



User Guide

TireMaster Point of Sale 9.2.0

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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](#)
- ◆ [“Preset Codes” on page 13](#)
- ◆ [“Technical Support” on page 14](#)

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 710.

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**

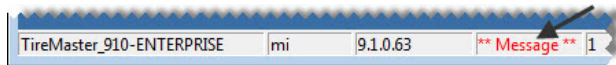
◆ **Message Marketing Notice**

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.

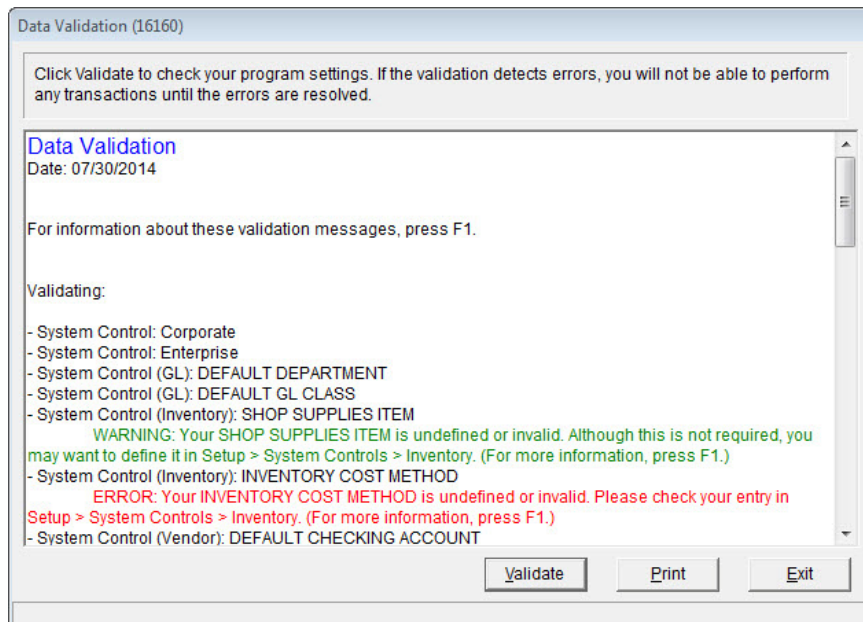
Validating Your Data

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.

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.

Note: You can disregard validation messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise. These items affect only to the full version of TireMaster.

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.

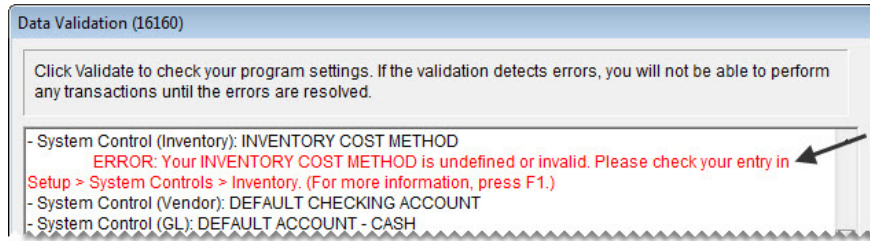


Figure 1: Validation Errors

If the validation process generates errors, you need to resolve the errors before you can create invoices and perform other transactions. For detailed information about these messages, [“Resolving Validation Errors” on page 713.](#)

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.

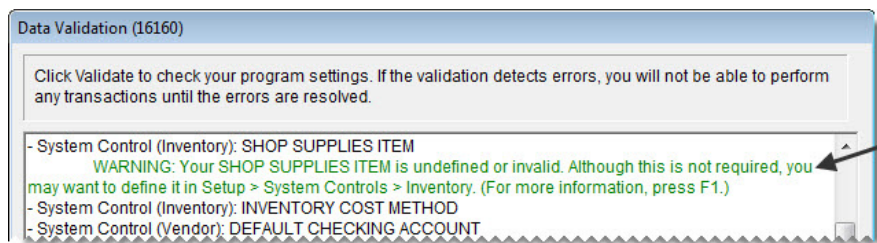


Figure 2: Validation Warnings

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 715.](#)

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:\tmpos\dbak** or **d:\tmpos\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:\TMPOS\backups** or **d:\TMPOS\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.

Year-End Backups

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

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

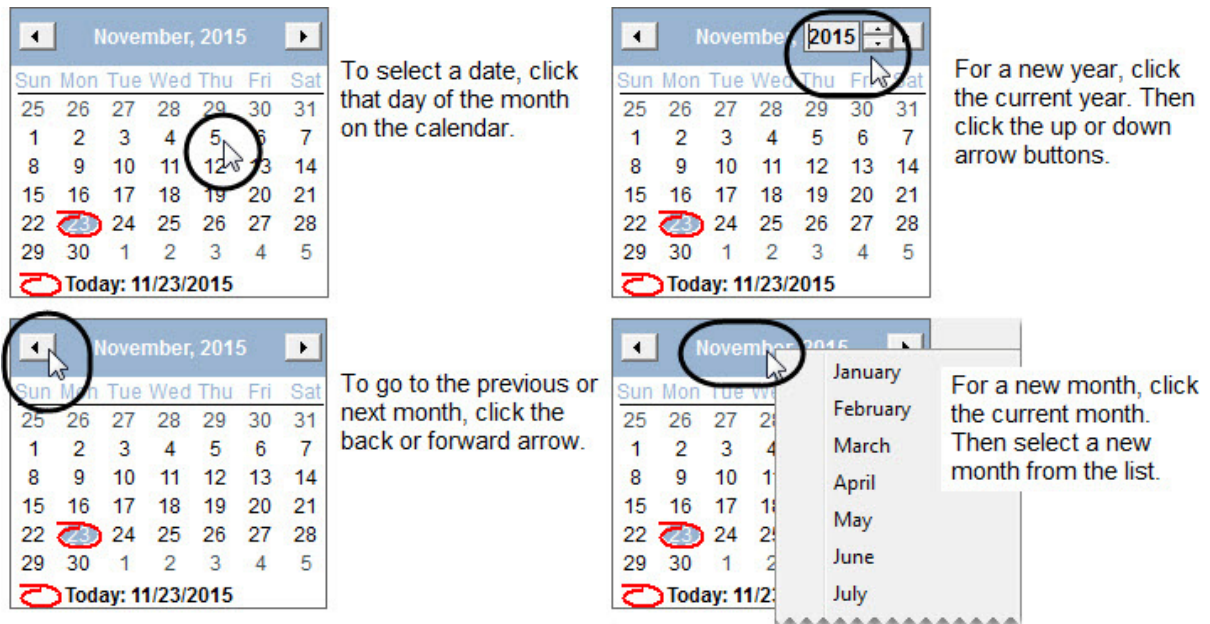


Figure 3: Selecting Dates from the Pop-Up Calendar

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).

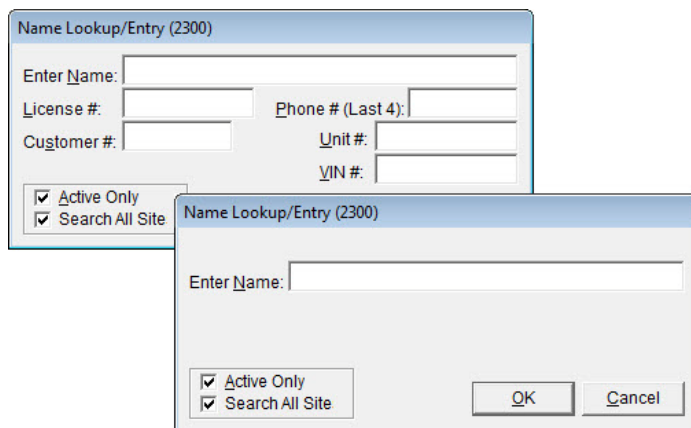


Figure 4: Name Lookup/Entry Screen in Two Views

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).

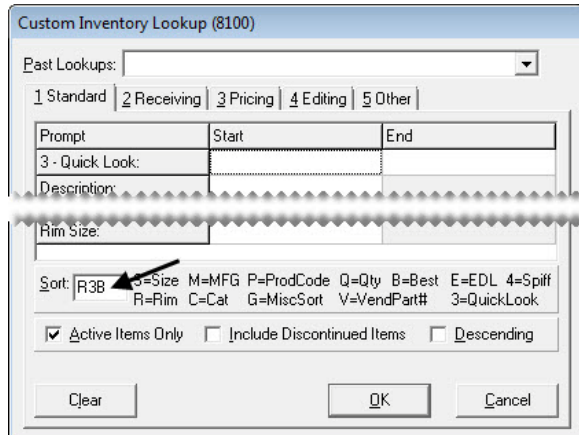


Figure 7: Sort Codes on the Custom Inventory Lookup Screen

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 173](#).

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 300](#) and [“Moving and Resizing Inventory List Columns” on page 183](#). 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.

Preset Codes

Occasionally, you will see screens that display one or more preset codes or other information. In the full version of TireMaster, these screens function as part of the accounting system. When these screens appear in TireMaster Point of Sale, select one of the preset codes to continue the task you're performing.

Chart of Accounts Screen

When the Chart of Accounts screen appears, select the preset account listed in the instructions for the task you're performing (for example, creating a credit-card code or creating a customer type).

Note: In the full version of TireMaster, the chart of accounts is customized to meet the needs of your business, which helps to ensure that transactions post correctly to the general ledger.

Inventory GL Code List

The Inventory GL Code List displays three generic codes that can be used when you're prompted for a GL code in TireMaster Point of Sale.

Note: In the full version of TireMaster, GL codes tie inventory items to the general ledger. These codes specify which departments and accounts to post to when items are received into inventory or sold to customers.

Inventory GL Class Options Screen

The Inventory GL Class Options screen displays three generic codes that can be used when you're prompted for a GL class in TireMaster Point of Sale.

Note: In the full version of TireMaster, you can use GL classes to display information about each type of sale in its own section of the income statement. Income statements are not available in TireMaster Point of Sale.

Department Listing

The Department Listing screen displays the number and name for a preset department.

Note: In the full version of TireMaster, you can use multiple departments to track the profitability of different segments of your business.

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

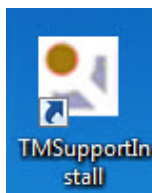
With the TM Support Connect tool, TireMaster Support can remotely access your computer to diagnose and resolve problems. Look for the **TM Support Connect** icon on the desktop. If the icon is not available, see “[To install the TM Support Connect tool on the server and workstations](#)” on page 15.





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.

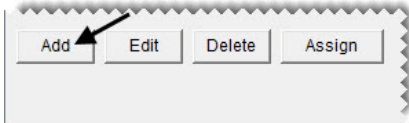
Users who belong to security groups assigned the permission Setup Users/Permission are allowed to work with the menu configuration.

Adding a Menu

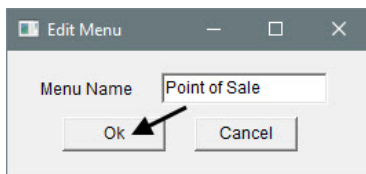
Adding a menu includes defining which buttons it will have and which locations, employees, or both are allowed to use it.

To add a menu

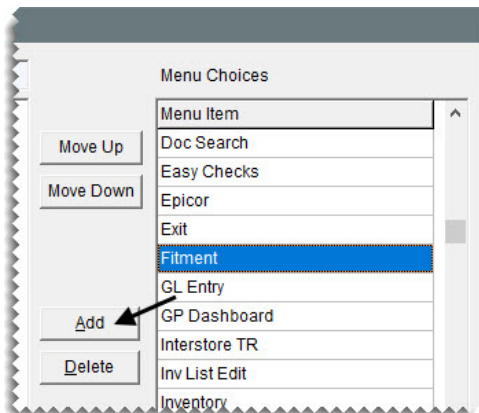
1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.
2. Click **Add**. TireMaster prompts you for the name of the new menu.



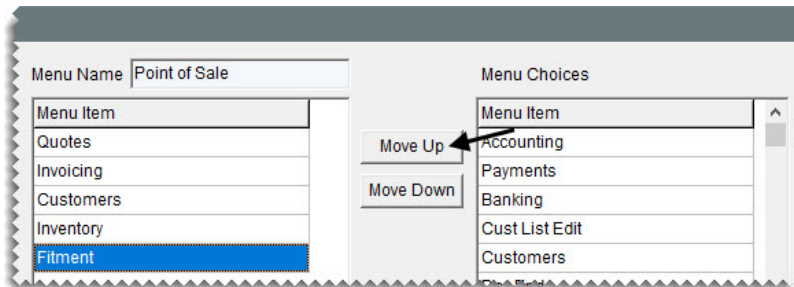
3. Type the menu's name and click **OK**.



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.

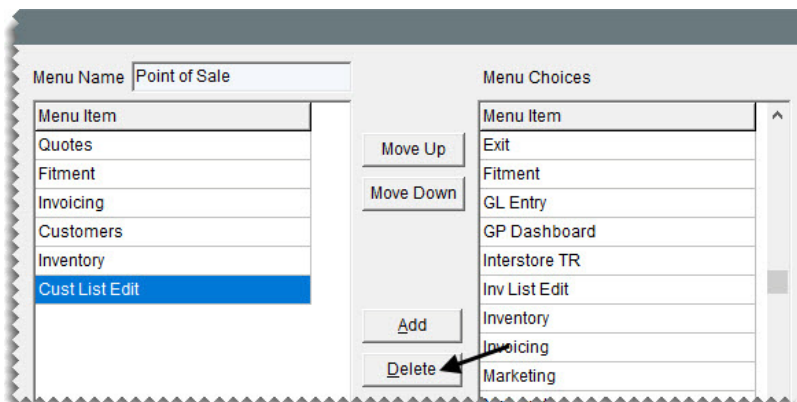


- b. Rearrange the screen names as needed. To move a screen, select the screen name and click **Move Up** or **Move Down** repeatedly until the name is where you want it.

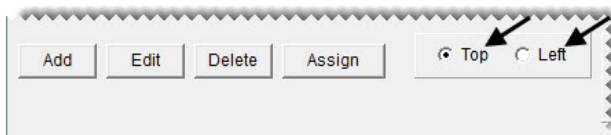


Note: To ensure all buttons are displayed when the screen is resized, a maximum of eight menu buttons is recommended for the resolution of 1024 x 768.

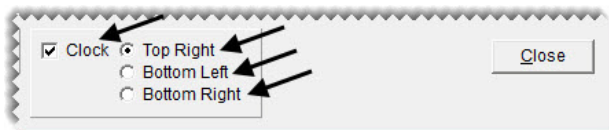
5. If you accidentally added a screen to the menu, select the screen name and click **Delete**.



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.

To update a menu

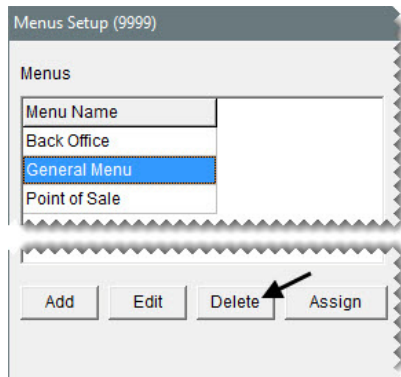
1. From the **Setup** menu, select **Menu Configuration**. The Menu Setup screen appears.
2. Change the name if needed. Otherwise, disregard this step.
 - a. Select the menu name you want to change, and click **Edit**. The Edit Menu screen appears.
 - b. Type the new menu name, and click **OK**.
3. Assign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

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.

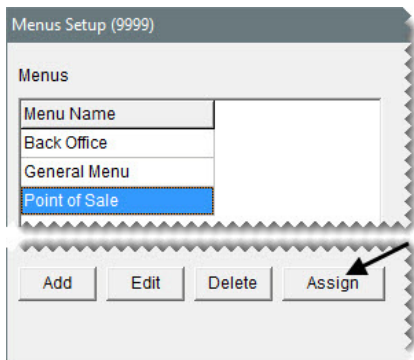
Tip: Set up a general default menu and assign it to your location to ensure that a set of buttons appears for users who are not assigned a menu.

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

To assign menus

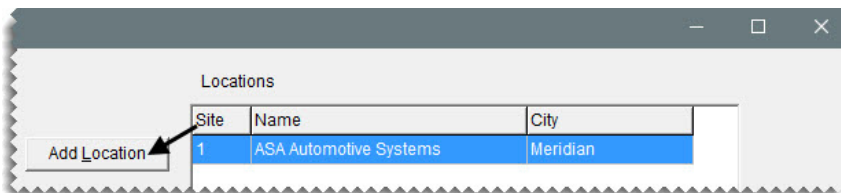
1. If the Menu Setup screen isn't already open, select **Menu Configuration** from the **Setup** menu.

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

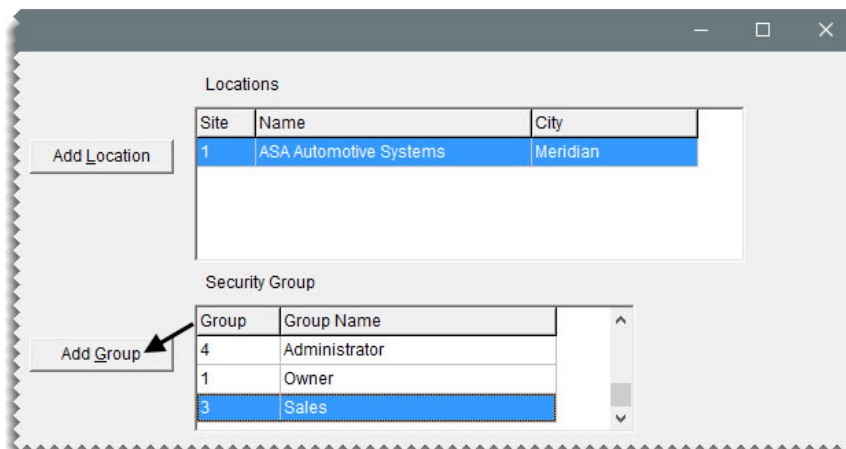


3. Do the following as needed:

- ◆ 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 Table:**

Site	Name	City
1	ASA Automotive Systems	Meridian
- Security Group Table:**

Group	Group Name
4	Administrator
1	Owner
3	Sales
- Employee Table:**

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

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.

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.

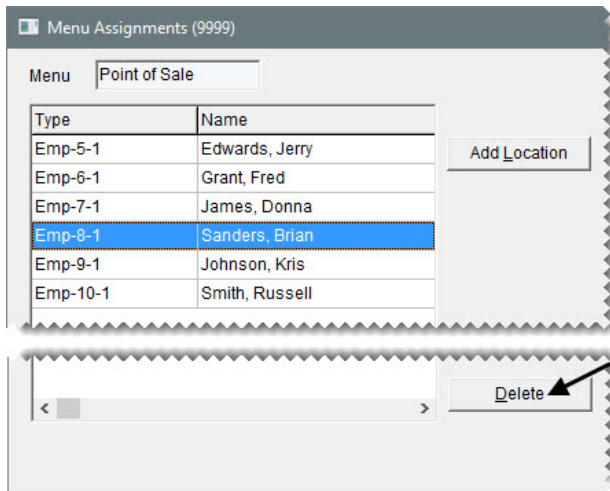
The screenshot shows a window titled "Menu Setup (9999)" with a list of menu items and a row of action buttons:

- Menu List:**

Menu Name
Back Office
General Menu
Point of Sale
- Action Buttons:** Add, Edit, Delete, Assign

The "Assign" button is 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

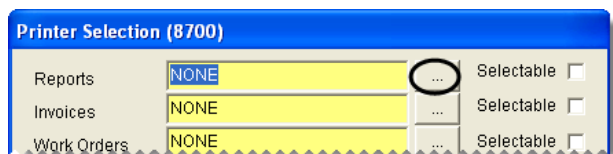
Before you print documents, identify which printer to use for each document type. For example, you might print reports on a laser printer and invoices on a dot-matrix printer. See “Printer Guidelines” on page 26 for a list of which printers to use for various document types.

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.

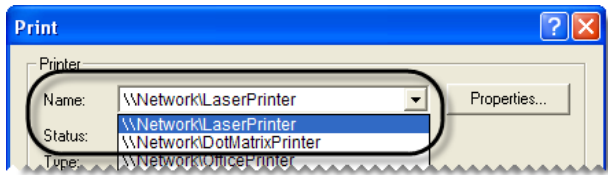
To set up printers

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.

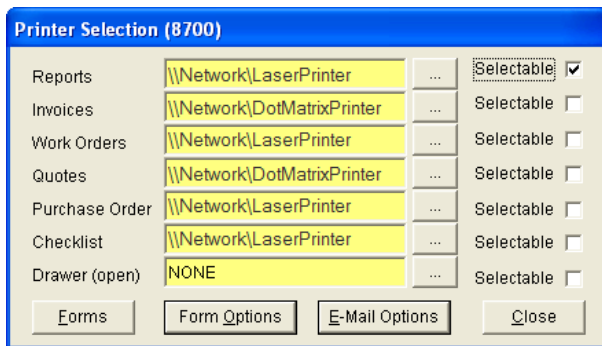
- From the **Name** drop-down list, select a printer and click **OK**.



- 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

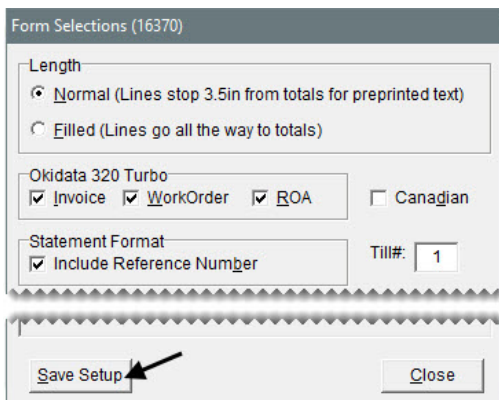
1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.

