AR easy checks 588
 - miscellaneous easy checks 589
 - payments 585–586
- voiding checks 575

W

warnings

- TireMaster documentation 2
- validation 6, 877

Windows Service Pack 14

withdrawals from bank accounts 571

Work Order Qty 828

Work Order Status Indicator 433, 436

work order status texting 100

work order statuses

- adding 433
- deleting 435
- updating 434

work orders

- adjustment 626
- BAR change notification 334
- changing reconciliation codes 609
- completing 336
- created from estimates 381
- creating from appointments 430
- creating regular 329
- deleting 335
- generating from quotes 373
- global messages 34
- government-support 622
- gross profit 342
- gross profit margin viewer 341
- including gasoline items 337
- including inflation values 409
- including temporary addresses 333
- including torque values 409
- multi-store systems 717
- national-account 615
- overview 329
- returned items 338
- service calls 333
- text length 28
- trade-ins 338

using down-arrow lookup method 11

writing

- AP easy checks 578
- AP Payment checks 555
- AR easy checks 579
- estimates 378
- miscellaneous easy checks 581

writing quotes

- comparison 364
- single items 361

X

XML spreadsheets

- requirements 162
- updating prices with 161

Y

year-end backups 8

yellow fields 9