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

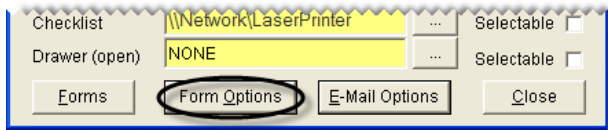
You can choose whether to include various types of information on work orders, invoices, and statements (both monthly and real-time) by completing settings on the Form Options screen.

Note: Additional settings for invoices and statements are available in System Controls. For more information, see [“Invoice - Print Header” on page 707](#), [“Invoice - Print Signature Line” on page 707](#), and [“Statement Print 0 Balances” on page 701](#).

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 is divided into three sections: 'Work Orders', 'Invoices', and 'Statements'. Each section contains a list of checkboxes for various printing options.

Section	Option	Checked
Work Orders	<input type="checkbox"/> Print Customer Fax #	No
	<input checked="" type="checkbox"/> Print Employee #	Yes
	<input checked="" type="checkbox"/> Print Mechanic #	Yes
	<input checked="" type="checkbox"/> Print Salesperson #	Yes
	<input checked="" type="checkbox"/> Print Ship-To Address	Yes
	<input checked="" type="checkbox"/> Print Service Checklist Notes	Yes
	<input checked="" type="checkbox"/> Print Promised Time	Yes
	<input checked="" type="checkbox"/> Print Fitment Information	Yes
	<input type="checkbox"/> Print Key Tag (Laser Printers Only)	No
Invoices	<input type="checkbox"/> Print Customer Fax #	No
	<input checked="" type="checkbox"/> Print Employee #	Yes
	<input checked="" type="checkbox"/> Print Mechanic #	Yes
	<input checked="" type="checkbox"/> Print Salesperson #	Yes
	<input checked="" type="checkbox"/> Print Ship-To Address	Yes
	<input checked="" type="checkbox"/> Print Comments	Yes
	<input type="checkbox"/> Print Customer Terms	No
Statements	<input type="checkbox"/> Print Customer Terms	No
	<input type="checkbox"/> Print PO # instead of Ref #	No
	<input type="checkbox"/> Print Customer Fax #	No
	<input type="checkbox"/> Print Customer Email address	No
	<input checked="" type="checkbox"/> Include Not Due Aged Balance	Yes

 At the bottom right of the dialog box 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

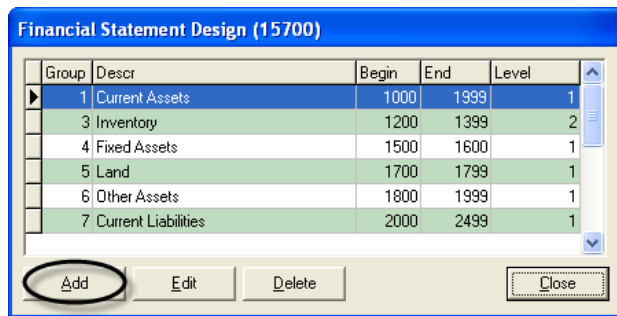
Before you add any account groups, decide whether you want general or detailed information on your financial statements.

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.

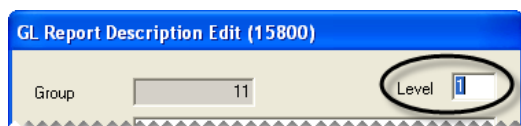
To create financial statement account groups

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

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

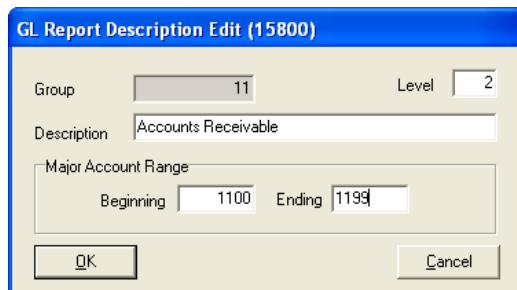


- If the new account group is a secondary group, type a **2** in the **Level** field. Otherwise, leave the level set to 1.



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.

- Type a description for the account group.
- 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.

- 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.

To create global messages, you need to belong to a user group that's assigned the **Setup** permission.

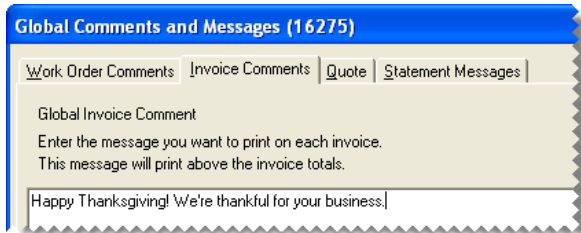
To create global messages

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 49](#)

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:** An empty text box.
- Confirm:** An empty 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 550 .

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 407](#).
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.

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.

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 deactivate the user, click **Yes**.

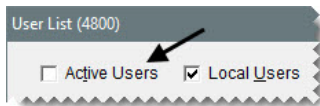
Reactivating User Accounts

If you deactivate 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.

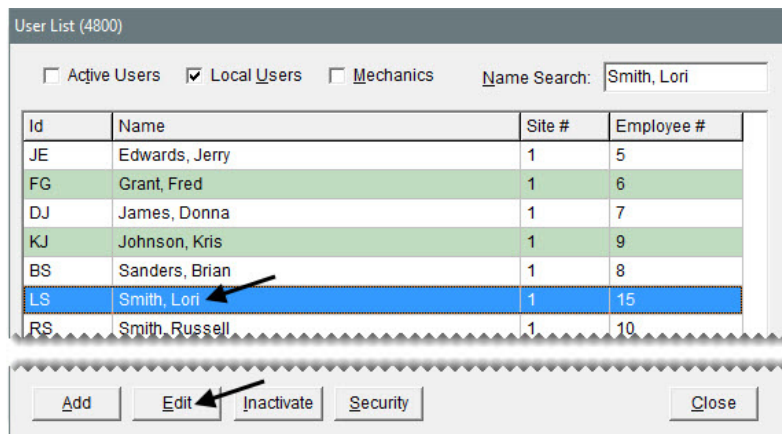
Note: Once you reactivate a user account, you need to reassign the user to one or more security groups.

To reactivate a user account

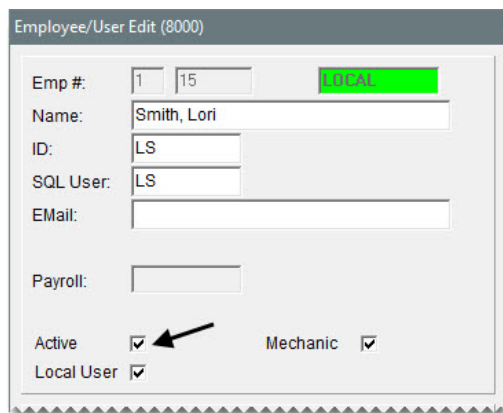
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Clear the **Active Users Only** check box to display the names of both inactive and active users on the User List.



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.



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 689](#).
- ◆ **Reports**, which define which documents users in that group are allowed to print. For more information see [“Reports by Tab” on page 613](#).

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.

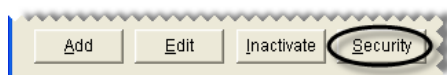
Once the permissions and reports for a security group are set, you can assign users to that group.

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

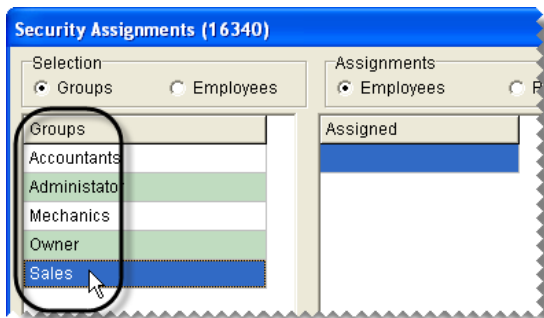
You can control which program areas users can access by assigning permissions to the security groups.

To assign permissions to a security group

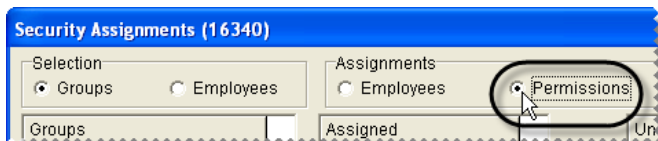
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.





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

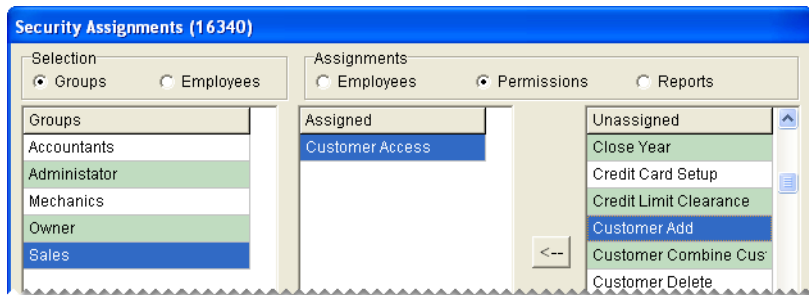


4. In the **Assignments** area, select **Permissions**. The assigned permissions for the group, if any, are displayed in the **Assigned** pane.



5. 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 .



6. Close the Security Assignments screen.
7. 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.

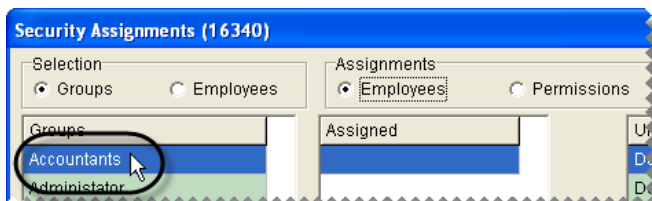
Note: Assigning reports to security groups affects only those documents that can be generated from the Report List.

To assign reports to a security group

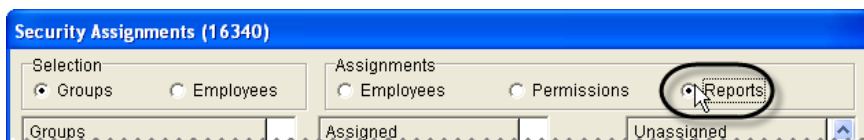
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.





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

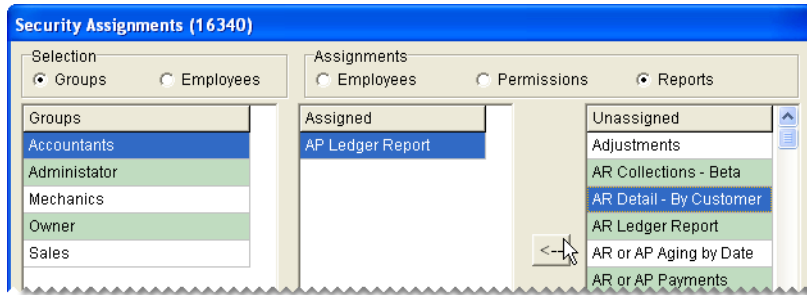


4. In the **Assignments** area, select **Reports**.



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 .



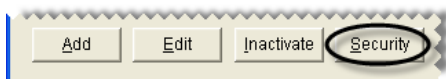
6. Close the Security Assignments screen.
7. Close the User List.

Assigning Users to a Security Group

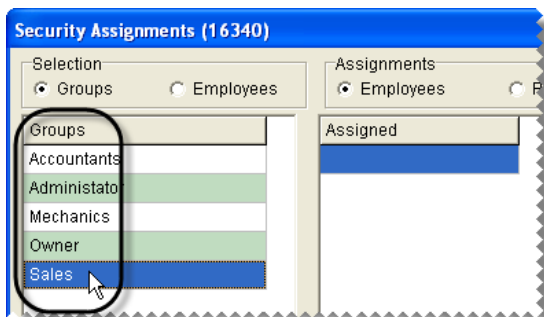
Before you can give users access to program areas and reports, you need to assign them to one or more security groups.

To assign users to a security group

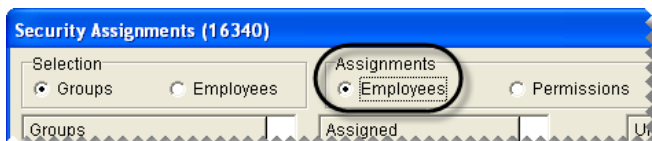
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Click **Security**. The Security Assignments screen appears.





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

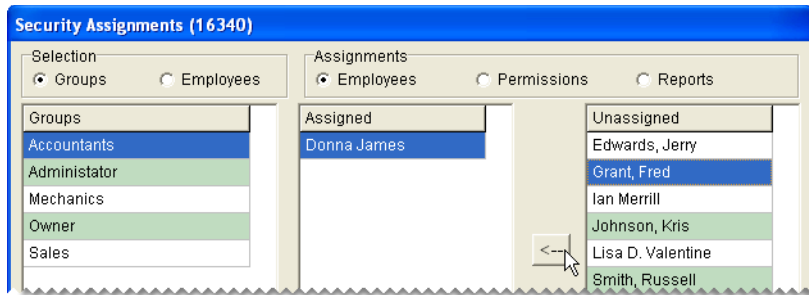


4. In the **Assignments** area, make sure **Employees** is selected.



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.

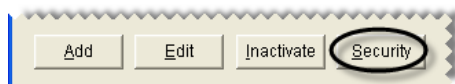
Viewing Security Assignments

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.

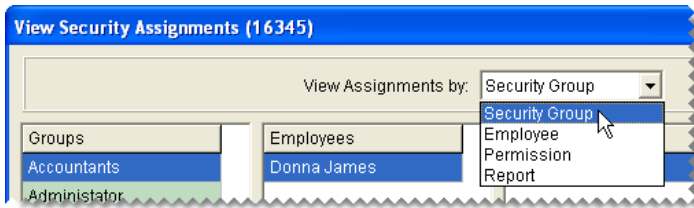


3. Click **View Security Assignments**. The View Security Assignments screen appears.

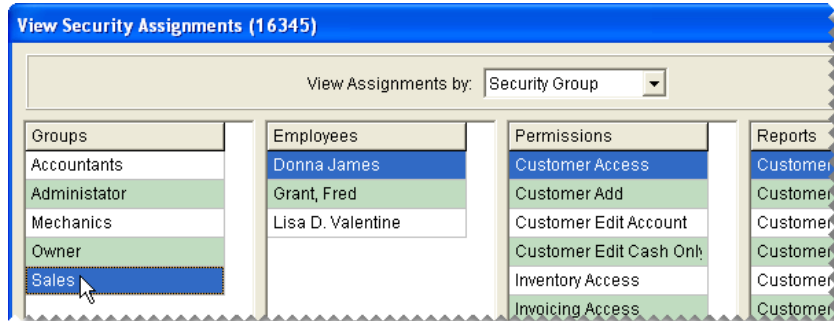


4. Select one of the following from the **View Assignments** by drop-down list:
 - ◆ To see which permissions, users, and reports are assigned to a security group, select **Security Group**.
 - ◆ To see which groups, permissions, and reports, are assigned to a user, select **Employee**.
 - ◆ To see the 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.

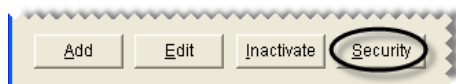
7. Click **Print**. Then click **Close**.
8. Close the View Security Assignments screen.

Removing Security Group Assignments

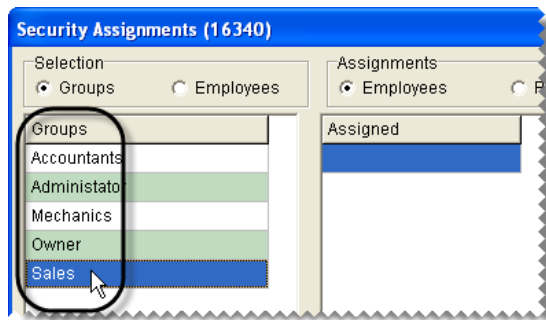
If you decide that a permission, report, or user should no longer be assigned to a particular security group, you can remove it from the group.

To remove security group assignments

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

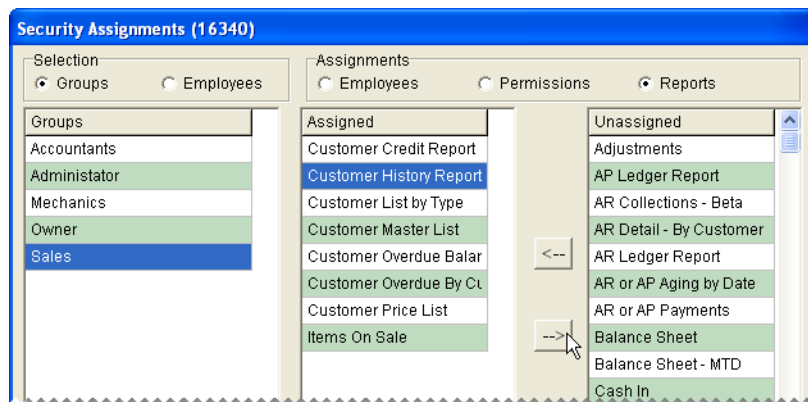


3. Select the name of the group whose assignments you want to change.



4. Do one or more of the following as needed:

- ◆ To remove a user from the group, select **Employees** in the **Assignments** area. Then select the user's name, and click **-->**.
- ◆ To remove a permission from the group, select **Permissions** in the **Assignments** area. Then select the permission name, and click **-->**.
- ◆ To remove a report from the group, select **Reports** in the **Assignments** area. Then select the report name, and click **-->**.



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

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

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):

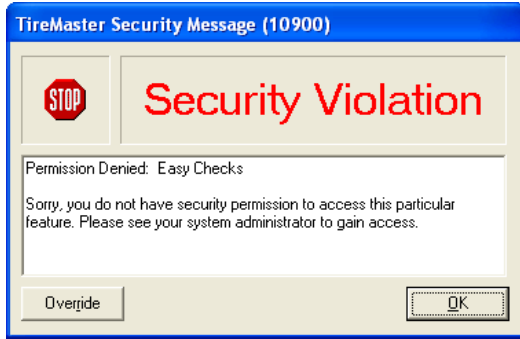


Figure 12: *The Restricted Area Warning*

“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 69](#)
- ◆ [“Customer Types” on page 73](#)
- ◆ [“Customer Color Codes” on page 79](#)

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	Lets you enter the customer's physical address.
Address 2	<p>Lets you enter the customer's P.O. box address, if any.</p> <p>Note: If the customer only gives you a P.O. box number, put it in the Address 1 field and leave this field blank.</p>
City	<p>Lets you define the customer's city.</p> <p>Tip: Enter the customer's zip code first to insert the city and state automatically.</p>
State	Lets you define the customer's state.
Zip	<p>Lets you enter the customer's zip code.</p> <p>Tip: Type the zip code first. If it is already in the database, the city and state will be inserted automatically.</p>
Color	<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**.

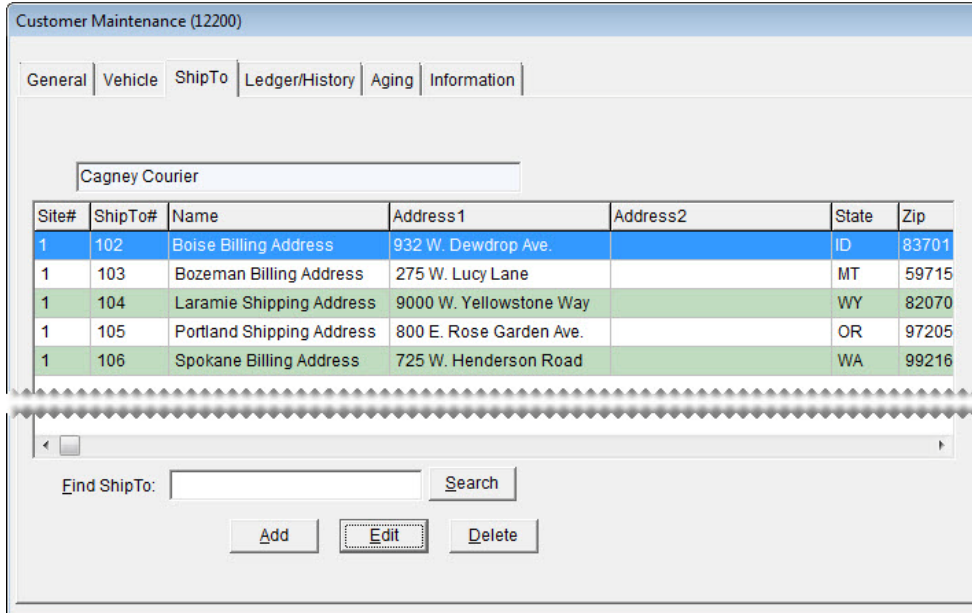


Figure 15: The Customer Maintenance Screen's ShipTo Tab

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 481](#).

For information about vendor ledgers and account history, see ["Vendor Ledger/History Tab" on page 126](#).

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 704](#).

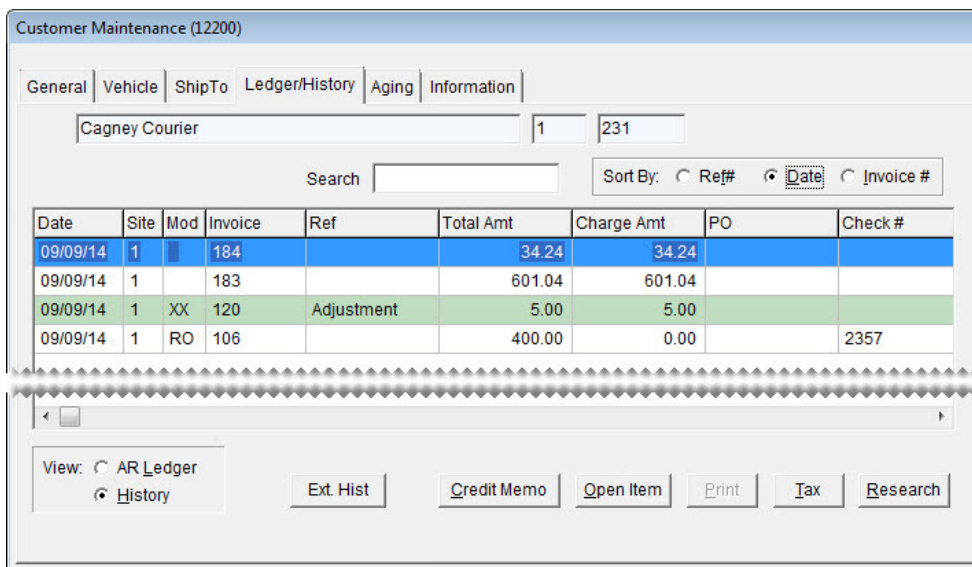


Figure 16: The Customer Maintenance Screen's Ledger/History Tab

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 “” on page 81 .
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.

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.

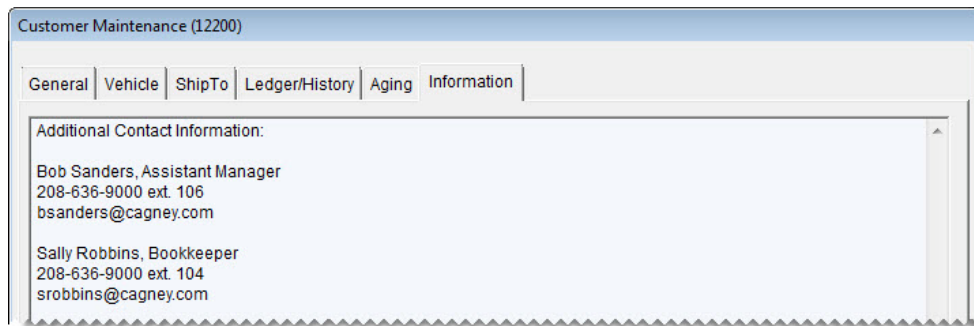


Figure 18: The Customer Maintenance Screen's Information Tab

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

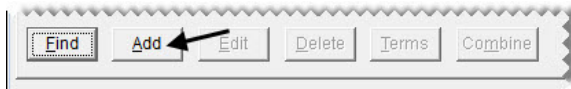
Customers can be added as a single task or at point of sale.

Note: If you need to create a record for a national-account or government-support customer, see “[Adding National-Account and Government-Support Customers](#)” on page 64.

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 305, or “[Creating Single Item Quotes](#)” on page 337.
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 113.
11. To accept the remaining default settings for the customer, click **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 517 and “Adding a Government-Support Customer” on page 523.

Looking Up a Customer

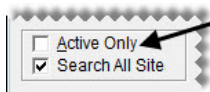
Many sales are to customers who have already been added to TireMaster. The most common way to look up an existing customer is by name.

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. Click **OK**. If more than one customer matches the lookup, the Customer List appears.
5. 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.

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.

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]**.

CUCD	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		ID
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.

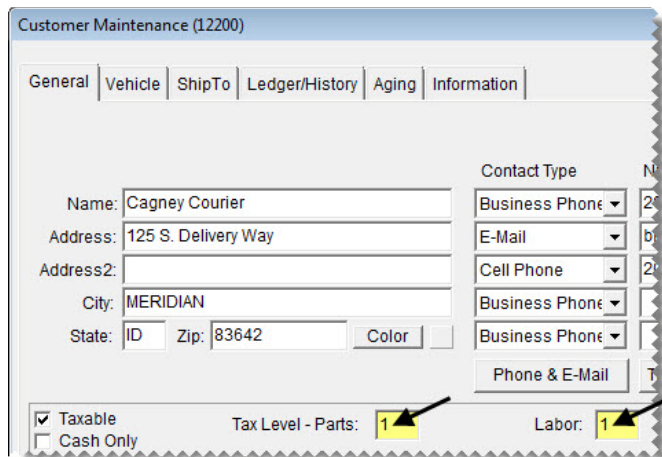
5. When you're finished updating the records, click **Close**.

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

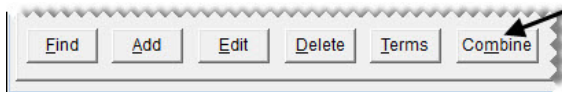
1. Look up the customer for whose information you want to add.
2. Click the **Information** tab.
3. Click **Edit**.
4. Type the new information, and click **Save**.

Combining Customers

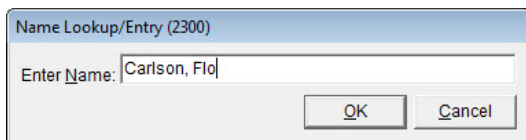
In some cases, such as marriage, you might need to combine two customer records. When you combine customers, TireMaster inactivates one record and adds that customer information to an existing record which is maintained.

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

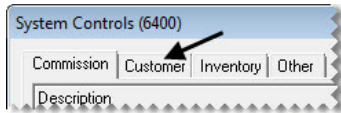
If you allow in-store charge accounts, you need to set up customer payment terms. You can set terms including payment due dates and enable discounts for early payments

Setting Default Payment Terms

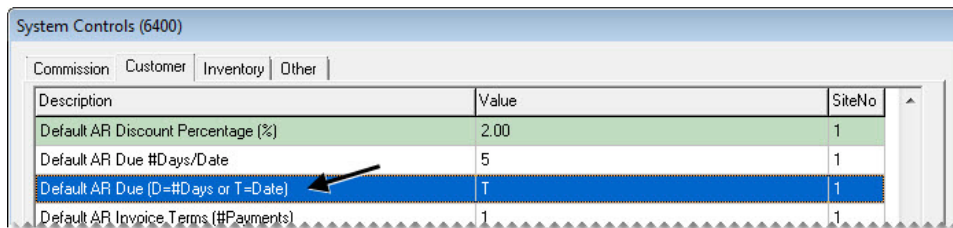
If you have standard payment terms that you extend to all or most of your charge customers, set them as defaults in System Controls.

To set default customer-payment terms

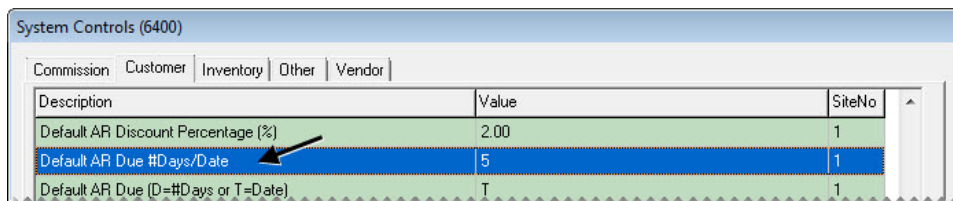
1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.
2. Click the **Customer** tab.



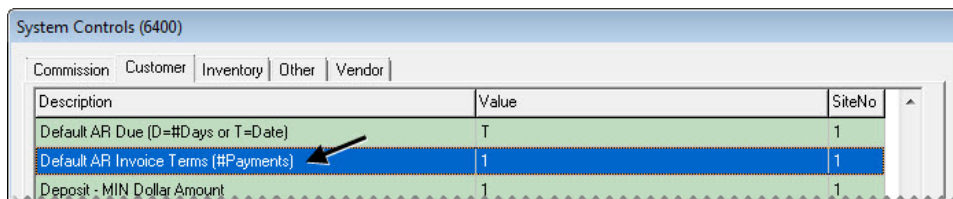
3. Set the requirements for the default due date:
 - a. Select **Default AR Due (D=#Days or T=Date)** and press **Enter**.
 - b. If the payment is due by a specific number of days after the purchase, select **Days**. If the payment is due by a specific day of the month instead, select **Th**. Then click **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**.

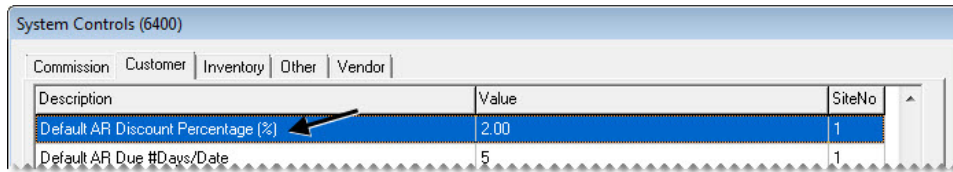


4. Set the default number of payments for an invoice:
 - a. Select **Default AR Terms (#Payments)** and press **Enter**.
 - b. Type the number of installments and click **OK**.

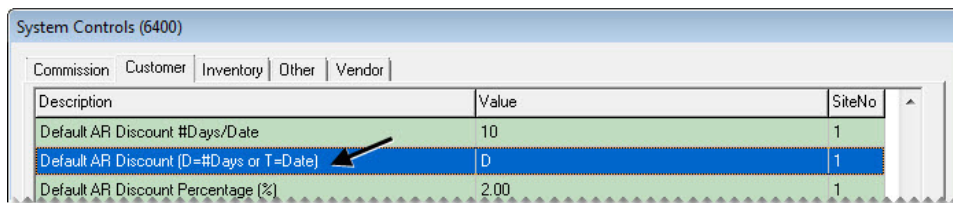


5. Set the default early-pay discount percentage:

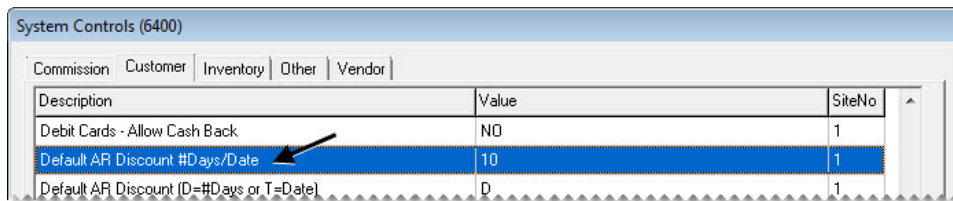
- a. Select **Default AR Discount Percentage (%)** and press **Enter**.
- b. Type the percentage amount and click **OK**.



6. Set the requirements for receiving the early-pay discount:
 - a. Select **Default AR Discount (D=#Days or T=Date)** and press **Enter**.
 - b. If you need to receive the payment by a specific number of days after the purchase, select **Days**. If you need to receive the payment by a specific day of the month instead, select **Th**. Then click **OK**.



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



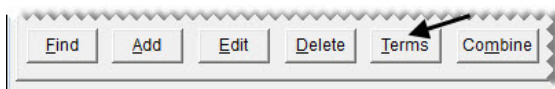
7. Close the System Controls screen.

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.

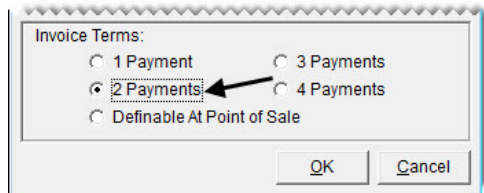
Example: To subtract 5% from an invoice for which you receive early payment, type **5** in the **Discount** field.

- 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**.

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.



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.

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.

Accounts		
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.
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.

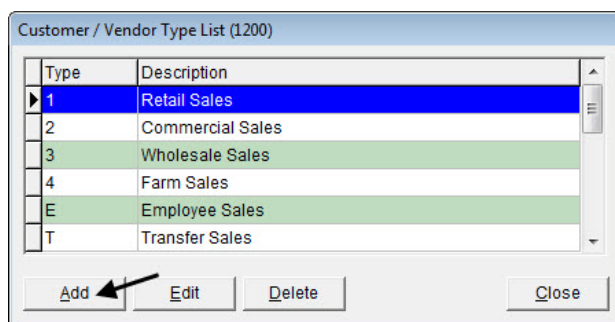
Item	Description
Charge	Not used.
Ship-To	Not used.
Addons	Defines whether to include add-on items on work orders and quotes for customers assigned the type.
Vehicle	Defines whether to display the vehicle list when starting work orders for customers assigned the type.
Tax Select	Defines whether to display 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 73.
9. 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: AP / AR:

Description:

Accounts

AR Acct:	<input type="text" value="1100"/>	<input type="text" value="0"/>
AP Acct:	<input type="text" value="2000"/>	<input type="text" value="0"/>
AR Dis Acct:	<input type="text" value="4600"/>	<input type="text" value="0"/>
AP Dis Acct:	<input type="text" value="5600"/>	<input type="text" value="0"/>
Exp. Acct:	<input type="text" value="9999"/>	<input type="text" value="9999"/>

Options

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

Department:

OK Cancel

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

Updating Customer Types

Although you cannot change the code for a customer type, you can change which options are enabled for it.

To update a customer type

1. From the **Customers** 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 which options are enabled for the type, as needed.
4. To save your changes, click **OK**.

Deleting Customer Types

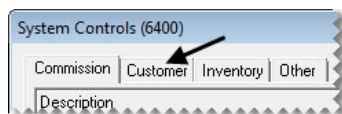
If a customer type is not assigned to any customers, it can be deleted. To delete a customer type, open the Customer/Vendor Type List, select the type you want to remove, and click **Delete**.

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.

 A screenshot of the 'System Controls (6400)' window with the 'Customer' tab selected. Below the tabs is a table with three columns: 'Description', 'Value', and 'SiteNo'. The 'Customer Default Type' row is highlighted in blue. An arrow points to this row.


Description	Value	SiteNo
Customer - Transfer Type	T	1
Customer Default Type	1	1
Customer/Site Default Tax Level - Labor	1	1

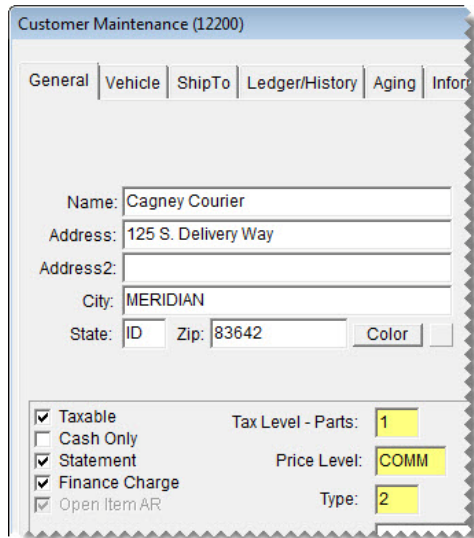
4. Select the type that you want to use as the default customer type, and click **OK**.
5. Close the System Controls screen.

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.

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.

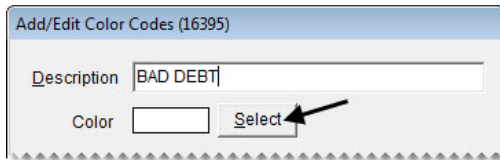
Customer Color Codes (16349)

Description	Color
▶ COD CUSTOMER	Red
OVERDUE BALANCE	Orange
VIP CUSTOMER	Green

Buttons: Add, Edit, Delete, Close

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

A button labeled "Color" is located at the bottom right of the form, with an arrow pointing to it.

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.

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:

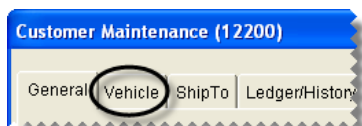
- ◆ “Adding a Customer’s Vehicle” on page 83
- ◆ “Working with the CARFAX Applications” on page 85
- ◆ “Maintaining Vehicle Records” on page 90
- ◆ “Looking Up a Vehicle’s History” on page 92
- ◆ “About Commercial Vehicles” on page 93

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 305 or “Creating Single Item Quotes” on page 337.
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.

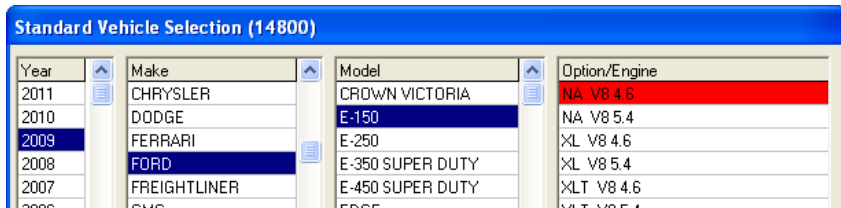
3. Click **Choose**. The Standard Vehicle Selection screen appears.



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 701](#).

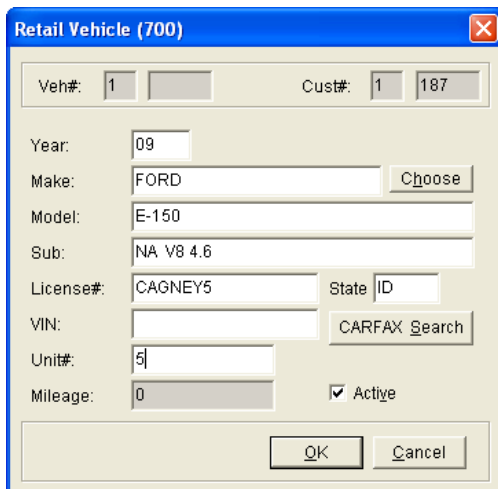
Tip: If you know the vehicle’s VIN or license plate number and state, you can skip this step. VIN and plate numbers can be used to retrieve year, make, and model information from CARFAX. For more information, see [“Looking Up Vehicle Information with CARFAX” on page 85](#).

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 83](#) or [“Updating Vehicle Information” on page 90](#).

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'. The 'State' field contains the text 'ID'. There is a 'CARFAX Search' button. 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'. There is a 'CARFAX Search' button.

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 83](#) and [“Looking Up Vehicle Information with CARFAX” on page 85](#).
 - ◆ 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.
- Click **myCARFAX Authorization**. The myCARFAX Signup EULA screen appears.

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

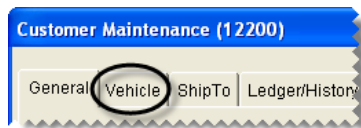
Combining a Customer's Vehicles

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.

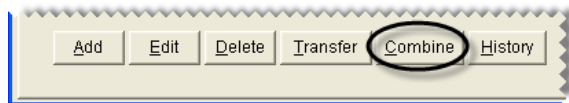
To combine vehicles

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?”

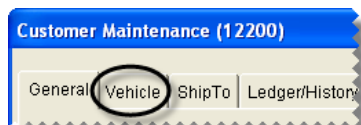
5. Click **Yes**. The extra vehicle is inactivated.

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**.

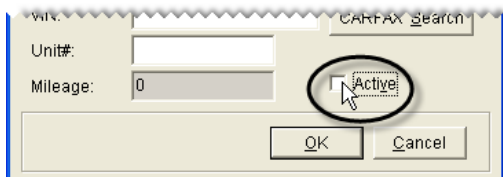
Note: If a vehicle has history and you no longer want to display it on the Vehicle List, you can inactivate it instead. For more information, see [“Inactivating a Vehicle” on page 92](#).

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.

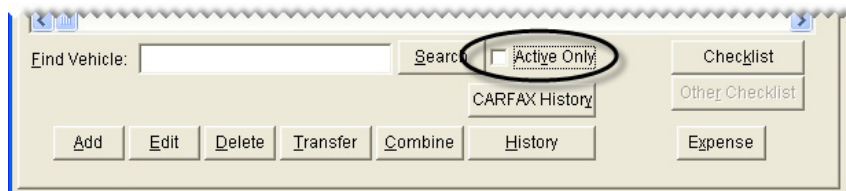
To inactivate a customer's vehicle

- 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.

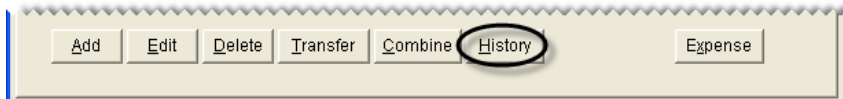


Looking Up a Vehicle's History

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

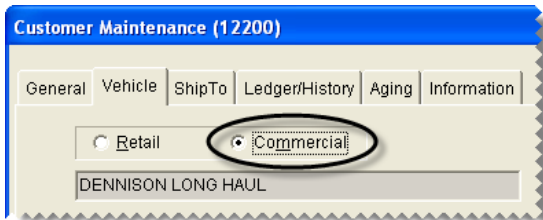
The manner in which commercial vehicles are added to a customer's record is similar to that for adding retail vehicles.

To add a commercial vehicle

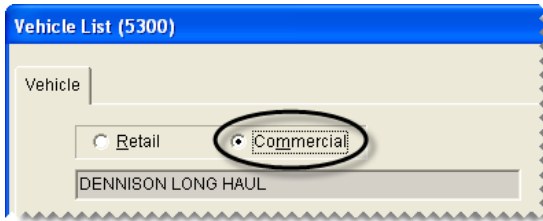
- Look up the customer start a work order or a quote. For more information, see [“Looking Up a Customer” on page 65](#), [“Starting Work Orders” on page 305](#), or [“Creating Single Item Quotes” on page 337](#).

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 95
- ◆ "Document E-Mail" on page 104
- ◆ "Generating a List of Sent Text and E-mail Messages" on page 109

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 96.
- ◆ Review and update, if needed, the signature for your text messages. For more information, see "Updating Your Texting Signature" on page 97.
- ◆ Activate texting of appointment reminders (optional). For instructions, see "Enabling Automated Appointment Reminders" on page 97.

- ◆ 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 98](#).
- ◆ Enable the sending of text messages when invoices are completed. For instructions, see [“Enabling Text Messaging for Completed Invoices” on page 98](#).
- ◆ 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 99](#).

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**.

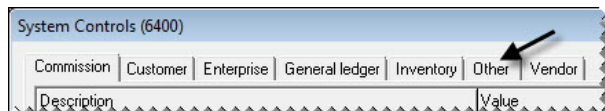
Note: The credentials for logging on to the Text-4-u site are the same ASA-issued credentials that you used to connect your TireMaster system to Text-4-u.
3. Click **Employee Profile**.
4. Review the entry in the **Signature** field, and update it as needed.
5. Click **Save**.
6. Click **Logout** (upper-right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

 A screenshot of the 'System Controls (6400)' window showing the 'Texting - Send Automated Appointment Reminders' row selected. The table has three columns: 'Description', 'Value', and 'SiteNo'.

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

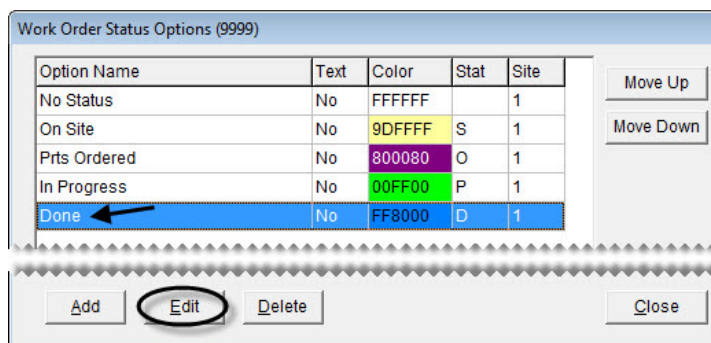
4. Select **Yes**, and click **OK**.
5. Close the System Controls screen.

Enabling Texting for Work Order Status Changes

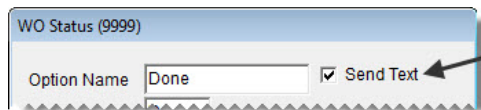
You can define whether text messages can be sent to customers when there are status changes for their work orders. For example, when you change the status from *In Progress* to *Done*, you could text customers to let them know that their vehicles are ready for pickup. You can indicate whether texting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

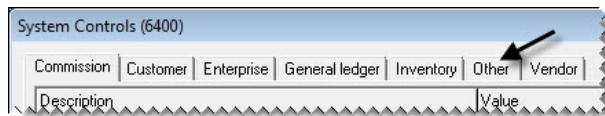
Enabling Text Messaging for Completed Invoices

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.

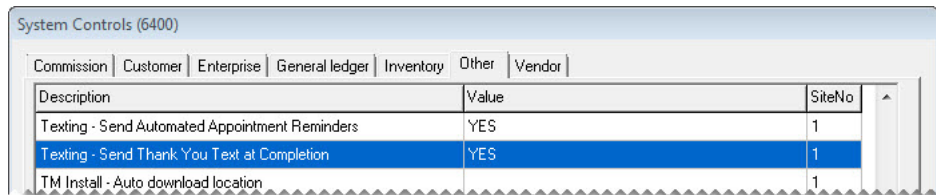
To enable text messaging for completed invoices

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

- Click the **Other** tab.



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



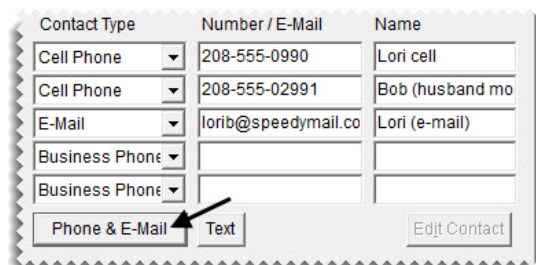
- For the option to send text messages, select Yes and click **OK**. Otherwise, select No and click **OK**.
- Close the System Controls screen.

Enabling Texting for Cell Phone Numbers

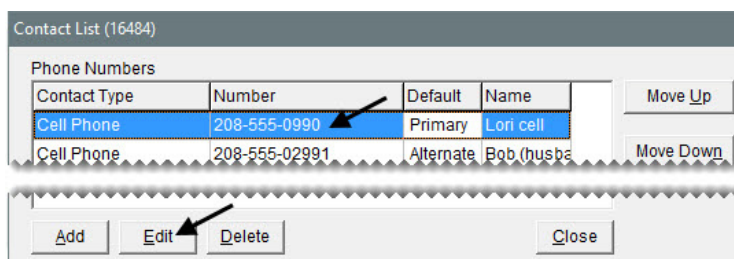
If a customer or vendor agrees to receive text messages from you, texting needs to be enabled for the client's cell phone number(s) before messages can be sent.

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 100.
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 100](#).

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 100](#).

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.

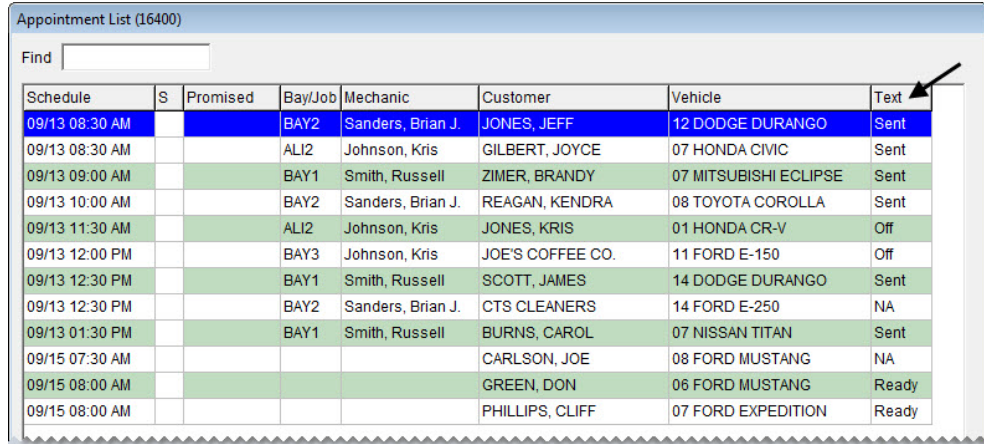
Note: To ensure that reminders for Monday appointments are sent, the server needs to be running on Sunday afternoon.

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 97



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.

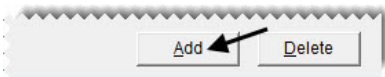
Before you can send e-mails from TireMaster, you also need to include valid e-mail addresses in the customer and vendor records for your clients. For more information, see [“Adding Phone Numbers and E-mail Addresses” on page 113](#).

To set up e-mail

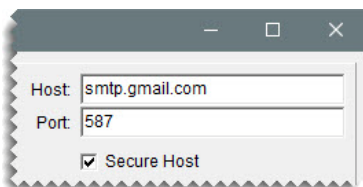
1. From the **Setup** menu, select **Printers**. The Printer Selection screen appears.
2. Click **E-Mail Options**.



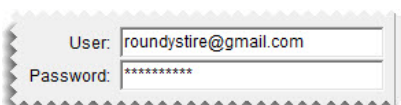
3. Click **Add**.



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.

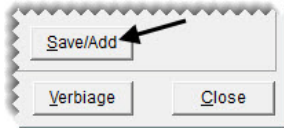


5. Enter the login information that you use to access your e-mail account.
 - ◆ Type the user name for your e-mail account.
 - ◆ Type the password that you use to log in to your e-mail account.



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.

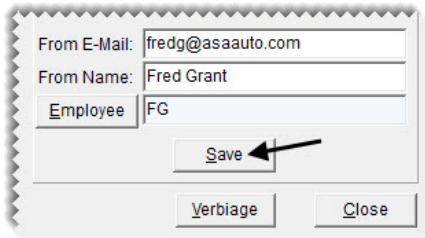
6. To save the outgoing server and e-mail account settings, click **Save/Add**.



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.

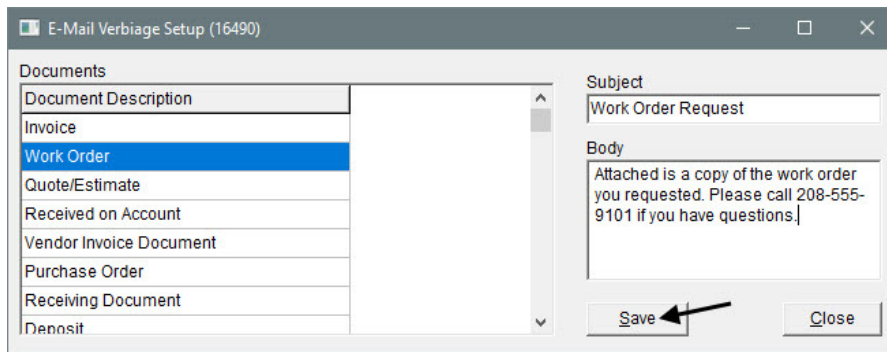
- d. Click **Save**. The employee's name and e-mail address are added to the list on the left side of the screen.



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.

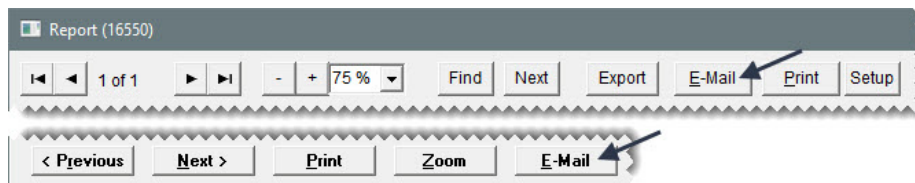
E-mailing Documents Upon Completion

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

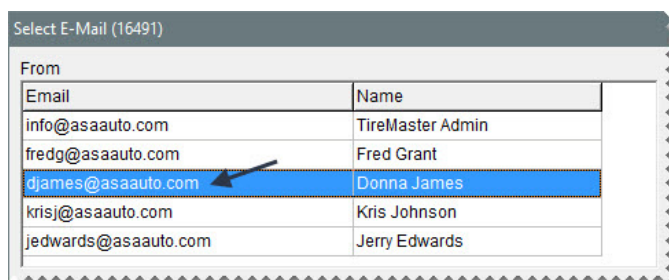
1. Begin to print the document as usual. This process varies, depending on the document. The report screen appears.

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	
joe99@anothermail.com	

Email:

9. Update the subject and body text as needed.

Subject:

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 645](#).

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 111](#)
- ◆ [“Adding Phone Numbers and E-mail Addresses” on page 113](#)
- ◆ [“Organizing Contact Information” on page 116](#)
- ◆ [“Updating Phone Numbers and E-Mail Addresses” on page 119](#)
- ◆ [“Deleting Phone Numbers and E-mail Addresses” on page 121](#)

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 116](#).

To add or update a contact type

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

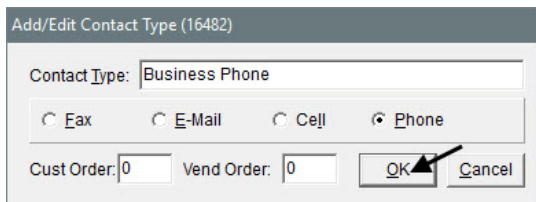
Note: Although the setup screens for contact types are accessed from the **Customers** menu, contact types are used for both customers and vendors.

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 116](#).
 - ♦ 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 117](#).
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 116](#).
 - 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 117](#).
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.

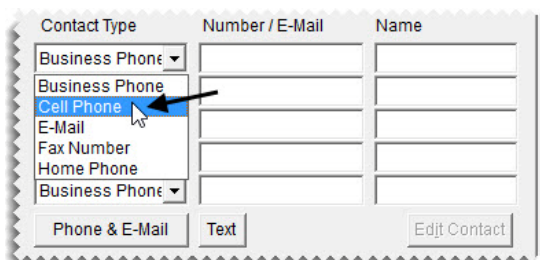
Note: When you add a phone number or e-mail address, you can associate a name with it. For example, the customer record for Rex and Mary Jones could have one phone number associated with the name Rex and another associated with the name Mary. In this scenario, you could also include phone numbers for 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 128](#), 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 116](#).

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 111](#).

- 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 115](#).

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 List (16484)

Phone Numbers			
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 111](#).

- 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 116](#).
- ◆ 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 117](#).

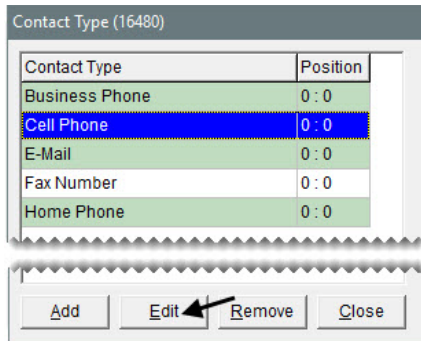
Organizing Contact Information Globally

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.

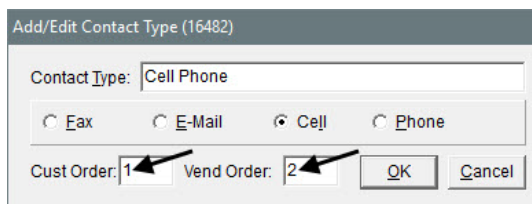
Note: When the position is set to 0 for all contact types, the order of phone numbers and e-mail addresses can differ for each customer or vendor. For more information, see [“Organizing an Individual's Contact Information” on page 117](#).

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.

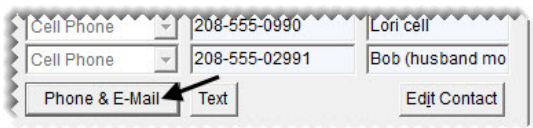
- ◆ The remaining numbers and e-mail addresses, if any, are below the primary and alternate contact information.

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.

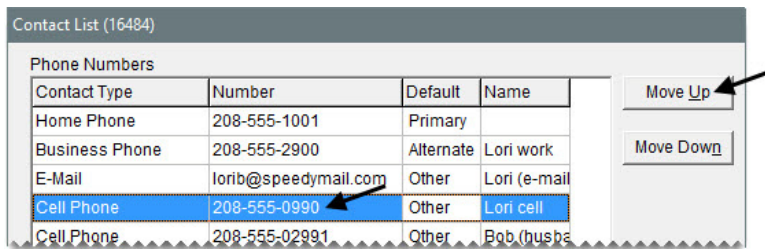
To organize contact information differently for each customer and vendor, the position needs to be set to 0 in the settings for *all* contact types. To verify that the position is 0 for all contact types go to **Customers > Contact Types** and review the entries in the **Position** column.

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.

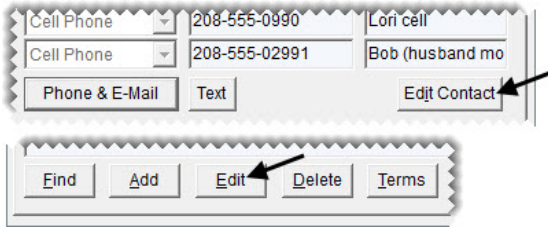
Note: Depending on how your customer types are set up, contact information is ordered the same for all customers and vendors or its organized on an individual basis. For more information, see "[Organizing Contact Information](#)" on page 116.

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.

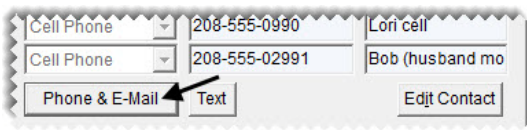
- ♦ Select a different contact type from the drop-down.

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 116](#).

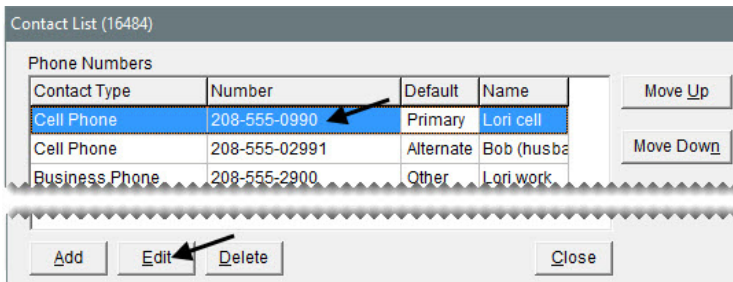
- ♦ Type a different phone number or email address.
- ♦ Type a different name or description for the phone number or e-mail address.

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

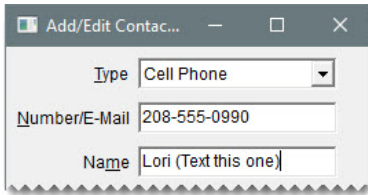
- a. Click **Phone & E-mail**. The Contact List appears.



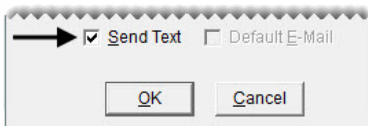
- b. Select the phone number or e-mail address you want to update, and click **Edit**. The Add/Edit Phone Number screen appears.



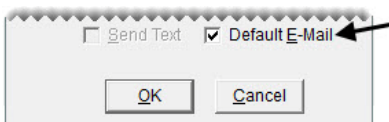
- c. Select a different contact type from the drop-down, type a different number or e-mail address, or type a different name, as needed.



- 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.

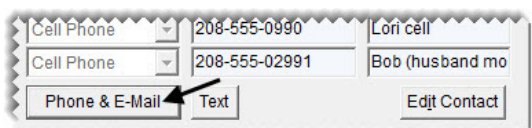
4. Close the Contact List.

Deleting Phone Numbers and E-mail Addresses

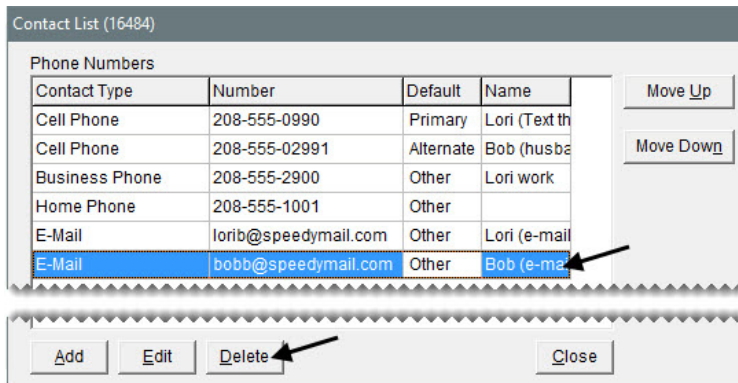
When a customer or vendor no longer uses a phone number or an e-mail address, you can delete it.

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 116.
6. Close the Contact List.

Managing Vendors

TireMaster's vendor-management features help to streamline purchasing by assigning a vendors to purchase orders. This chapter discusses the following topics:

- ♦ [“Vendor Maintenance Screen” on page 123](#)
- ♦ [“Adding and Managing Vendors” on page 127](#)

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.

Vendor Maintenance (12200)

General | Ledger/History

1 | 198

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#: Bank Name:

1099 Vendor Account #: Routing #: Bank Acct #

W-9 on file

Notes:

Contact: Ray Jackson

Find Add Edit Delete 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 113 .
Acct Type	Lets you specify the vendor type for the vendor in the full version of TireMaster. In TireMaster Point of Sale, this value is always 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 in the full version of TireMaster. 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="X"/> . 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 in the full version of TireMaster.
W-9 On File	Lets you indicate whether you have IRS form W-9 on file for the vendor in the full version of TireMaster.
TIN#	Lets you define a vendor's tax identification number in the full version of TireMaster. For individuals, you can enter a social security number instead.
Account #	Lets you record the account number a vendor has assigned to you in the full version of TireMaster.
Bank Name	Lets you record the name of the vendor's bank in the full version of TireMaster.
Routing #	Lets you record the routing number for the vendor's bank in the full version of TireMaster.
Bank Acct #	Lets you record the account number for the vendor's bank in the full version of TireMaster.
Notes	Lets you include additional information about the vendor account.

Item	Description
Find	Lets you look up a vendor.
Add	Lets you add a new vendor.
Edit	Lets you update a vendor's information.
Delete	Lets you remove a vendor from the database if that vendor has never been used on a purchase order or receiving document.
OK	Lets you save changes and exit the screen. This button only appears in add and edit mode.
Cancel	Lets you exit the screen without saving any changes. This button only appears in add and edit mode.

Vendor Ledger/History Tab

The **Ledger/History** tab (Figure 25) displays a list of purchases and inventory returns for the vendor.

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 704.

Vendor Maintenance (12200)

General Ledger/History

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

Open Item Print Research

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

Adding and Managing Vendors

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 in the full version of TireMaster.
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) in the full version of TireMaster.
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) in the full version of TireMaster.
AP Ledger	Displays each charge 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.

Item	Description
Print	Lets you reprint the selected documents or a report listing the vendor's history.
Research	Lets you view journal entries related to the selected item.

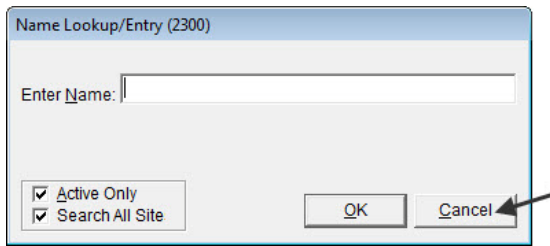
The Vendor Maintenance screen is where you handle most vendor-management tasks.

Adding a Vendor

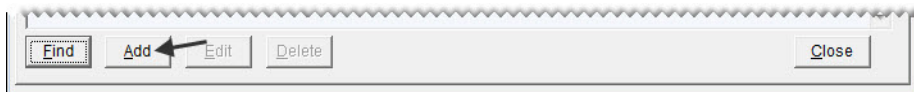
Before you can order items from a vendor, a vendor record must exist in TireMaster.

To add a vendor

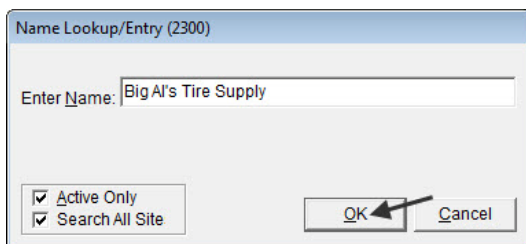
1. Select **Maintenance** from the **Vendors** menu. The Name Lookup/Entry screen appears.
2. Click **Cancel** to close the Name Lookup/Entry screen.



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 113](#).

- 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

1 198

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#: Account #: Bank Name: Routing #: Bank Acct #:

1099 Vendor
 W-9 on file

Notes:
Contact: Ray Jackson

Find Add Edit Delete Cancel OK

- 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.

To change a vendor record

- 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](#).
- Make sure the **General** tab is selected, and click **Edit**.
- Make the needed changes. For information about settings on this screen, see [“General Tab” on page 123](#).
- 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: 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

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**.

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: 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 129.](#)

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 131
- ◆ “Tracking Inventory Costs and Quantities” on page 140
- ◆ “Stock and Nonstock Items” on page 141
- ◆ “Adding and Maintaining Items” on page 142
- ◆ “Working with Bar Codes” on page 157
- ◆ “Managing GL Codes” on page 160
- ◆ “Manufacturer Codes” on page 169

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 26) stores an item’s basic information, as well as several codes that are part of its settings.

Figure 26: 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 164.
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. Note: If this code is not entered manually, TireMaster uses the default inventory commission type set in System Controls for calculating commission.
Force Option Cost	Lets you remind users to enter the exact cost, including FET, of noninventoriable items at point of sale. Note: If the System Control Force Option Cost is set to Yes , users are required to enter the cost.
Bar Code 1	Lets you assign a primary bar code to the item.
Bar Code 2	Lets you assign a secondary bar code to the item.
Bar Code 3	Lets you assign a third bar code to the item.

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 27) 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 27: 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.

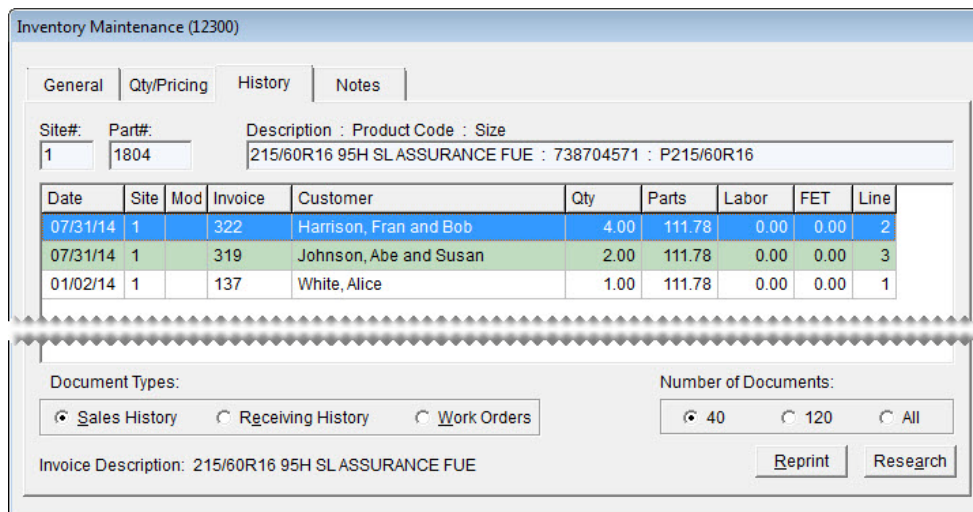
Tip: To view addition information about an item, press  repeatedly.

History Tab

The **History** tab (Figure 28) 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

Document Types: Sales History Receiving History Work Orders

Number of Documents: 40 120 All

Invoice Description: 215/60R16 95H SL ASSURANCE FUE

Reprint Research

Figure 28: 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 717 .
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 707.</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 707.</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 29) 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#: 1 Part#: 1804 Description : Product Code : Size
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 29: 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 30). 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 207](#).

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 30: Classifying an Item as Inventoriable

Noninventoriable Items

If you need to track an item's cost but not its quantities, set it up a noninventoirable 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 31). 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 209](#).

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 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.

To add an item

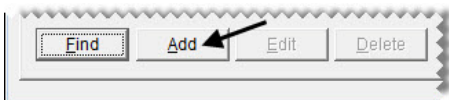
1. Select **Maintenance** from the **Inventory** menu. The Custom Inventory Lookup screen appears.
2. Do one of the following:
 - ♦ Look up an item that's similar to the one you're adding. For more information, see [“Looking Up Inventory Items” on page 175](#).

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**.

 A dialog box titled 'Add New Inventory (1000)'. It has a text input field labeled 'New Product Code:' containing the text '738704571'. Below the field are two buttons: 'Ok' and 'Cancel'.

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 196](#).

7. Enter the inventory-handling information:

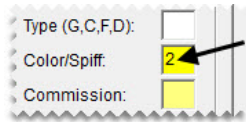
- If the item is inventoriable, type the letter **Y** in the **Inventory (Y/N)** field. For noninventoriable items, type the letter **N** instead. For more information, see [“Inventoriable Items” on page 140](#) and [“Noninventoriable Items” on page 141](#).


- 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 147](#).
- ◆ For consignment items, type the letter **C**. For more information, see [“Handling Consignment Items” on page 146](#).
- ◆ For fees, type the letter **F**. For more information, see [“Setting Up Fees” on page 148](#).
- ◆ For discounts, type the letter **D**. For more information, see [“Setting Up Discounts” on page 147](#).

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.

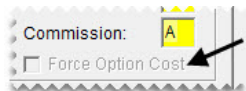
- c. To assign a spiff color to the item, click the **Color/Spiff** field and press . Then select a spiff color and click **OK**.



- 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.

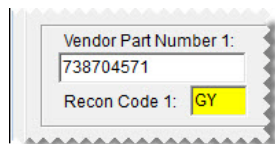


Note: This setting is for noninventoriable items only. For more information, see [“Noninventoriable Costing Methods” on page 209.](#)

- 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 157.](#)

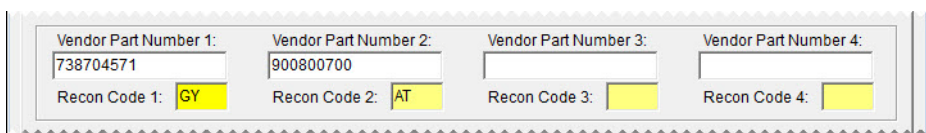


- 9. Enter the vendor part number and reconciliation code for the item's *main* vendor or manufacturer.
 - a. Type the part number in the **Vendor Part Number 1** field.
 - b. Click the **Recon Code 1** field and press . Then select the reconciliation code for the item's main vendor or manufacturer and 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 579](#).

Load / Speed:		Load Range:		Warranty:	
UTQG:		Sidewall:		Core Item:	

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:	0.00	Lugs:	0	Offset:	
Bolt2:	0.00	Width:		Weight:	21.00


Find Add Edit Delete

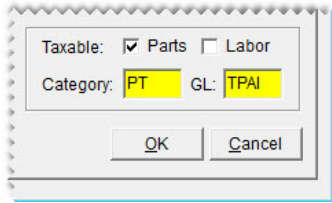
14. Assign the following codes and tax settings:

- 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**.

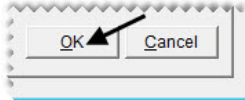
Add-On/Kit Code:	P
Mfg Code:	GY

- 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 one of the three preset GL codes 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 219](#). 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 32).



Figure 32: 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 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 146](#).

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 33).



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

Figure 33: 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 200](#).

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 34).

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 34: 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 35).

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: (empty yellow box)
- Commission: D (in a yellow box)
- Force Option Cost

Figure 35: 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 36).

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: (empty yellow box)
- Commission: D (in a yellow box)
- Force Option Cost

Figure 36: 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

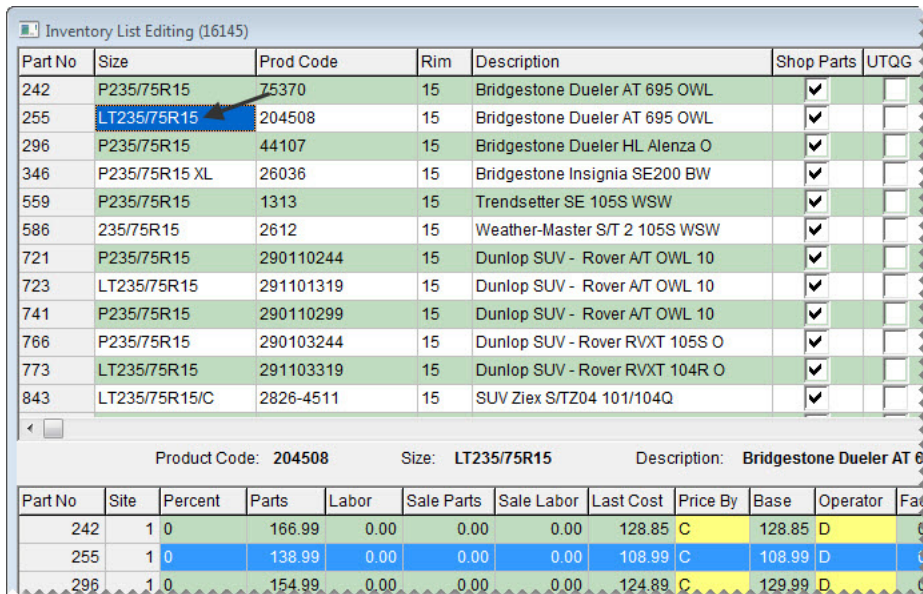
With Inventory List Editing, you can update the settings for a group of items. The Inventory List Editing screen is similar to a spreadsheet and is split into two panes. The top pane lists basic properties for items, such as size, product code, and group. The bottom pane is for price, cost, and stocking-level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

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 175](#).
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.



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.

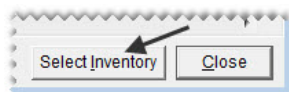
Tip: Press the arrow keys to move from cell to cell and press **Tab** to move between panes.

- 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.

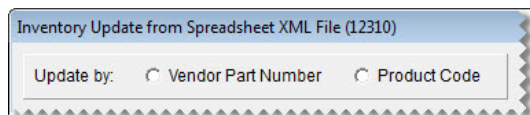
Updating Items with an XML Spreadsheet

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 152.

To update items with an XML spreadsheet

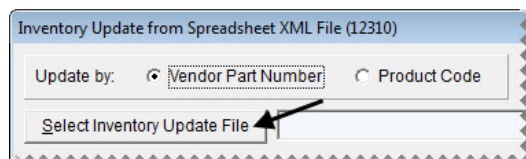
1. From the **Inventory** menu, select **Spreadsheet Updates**. The Inventory Update from Spreadsheet XML File screen appears.
2. Depending on how your spreadsheet is set up, select **Vendor Part Number** or **Product Code**. TireMaster checks your inventory for any items that have been assigned duplicate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

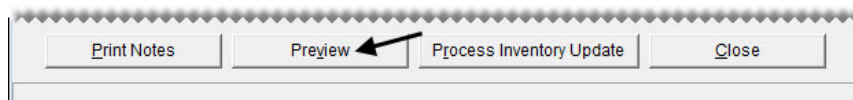
3. Look up the spreadsheet with the price information:
 - a. Click **Select Inventory Update File**. The Load Inventory Update File screen appears.



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

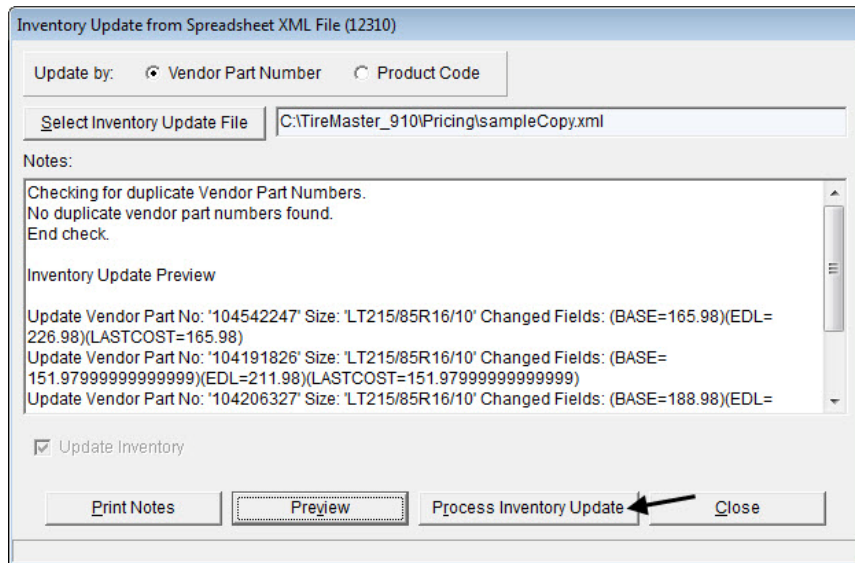
Note: If you don't see the file you want to use, select it from the **Look in** drop-down list.

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 37 shows a spreadsheet that meets the requirements for updating prices in TireMaster.

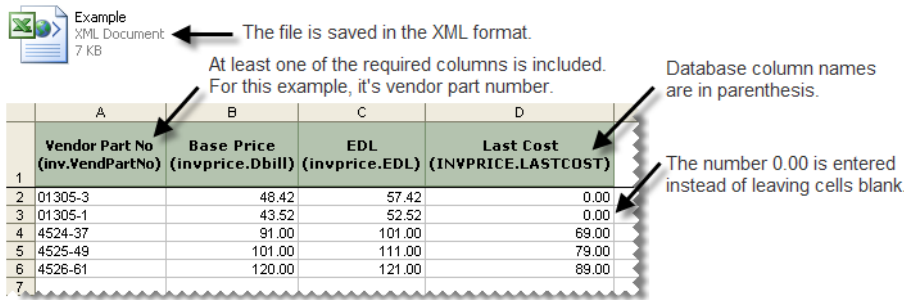


Figure 37: Inventory Update Spreadsheet Requirements

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

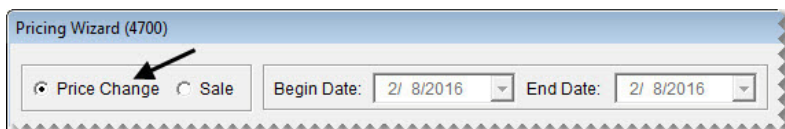
Assigning Stocking Levels to a Group of Items

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.

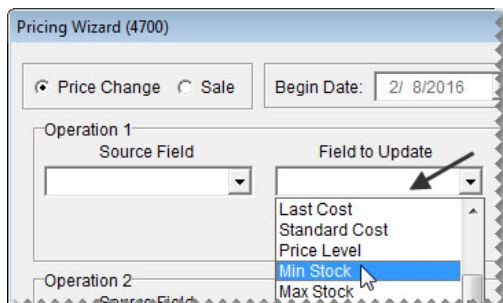
Note: Stocking levels can also be defined in the settings for individual items and for groups of items with Inventory List Editing. With Inventory List Editing, however, you can *vary* the minimum and maximum stocking levels assigned. For more information, see [“Updating Information for More than One Item”](#) on page 149.

To assign stocking levels with the Pricing Wizard

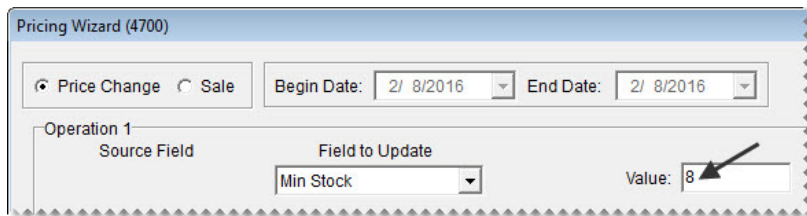
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



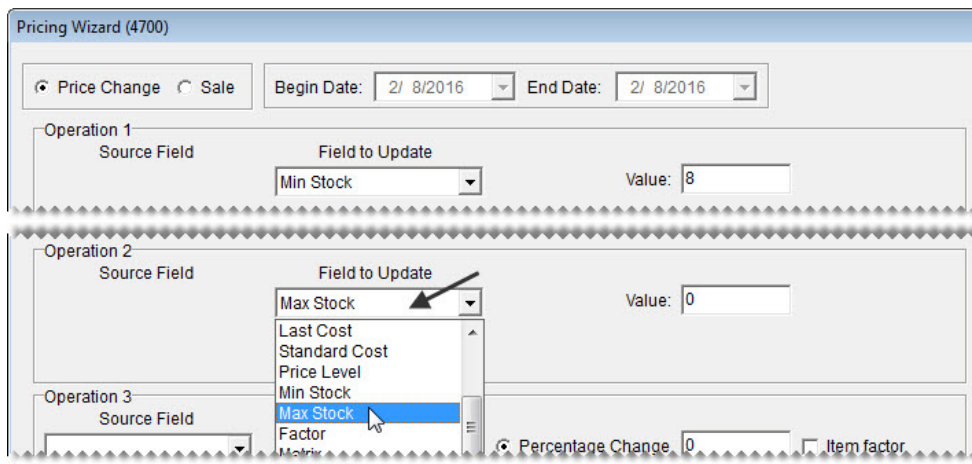
3. Update the minimum stocking level if needed. Otherwise, skip this step.
 - a. Select **Min Stock** from the **Field to Update** drop-down for the operation being used to update the minimum stocking level. The **Value** field appears and replaces the price change fields.



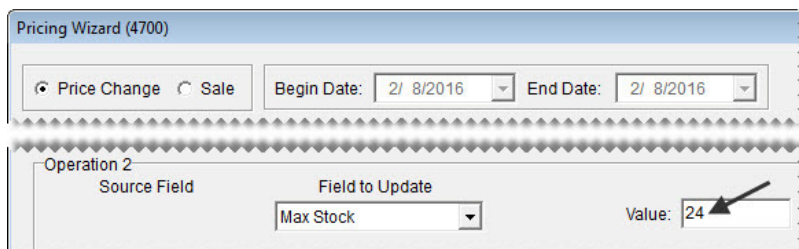
- b. Type the number you want to assign as the minimum stocking level in the **Value** field.



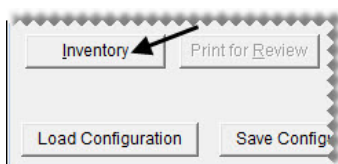
- 4. Update the maximum stocking level if needed. Otherwise, skip this step.
 - a. Select Max Stock from the **Field to Update** drop-down or the operation being used to update the maximum stocking level. The **Value** field appears and replaces the price change fields.



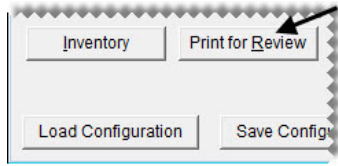
- b. Type the number you want to assign as the maximum stocking level in the **Value** field.



- 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 175.



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.

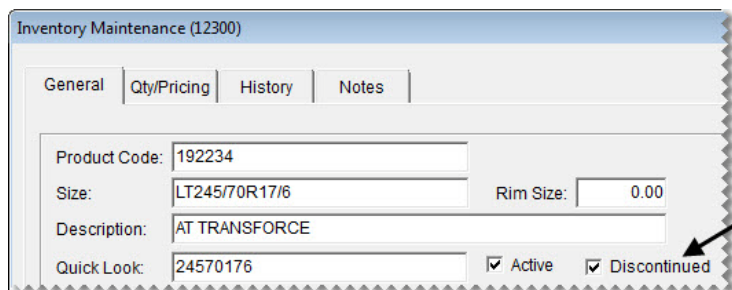
To view the changed stocking level for a single item, look at either the **Min Stock** or **Max Stock** field on the Site Prices and Quantity screen. For multiple items, select **List Editing** from the **Inventory** menu, and look up the same items you just updated. Stocking levels are listed in the 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 175](#).
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 inactivate it instead. For more information, see [“Inactivating an Item” on page 157](#).

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 inactivate an item by changing its settings on the Inventory Maintenance screen. Items can also be inactivated 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 inactivate. For more information, see [“Looking Up Inventory Items” on page 175](#).
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 fields are as follows:

Product Code:	192234		
Size:	LT245/70R17/6	Rim Size:	0.00
Description:	AT TRANSFORCE		
Quick Look:	24570176	<input type="checkbox"/> Active	<input checked="" type="checkbox"/> Discontinued



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.

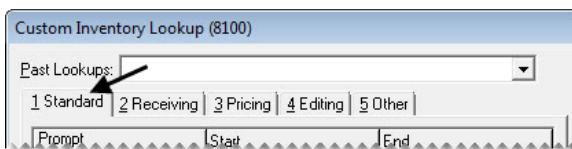
To prepare to use bar codes

1. Set up your scanner.

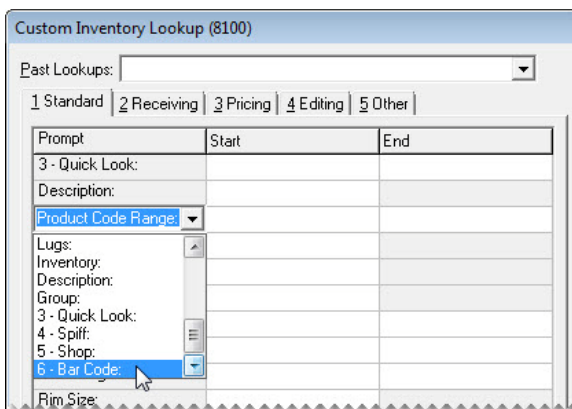
The setup process varies from device to device. Some scanners require installing and configuring software, while others need minimal setup. For more information, see the documentation that shipped with your scanner.

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.

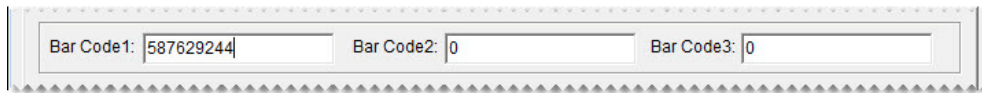


- c. In the **Prompt** column, select the row that you want to use for the bar code search option and select **6 - Bar Code** from the drop-down list. Then update the search options for the other rows if needed.



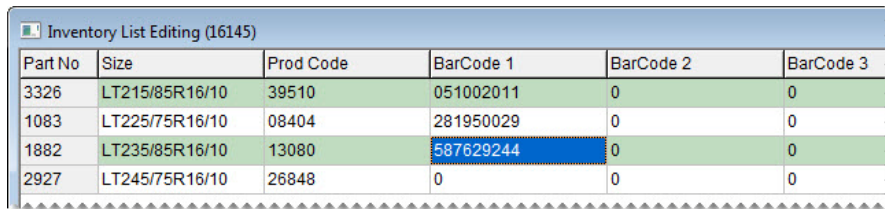
- d. To add the bar code search option to other tabs, repeat steps 2b and 2c.
 - e. To save the changes, click **OK**.
- #### 3. Assign up to three bar codes to your items:

- ◆ 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 148.](#)



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 149.](#)



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 151.](#)

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 38).

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 38: 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

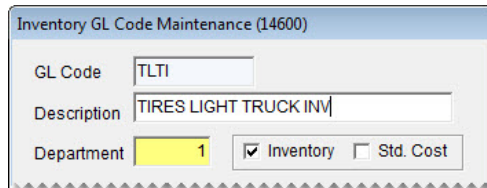
1. From the **Setup** menu, select **Inventory GL Codes**. The Inventory GL Code List appears.

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.

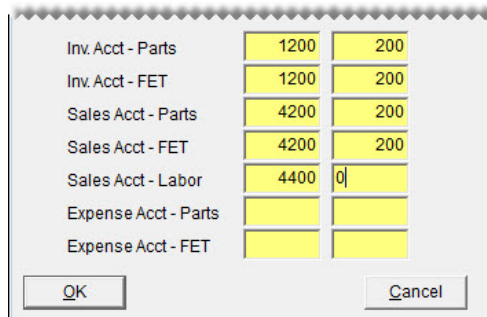
Note: GL codes can be up to four characters long. Once you click **OK**, the code cannot be changed.

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 140](#) and [“Noninventoriable Items” on page 141](#).
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

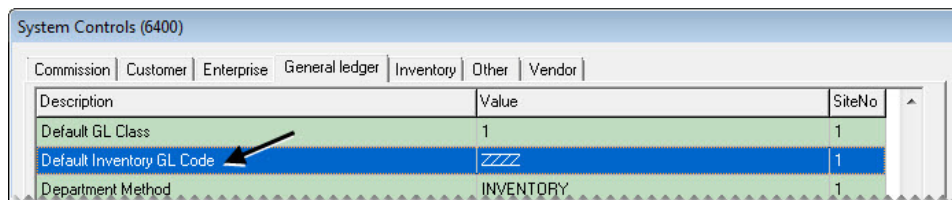
GL codes that have never been assigned to items can be deleted. To delete a GL code, select the one you want to remove on the Inventory GL Code List. Then click **Delete** and click **Yes** when the confirmation message appears.

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 39) 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.

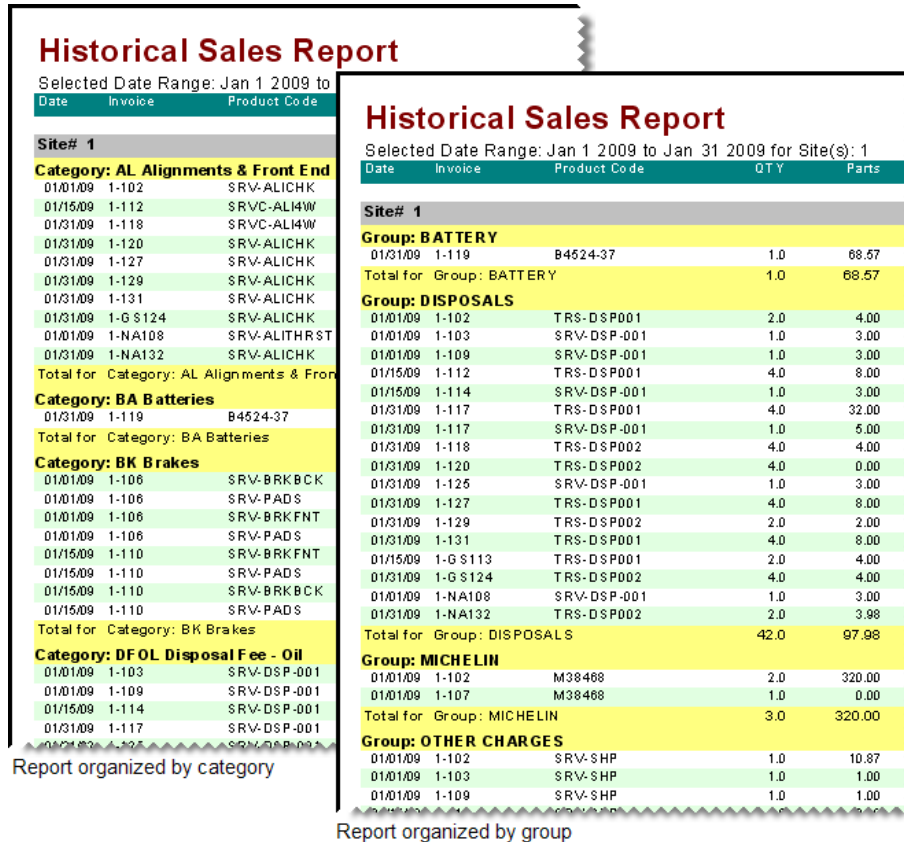


Figure 39: Historical Sales Reports Organized by Categories and Groups

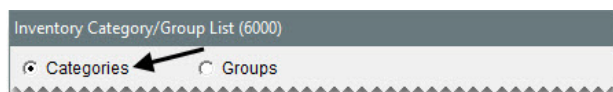
Adding and Editing Inventory Categories

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.

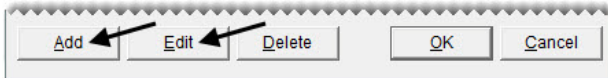
To add or update an inventory category

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 165](#) or [“Adding and Editing Inventory Groups” on page 168](#).

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 167](#).

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

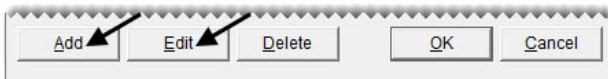
Inventory groups provide an alternative means of organizing information on your reports. Tires, services, warranties, disposals, and batteries are all examples of inventory groups.

To add or update an inventory group

1. From the **Inventory** menu, select **Categories & Groups**. The Inventory Category/Group List appears.
2. Select **Groups**.

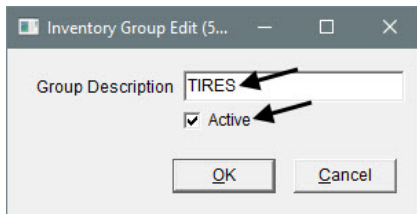


3. Do one of the following:
 - ♦ To create a new group, click **Add**.
 - ♦ To update an existing group, select it and click **Edit**.



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**.

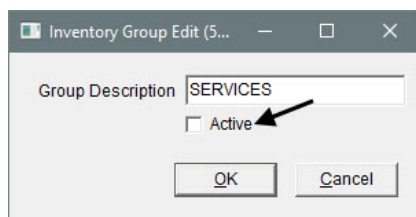
Note: If there is a group that you once used but no longer need, you can inactivate it instead. For more information, see [“Inactivating an Inventory Group” on page 169](#).

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.

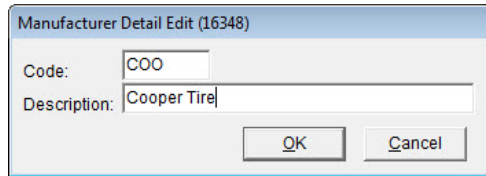
To add or update an existing manufacturer code

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 171
- ◆ “Looking Up Inventory Items” on page 175
- ◆ “Working with the Inventory List” on page 182
- ◆ “Viewing an Item’s History” on page 184
- ◆ “Taking Inventory” on page 186
- ◆ “Add-Ons” on page 190
- ◆ “Shop Supplies” on page 196
- ◆ “Managing Gas Links” on page 199
- ◆ “Color/Spiff Codes” on page 202

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 40). 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 40: 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  and make a selection from a list. ◆ When using the Split Look option to search for staggered fitments, type one size in this column and the other size in the End column.
End	<p>Lets you type the code, number, letter, or description for the end of a range of items:</p> <ul style="list-style-type: none"> ◆ When searching for a range of items, set the end of the range in this column (for search options that can be used to look up a range of items). ◆ When searching by group and category, click  and make a selection from a list. ◆ 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.

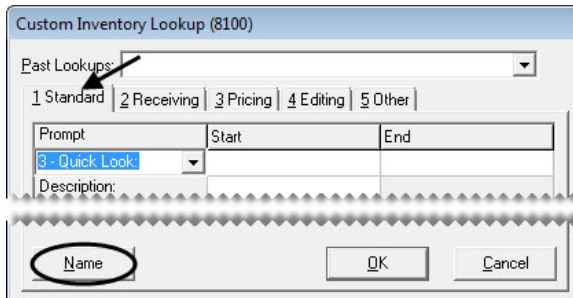
Setting Up the Custom Inventory Lookup Screen

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.

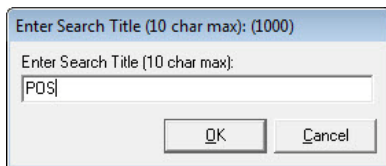
Note: The settings on the first tab determine how items are retrieved when searching with the down-arrow lookup method. For more information, see [“Using the Down-Arrow Lookup Method” on page 11](#).

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.

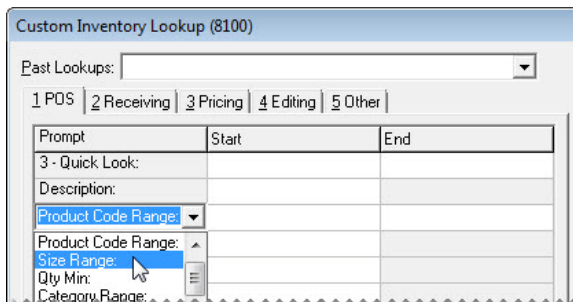


3. Type the new name for the tab and click **OK**.



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.

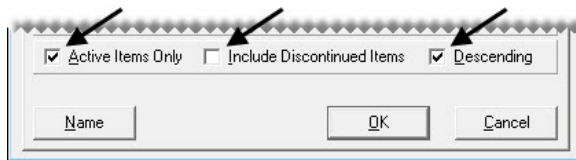
Tip: To save time at the counter, set up the Custom Inventory Lookup screen so the prompts are listed in order of importance for each task. For example, you could list the **Size Range** prompt first for an invoicing tab, while **Product Code Range** could be used first on a PO or receiving tab.

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.

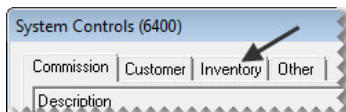
8. To set up the remaining tabs, repeat steps 2 through 6.
9. To save the settings, click **OK**.

Enabling the Custom Inventory Lookup Screen

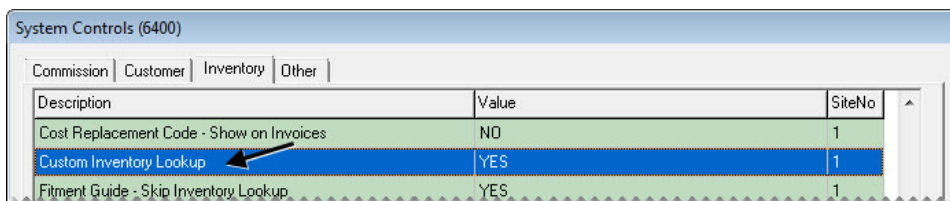
Before you can use the Custom Inventory Lookup screen, you need to enable the feature in System Controls.

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

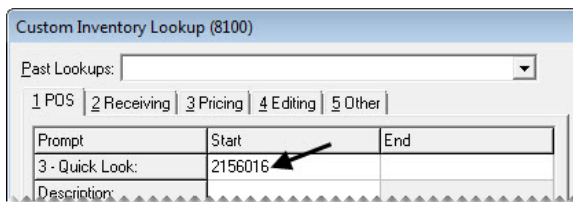
A quick-look code can be any combination of numbers or letters that's easy to remember. Many dealers use quick-look codes as a way to look up tire sizes without having to type slashes or letters. Searching with quick-look codes is helpful at point of sale.

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**.

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.

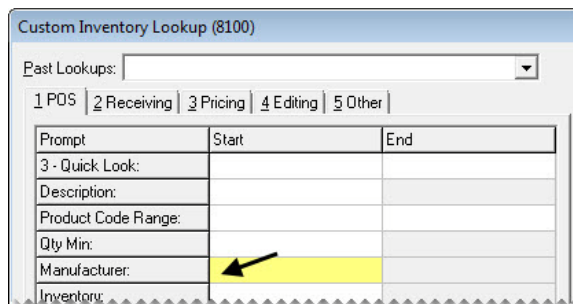
To search for items by manufacturer

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**.



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.

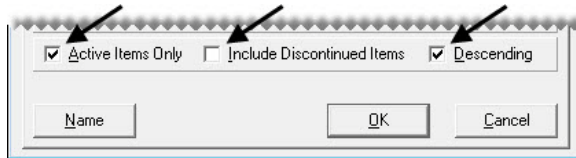


Sort: R3B S=Size M=MFG P=ProdCode Q=Qty B=Best E=EDL 4=Spiff
R=Rim C=Cat G=MiscSort V=VendPart# 3=QuickLook

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.

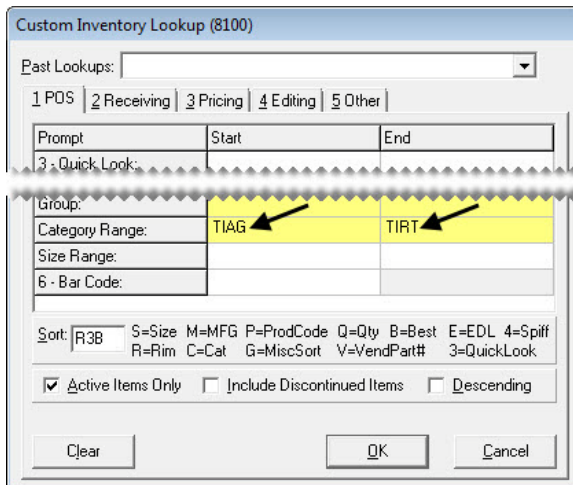
To search for a range of items

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.



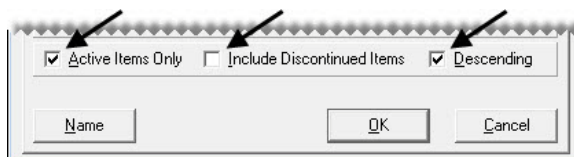
Tip: Clicking **Clear** removes the codes from the screen.

- If you want to use different sort codes for the search, type the letters or numbers for the codes in the **Sort** field.



Note: You can use up to four of the sort codes displayed to the right of the **Sort** field. When a sort code cannot be used to perform a task or organize information on a report, it's disabled.

- Select or clear the following check boxes as needed:
 - To include active items in the search, make sure the **Active Items Only** check box is selected.
 - To include discontinued items in the search, make sure the **Include Discontinued Items** check box is selected.
 - To display the items from the highest to lowest order on the Inventory List, select the **Descending** check box.



Note: Because TireMaster is designed to always display quantities from highest to lowest, the **Descending** check box is disabled when the letter **Q** is the only code entered in the **Sort** field.

- Click **OK**. The Inventory List appears.
- Select an item, and click **OK**.

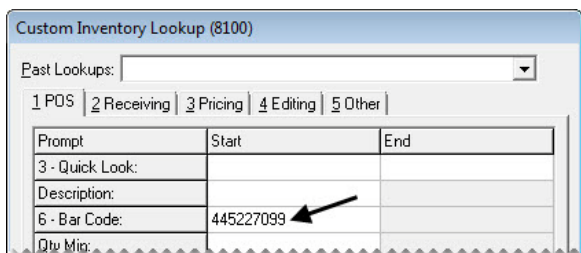
Searching for Items with Bar Codes

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.



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**.
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**.

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.

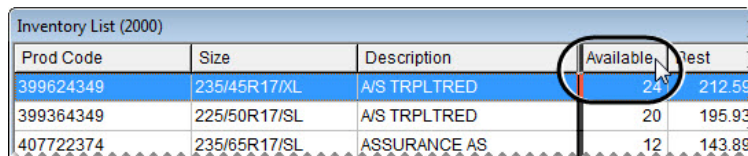
Moving and Resizing Inventory List Columns

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.

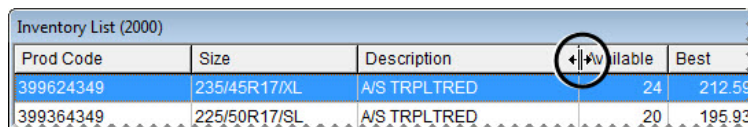
To move and resize Inventory List columns

1. Look up an item. The Inventory List appears. For more information, see [“Looking Up Inventory Items” on page 175](#).
2. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



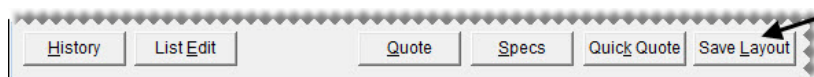
Prod Code	Size	Description	Available	Best
399624349	235/45R17/XL	A/S TRPLTRED	24	212.59
399364349	225/50R17/SL	A/S TRPLTRED	20	195.93
407722374	235/65R17/SL	ASSURANCE AS	12	143.89

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**.

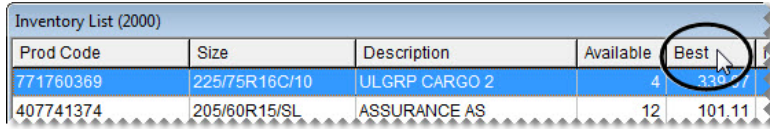


Note: The **Save Layout** button is available only to users who belong to security groups that are assigned the **Save Screen Layout** permission.

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 41). 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 41: 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.

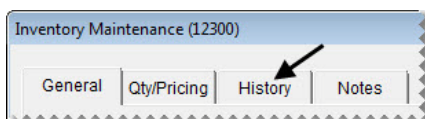
Viewing an Item's History in Its Record

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:

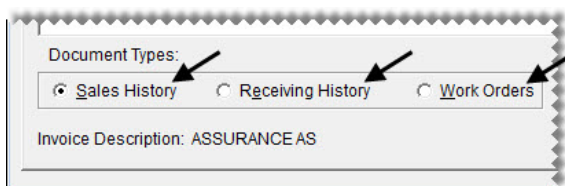
- ◆ You can reprint each historical invoice and vendor invoice document associated with the item.
Note: Invoices can be printed only from the sales and receiving history views.
- ◆ You can see the description included on each invoice and vendor invoice document associated with the item.
Note: For noninventoriable 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 175](#).
3. Click the **History** tab.

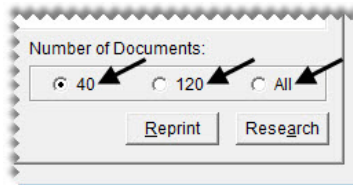


4. Select **Sales History**, **Receiving History**, or **Work Orders**.



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.

- 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 707](#) and [“Grid Control - Limit 2” on page 707](#).

- Select a document.
- 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).



Viewing an Item's History from the Inventory List

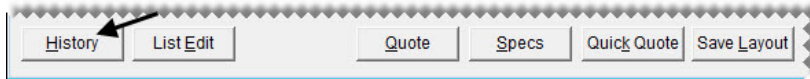
You can access an item's history from the Inventory List. With this feature, you can view an item's history as you're placing it on a work order, quote, purchase order, or receiving document. Doing so makes it possible for you to see the following:

- 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.

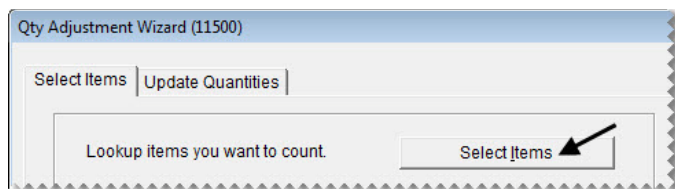
Printing an Inventory Counting Deck

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 668 or [“Inventory Counting Deck w/ QTY”](#) on page 668.

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 175.



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.

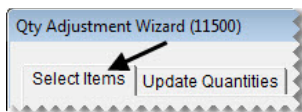
Warning: The Inventory Quantity Adjustment Wizard is only to be used during the process of taking inventory or on other occasions when an item's quantities need to be changed. *Do not* use it to enter start-up quantities, return items to vendors, correct purchase orders, or set up consignment items. Doing so permanently invalidates the system-calculated cost for each item.

To adjust inventory quantities

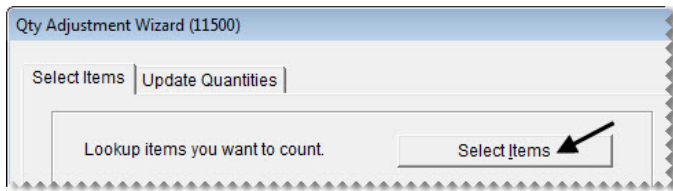
1. From the **Inventory** menu, select **Qty Adjustment Wizard**. The Qty Adjustment Wizard screen appears.

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 175.



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.

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's on-hand quantities.
- ◆ 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 42). 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 42: The Add-On Code List

Add-on codes can be assigned to one or more items in your inventory. In Figure 43, the add-on code PT is assigned to a tire.

Figure 43: 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 44).

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 44: A Parent Item and It's 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.

The screenshot shows a dialog box titled "Add-On Header Edit (5100)". It has two text input fields: "Add-On Code:" with the value "OC" and "Description:" with the value "OIL CHANGE PACKAGE". At the bottom of the dialog are two buttons: "OK" and "Cancel".

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 192](#).

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.

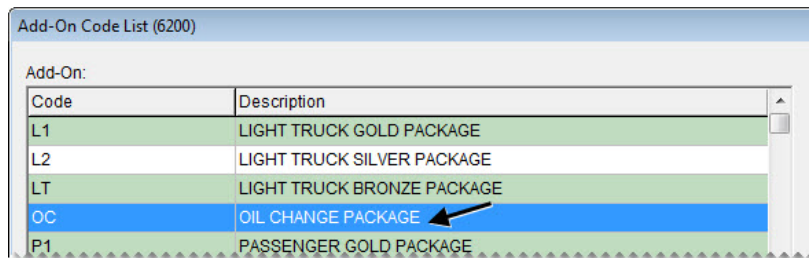
You also need to decide whether to sell an add-on item at its regular price or a percentage of the parent item's price. You can edit the price and quantity for an add-on item at any time. You can also change an add-on item's price, quantity, or both at point of sale.

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.

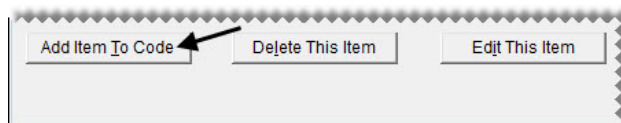
To associate items with an add-on code

1. From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.

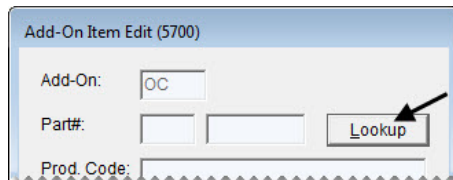
2. Toward the top of the screen, select the code with which you'll associate items.



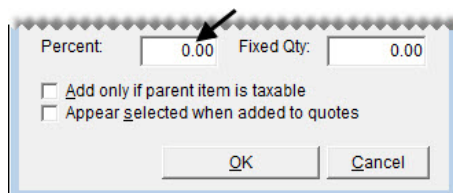
3. Toward the bottom of the screen, click **Add Item to Code**. The Add-On Item Edit screen appears.



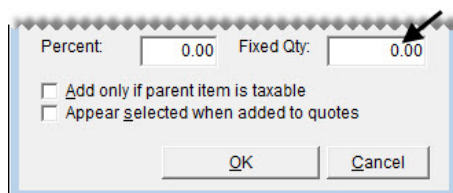
4. Click **Lookup**, and look up the item that you want to add to the add-on code. For more information, see [“Looking Up Inventory Items”](#) on page 175.



5. 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.

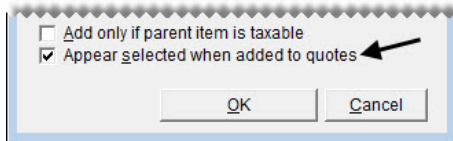


6. To sell the add-on item at a fixed quantity, type the quantity in the **Fixed Qty** field. Otherwise, leave the quantity set to 0.



7. To exclude the add-on item from tax-exempt invoices, select the **Add only if parent item is taxable** check box. Otherwise, leave the check box alone.

- To 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.



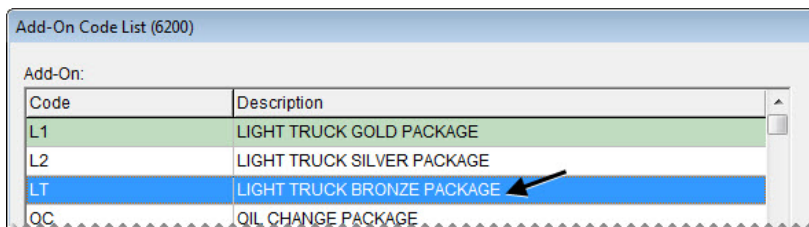
- Click **OK**.
- To associate additional items with the add-on code, repeat steps 3 through 9.
- Close the Add-On Code List.

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

- From the **Inventory** menu, select **Add-On Codes**. The Add-On Code List appears.
- Toward the top of the screen, select the code with the item that you want to edit.



- Toward the bottom of the screen, click **Edit This Item**. The Add-On Item Edit screen appears.



- Make the needed changes to the percentage, quantity, and tax settings.
- 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

- 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.

Code	Description	Price	Quantity	Unit	Check
21	STATE TIRE TAX (FEE)	0.00	0.00	0	<input checked="" type="checkbox"/>
SRV-WAR1LT	LT ROAD HAZARD WARRANTY 1 Yr	10.00	0.00	0	<input checked="" type="checkbox"/>
43	TIRE DISPOSAL - LT.	0.00	0.00	0	<input checked="" type="checkbox"/>

Buttons: Add Item To Code, Delete This Item (highlighted with arrow), Edit This Item, OK

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 175.
2. On the Inventory Maintenance screen, make sure the **General** tab is selected.
3. Click **Edit**.

Buttons: Find, Add, Edit (highlighted with arrow), Delete

4. Click the **Add-On/Kit Code** field, press \uparrow , and select the appropriate add-on code.

Fields: Add-On/Kit Code: L2 (highlighted with arrow), Mfg Code: BRI

Taxable: Parts Labor

Category: TILT GL: TLTI

Buttons: OK, Cancel

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.

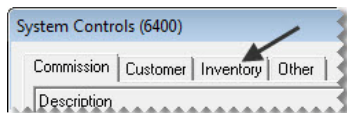
To set up shop supplies

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 142](#).
 - ◆ 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.

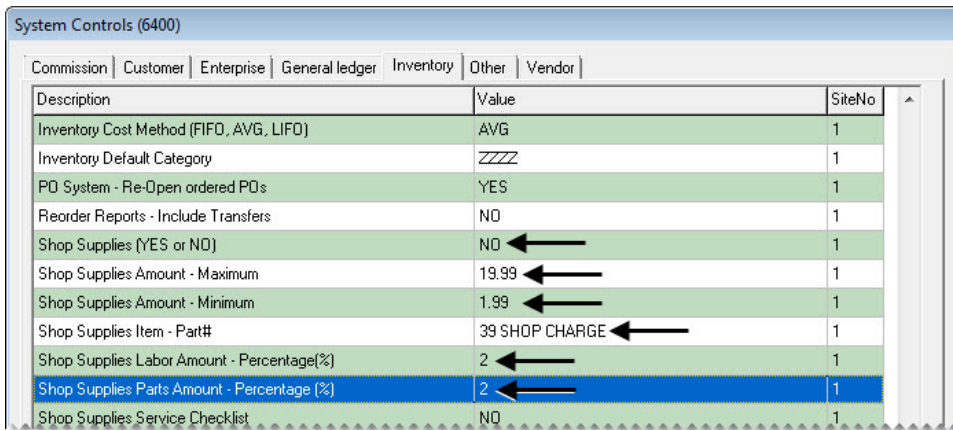
- ◆ Leave the parts and labor prices set to \$0.00.

2. Set the shop supplies controls:
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Inventory** tab.



- 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 175](#).
 - ◆ 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**.

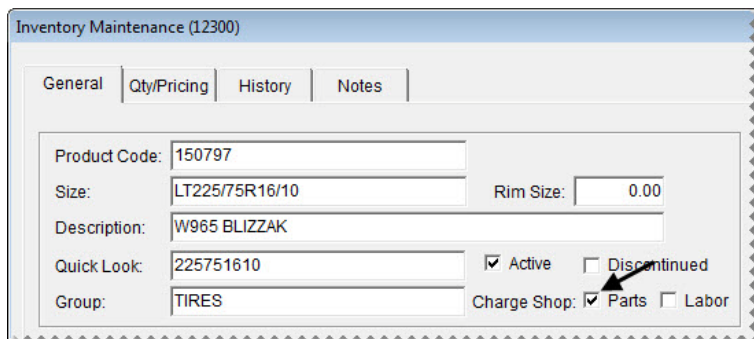
- ◆ To define the parts price percentage for calculating shop charges, select **Shop Supplies Parts Amount - Percentage (%)** and press **Enter**. Then type the percentage and click **OK**.



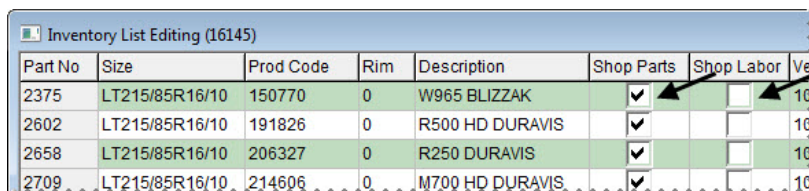
d. Close the System Controls screen.

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 142](#).



- ◆ 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 149](#).



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 45).

Figure 45: Gas Link Maintenance

Item	Description
Gas Item To Link From	Displays the following: <ul style="list-style-type: none"> ♦ The site where the link-from item was set up ♦ The system-assigned number for the link-from item ♦ The link-from item's description <p>Note: The Inventory List shows no quantities for this item.</p>
1. Lookup	Lets you look up the item that will be linked to another item.
Gas Item To Link To	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 46).

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 46: 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.

The screenshot shows the 'Inventory Maintenance' window. The 'Part#' field contains '1 5230'. The 'Inventory (Y/N)' field is set to 'Y'. The 'Type (G,C,F,D)' field is set to 'G', with an arrow pointing to it.

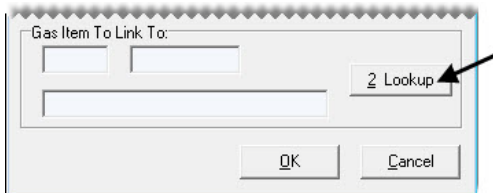
2. From the **Inventory** menu, select **Gasoline Combine**. The Gas Link Maintenance screen appears.
3. Select the gas item that you want to link to another gas item:
 - a. Click **1. Lookup**. The Custom Inventory Lookup screen appears.

The screenshot shows the 'Gas Link Maintenance (9400)' window. It has a 'Gas Item To Link From:' field. A button labeled '1 Lookup' is highlighted with an arrow.

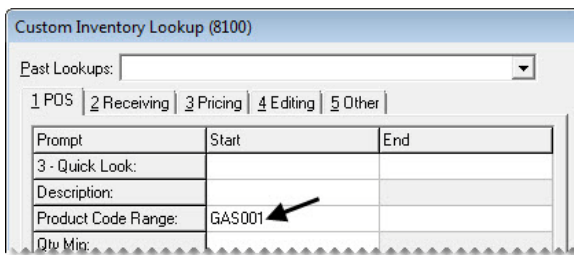
- b. Type the gas item's product code and click **OK**.

The screenshot shows the 'Custom Inventory Lookup (8100)' window. It has a 'Past Lookups:' dropdown menu. Below it are tabs for '1 POS', '2 Receiving', '3 Pricing', '4 Editing', and '5 Other'. A table with columns 'Prompt', 'Start', and 'End' is visible. The 'Product Code Range:' field is set to 'GAS002', with an arrow pointing to it.

- 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.

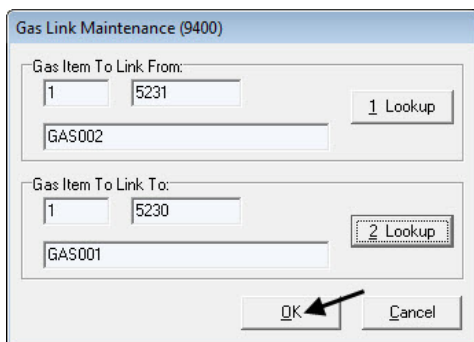


- b. Type the gas item's product code and click **OK**.



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.
- 5. To save the gas link click **OK**.



Note: Because TireMaster does not include a list of all gas links, you might want to keep a record of which gas items are linked or name the items in a way that will help you identify which ones are linked.

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

1. From the **Inventory** menu, select **Gasoline Combine**. The Gas Link Maintenance screen appears.
2. To find a gas item that's linked to another gas item, click **1. Lookup**. The Inventory Lookup screen appears.
3. Type the gas item's product code and click **Product Code**.
Tip: You can use partial size or product codes for the search.
4. Select the item that's linked to another gas item, and click **OK**. TireMaster displays the descriptions for both the link-from and link-to items on the Gas Link Maintenance screen.

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 157](#).

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.

The screenshot shows a form with several fields: 'Inventory (Y/N):' with a dropdown set to 'Y', 'Type (G C F D):' with a dropdown, 'Color/Spiff:' with a dropdown set to '5', and 'Commission:' with a dropdown set to 'A'. There is also a checkbox for 'Force Option Cost' which is unchecked. The 'Color/Spiff:' field is circled in red.

Figure 47: 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 47).

Inventory List (2000)					
Prod Code	Size	Description	Available	Best	N
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 48: 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.

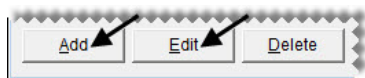
To find out which spiffs are assigned to items, print the Inventory Spiff Report. To see how much employees earned in spiff bonuses, print the Spiff Salesperson Report. For more information, see “Inventory Spiff Report” on page 677 or “Spiff Salesperson Report” on page 646.

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**.



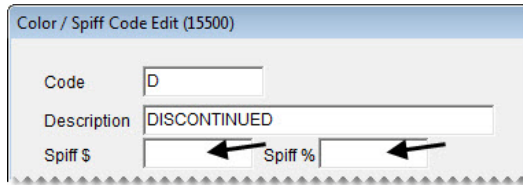
The Color/Spiff Code Edit screen appears.

3. If you’re adding a new spiff, type a code for it.

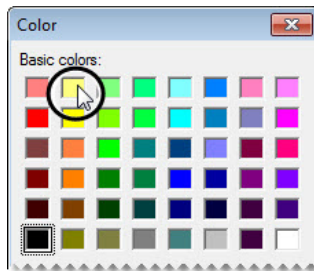
Note: Depending on the width of the letters or numbers used, the spiff code can be one or two characters long.
4. Type a description for the color/spiff code.
5. Define the spiff amount if needed:
 - ◆ To pay a set dollar amount each time items assigned the spiff code are sold, type the amount in the **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.



- To select a color for the spiff:
 - Click **Select**. The Color screen appears.
 - 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**.

- Click **OK**.
- 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

- Look up the item to which you want to assign a color/spiff code. For more information, see [“Looking Up Inventory Items”](#) on page 175.

2. Click **Edit**. The fields on the Inventory Maintenance screen's **General** tab become active.
3. Click the **Color/Spiff** field, and press **[F4]**. 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**.

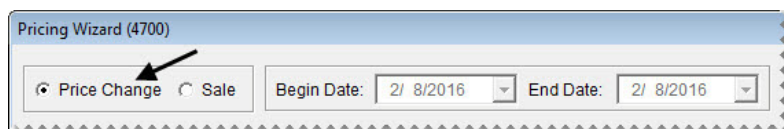
Assigning a Color/Spiff Code to a Group of Items

If you want to use *the same* color/spiff code for a group of items, you can assign the code with the Pricing Wizard.

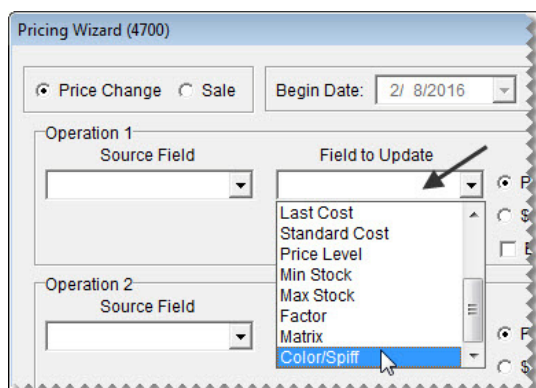
Note: To assign *various* color/spiff codes to a group of items, use Inventory List Editing instead.

To assign color/spiff codes to a group of items

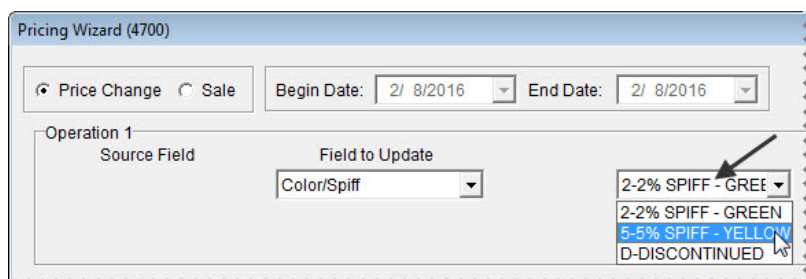
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



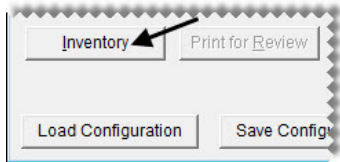
3. From the **Field to Update** drop-down for the operation being used to update the color/spiff code, select **Color/Spiff**. A second drop-down appears and replaces the price change fields.



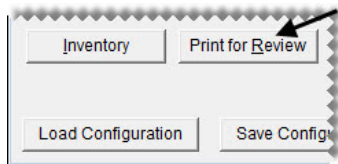
4. Select the color/spiff code you want to assign from the drop-down.



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 175](#).



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 207](#)
- ◆ [“Noninventoriable Costing Methods” on page 209](#)

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 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 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.

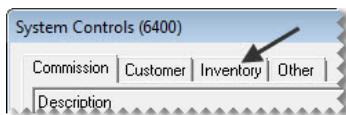
For example, if you receive a tire in January at a cost of \$50 and a tire in February at a cost of \$60, the next cost of the item will be \$55—the average of the two costs. The next time you sell one of those tires, a \$55 cost is used to calculate the value of the tire.

Setting the Inventoriable Costing Method

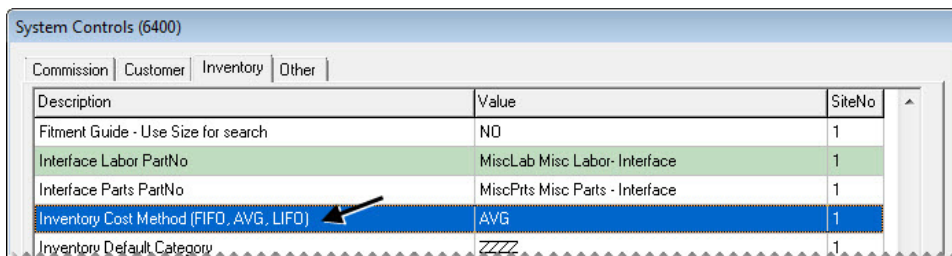
To define the inventoriable costing method, you need to complete a setting in System Controls. The costing method that you choose is used to track the cost of all inventoriable items.

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.

Noninventoriable Costing Methods

With the noninventoriable costing methods, you determine what amount to use as an item's cost. 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

The expense method is often used to track the cost of low-cost and labor items.

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 142.
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.

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

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.

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

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, 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 142.
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.

A screenshot of a software window titled 'Inventory Maintenance'. It contains several fields: 'Inventory (Y/N):' with the value 'N', 'Type (G,C,F,D):' with a dropdown menu, 'Color/Spiff:' with a yellow selection, and 'Commission:' with a yellow selection. At the bottom, there is a checkbox labeled 'Force Option Cost' which is unchecked. Two black arrows point to the 'N' in the first field and the 'Force Option Cost' 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.

A screenshot of a software window titled 'Site Prices and Quantity'. It contains several 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'. A black arrow points to the '80.0000' value in the 'Relief %' field.

Note: This value needs to be as a whole number (for example, 80.00).

Option-Cost Method

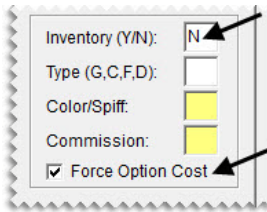
With the Option Cost Method, you enter the item's actual cost, including federal excise tax, at point of sale. The Option Cost Method is used for high-cost nonstock parts and tires that you purchase for special jobs.

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

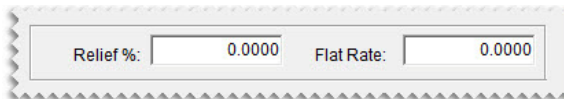
1. Add the item to the inventory. For more information, see [“Adding Items to the Inventory”](#) on page 142.
2. On the Inventory Maintenance screen, do the following:
 - ◆ Type the letter **N** in the **Inventory (Y/N)** field.

- ◆ Select the **Force Option Cost** check box.

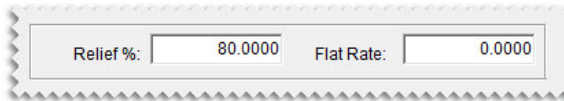


3. On the Site Prices and Quantity screen, do one of the following:

- ◆ 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.



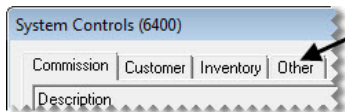
Note: Entering an item's cost is not mandatory when **Force Option Cost Required** is set to **No**. This setting is on the **Other** tab of the System Controls screen.

Force Option Cost Control

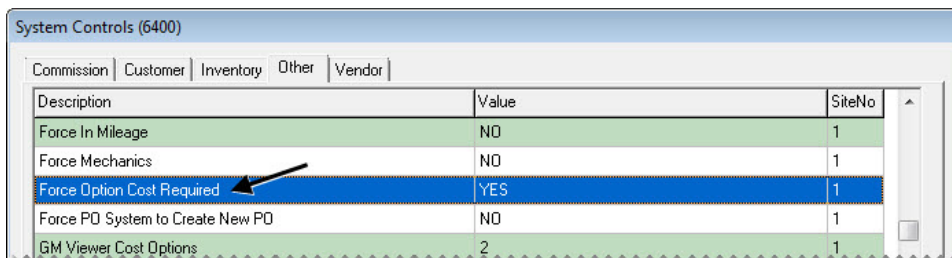
You can use the setting **Force Option Cost Required** to either remind or force users to enter the cost of a noninventoriable item at point of sale.

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**.

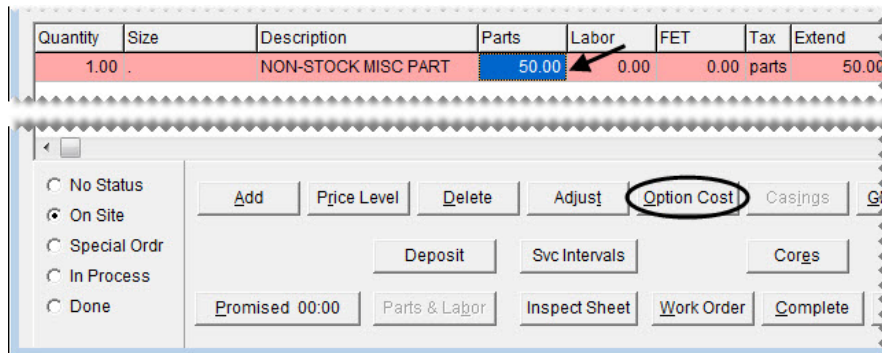
Note: When **No** is selected, users will receive a reminder about entering the item's cost.
5. Close the System Controls screen.

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.

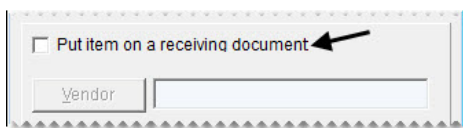


4. Type the item's cost or its corresponding cost-replacement code. For more information, see [“Cost-Replacement Codes”](#) on page 213. When the system control **Force Option Cost Required** is set to **Yes**, the amount entered must be greater than \$0.00.



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 289.



- 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.

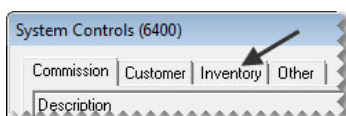
Note: Cost-replacement codes are case sensitive, so whether you type uppercase or lowercase letters at point of sale depends on how you set up your code.

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.

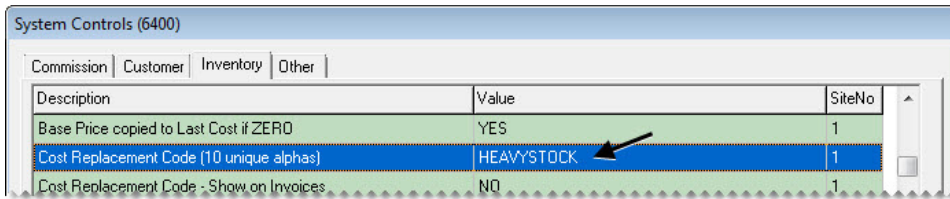
To set up a cost-replacement code

- 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**.

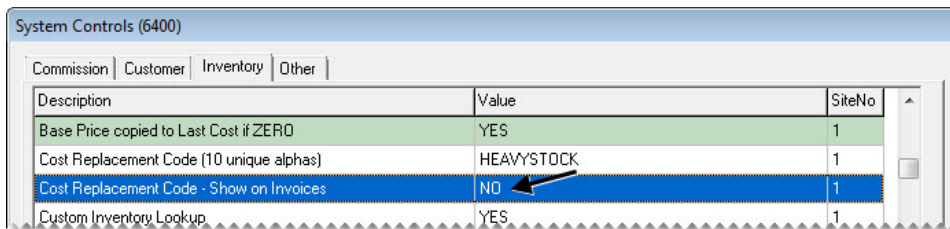
- b. Type a ten-letter code. Each letter in the code must be unique. (Example: HEAVYSTOCK.)



Description	Value	SiteNo
Base Price copied to Last Cost if ZERO	YES	1
Cost Replacement Code (10 unique alphas)	HEAVYSTOCK	1
Cost Replacement Code - Show on Invoices	NO	1

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:
- Select **Cost Replacement Code - Show on Invoices** and press **Enter**.
 - Select **Yes** or **No**. Then click **OK**.



Description	Value	SiteNo
Base Price copied to Last Cost if ZERO	YES	1
Cost Replacement Code (10 unique alphas)	HEAVYSTOCK	1
Cost Replacement Code - Show on Invoices	NO	1
Custom Inventory Lookup	YES	1

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 215](#)
- ◆ [“Setting a Fixed Price for an Item” on page 219](#)
- ◆ [“Pricing Items with Factor-Based Calculations” on page 220](#)
- ◆ [“Pricing Wizard” on page 227](#)
- ◆ [“Price Levels” on page 241](#)
- ◆ [“A–E Price Levels” on page 249](#)
- ◆ [“Price Matrixes” on page 255](#)

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 49).

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 49: 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 255.</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	<p>Lets you assign a core cost to an item. For more information, see “Maintaining Core Cost Information” on page 582.</p>
Factor	<p>Lets you define a percentage (as a decimal) to use for updating the item’s price with factor-based price calculations.</p> <p>Note: Depending on which operator you use, the item’s cost is either multiplied or divided by the number in this field.</p>
Std. Cost	<p>Lets you set a standard cost for the item.</p> <p>Note: Standard cost is available only in the full version of TireMaster. 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>

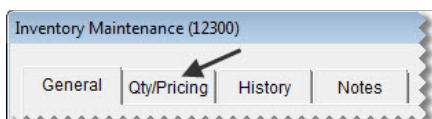
Item	Description
Update All Sites	Lets you implement the changes you've made (such typing a different amount or recalculating the item's parts price) at the other sites. Note: This button is available only at the corporate site in a multi-store environment.
OK	Saves your changes and exits the screen.
Cancel	Exits the screen without saving any changes.

Setting a Fixed Price for an Item

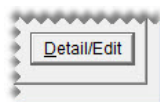
After you add an item to TireMaster, you can set its price. The steps for setting fixed prices are the same for both inventoriable and noninventoriable items.

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 175](#).
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). Two arrows point to the 'Parts' and 'Labor' fields.

Note: EDL stands for everyday low.

- To save the updated prices, click **OK**.



- 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 50):

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

Last FET:	0.0000	Parts:	41.6000
Next FET:	0.0000	Labor:	0.0000
Price Matrix:	None	EDL:	41.6000
Relief %:	0.0000	Flat Rate:	0.0000
Price By:	B	Op:	M
		Factor:	1.3000
Base Price:	32.0000	Std Cost:	0.0000
Last Cost:	32.0000	Next Cost:	0.0000
Core Cost:	0.0000		

Figure 50: An Item's Markup Settings

In Figure 50, 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 224](#).

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 149](#). 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 235](#).

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 51):

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

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

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
Factor:	0.8000		
Base Price:	38.0000	Std Cost:	0.0000
Last Cost:	38.0000	Next Cost:	170.0000
Core Cost:	0.0000		

Figure 51: An Item's Margin Settings

In Figure 51, 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 224](#).

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 149](#). 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 235](#).

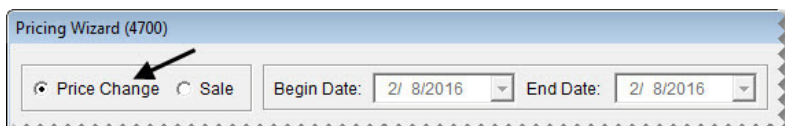
Assigning a Factor to a Group of Items

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.

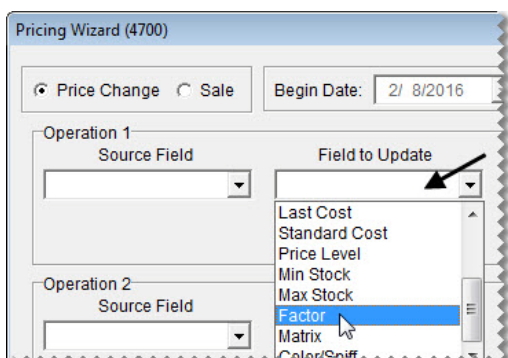
Note: If you need to change both the factor and operator for a group of items, use Inventory List Editing instead. Only the factor can be updated with the Pricing Wizard.

To assign a factor to a group of items

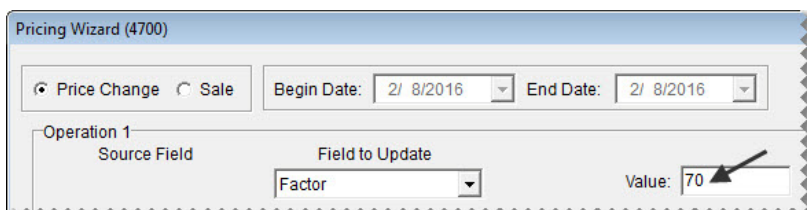
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



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.

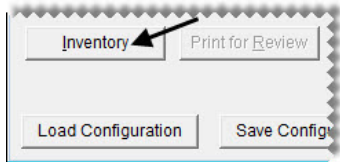


5. Type the factor you want to assign. For example, to assign a 30% margin, type **70**.

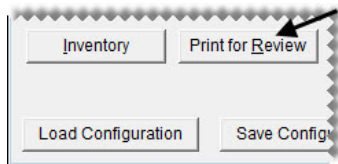


6. If you want to recalculate the selling price now, select the **Item Factor** check box for the next operation. Otherwise, disregard this step. For more information, see [“Recalculating Prices for a Group of Items” on page 225](#).

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 175](#).



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.

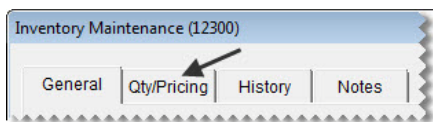
Recalculating Prices for Individual Items

When the factor for a single item is changed, you can recalculate its selling price right away.

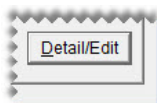
To recalculate an item's factor-based price

1. Look up the item whose price you want to update. For more information, see [“Looking Up Inventory Items” on page 175](#).

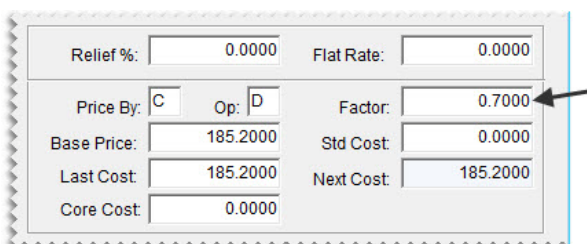
- On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



- Click **Detail/Edit**. The Site Prices and Quantity screen appears.



- Change the base price, last cost, price by method, and operator if needed. For more information, see [“Site Prices and Quantity Screen” on page 215](#).
- Change the item’s factor.



- Click **Recalculate**. Depending on a system controls setting, a confirmation message appears or the item’s parts price updates immediately.



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



- Close the Inventory Maintenance screen.

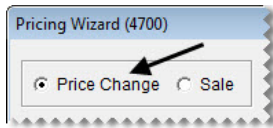
Recalculating Prices for a Group of Items

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.

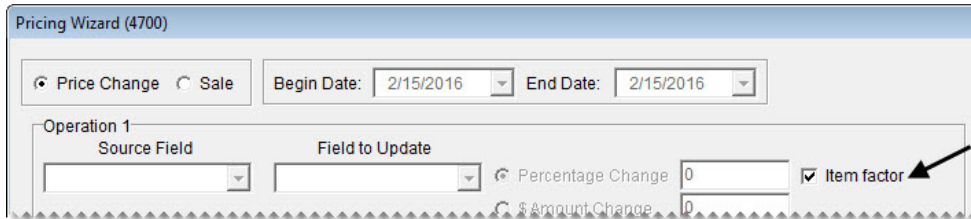
To recalculate factor-based prices for a group of items

- 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 220](#) or [“Assigning a Factor to a Group of Items” on page 223](#).
- From the **Inventory** menu, select **Pricing Wizard**. The Pricing Wizard screen appears.

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



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.

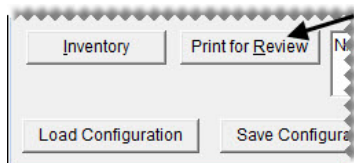


Example: By typing **99**, the prices of all updated items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

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 175](#).
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.

Pricing Wizard Screen

The Pricing Wizard (Figure 52) includes tools for updating price information and inventory settings.

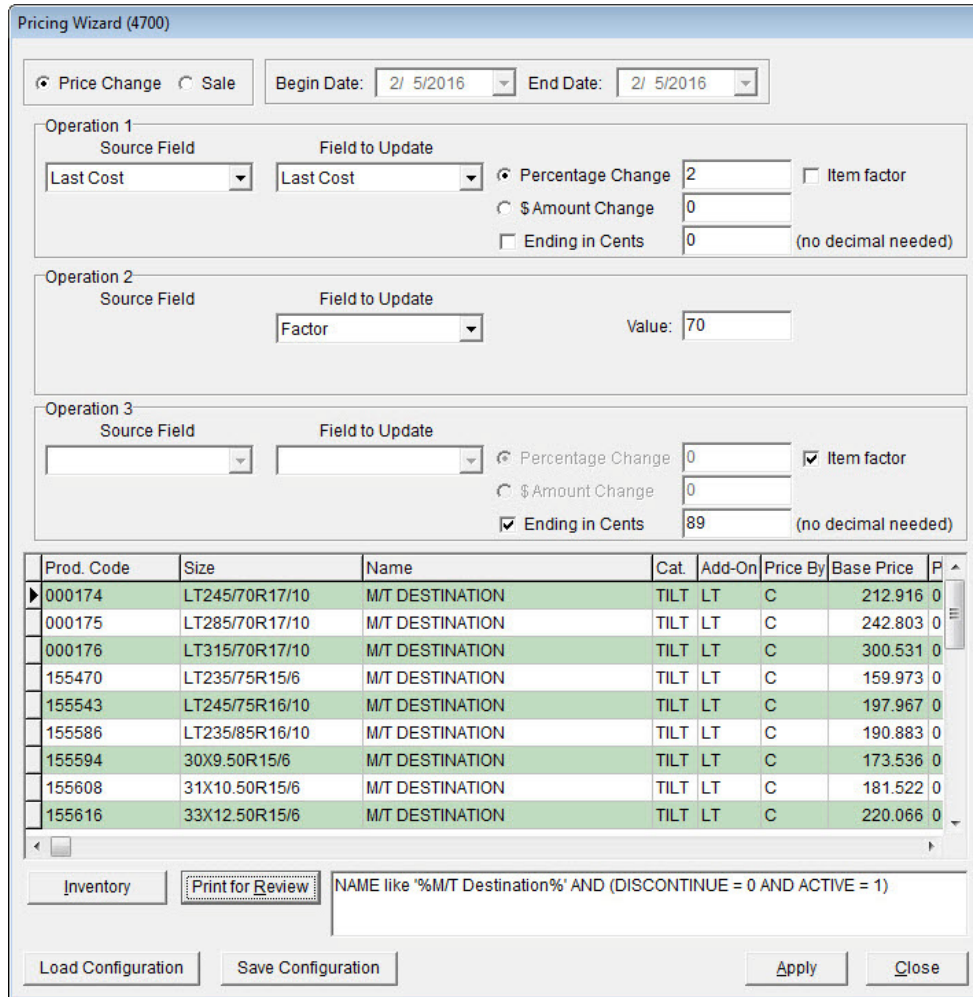


Figure 52: Pricing Wizard

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.

Item	Description
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 (only in the full version of TireMaster) ◆ 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>
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 (only in the full version of TireMaster) ◆ 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>

Item	Description
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>
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	<p>Displays the product code for each of the selected items.</p>
Size	<p>Displays the size of each of the selected items.</p>
Name	<p>Displays the descriptions for each of the selected items.</p>
Cat	<p>Displays the inventory categories assigned to each of the selected items.</p>
Add-On	<p>Displays the add-on codes assigned to each of the selected items.</p>
Price By	<p>Defines whether markups or margins are calculated by base price or last cost for each of the selected items:</p> <ul style="list-style-type: none"> ◆ B = Base Price ◆ C = Last Cost
Base Price	<p>Displays the base price for each of the selected items.</p>
Percent	<p>Displays the relief percent for each of the selected items. If there is no relief percent, TireMaster displays 0.</p>
Parts	<p>Displays the parts price for each of the selected items.</p>
Labor	<p>Displays the labor price for each of the selected items.</p>
Sale Price	<p>Displays the sale parts price for each of the selected items.</p>

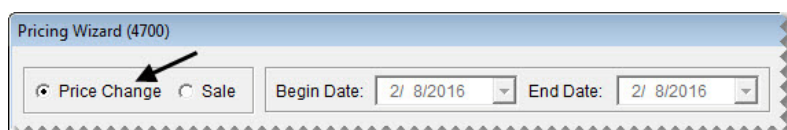
Item	Description
Sale Labor	Displays the sale labor price for each of the selected items.
Sale Begin	Displays the beginning sale date for each of the selected items.
Sale End	Displays the ending sale date for each of the selected items.
Inventory	Lets you look up the items to which changes will be made.
Print for Review	Lets you preview the pending changes on a report.
Load Configuration	Lets you reuse the parameters from a previous update.
Save Configuration	Lets you save the parameters from an update so they can be retrieved and used for future updates.
Apply	Lets you implement the changes you've defined with the Pricing Wizard.
Close	Lets you exit the Pricing Wizard.

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.

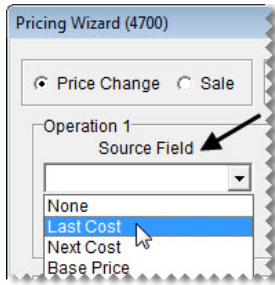
To make price changes to a group of items

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



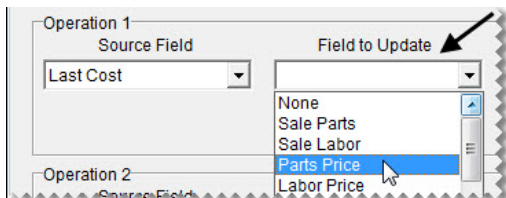
3. From the **Source Field** drop-down for the first operation, select the field that the changes will be based on:
 - ◆ Last Cost
 - ◆ Next Cost
 - ◆ Base Price
 - ◆ Parts Price
 - ◆ Labor Price
 - ◆ Standard Cost (only in the full version of TireMaster)

- ◆ 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.)



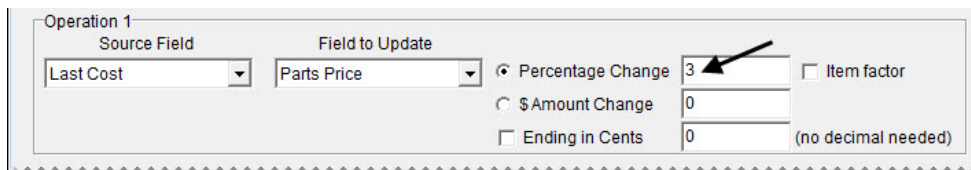
4. From the **Field to Update** drop-down, select the field that will be updated:

- ◆ Sale Parts
- ◆ Sale Labor
- ◆ Parts Price
- ◆ Labor Price
- ◆ Base Price
- ◆ Last Cost
- ◆ Standard Cost (only in the full version of TireMaster)
- ◆ 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.)

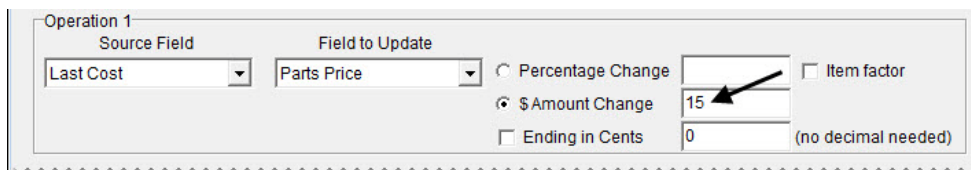


5. Define whether the change will be a percentage or a fixed dollar amount:

- ◆ 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.

Percentage Change 3 Item factor
 \$ Amount Change
 Ending in Cents 99 (no decimal needed)

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 175](#).

Inventory Print for Review
 Load Configuration Save Configuration

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.

Inventory Print for Review
 Load Configuration Save Configuration

- b. Verify that the changes you want will be made.
 - c. Print the report if needed, and close the Report Window.
 - d. Make 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.

Apply Close

10. Click **Yes**. A second message verifies the update has been completed.
11. Click **OK**.

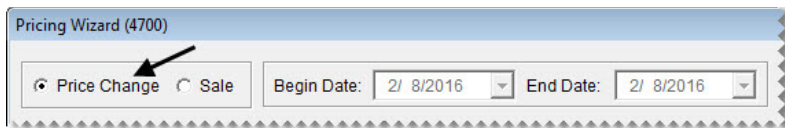
You can view the new prices on the Inventory List or by printing an Inventory Master List.

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

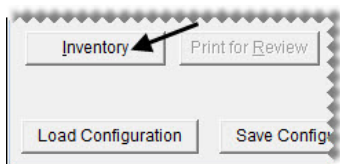
1. From the **Inventory** menu, select **Pricing Wizard**.
2. Make sure **Price Change** is selected.



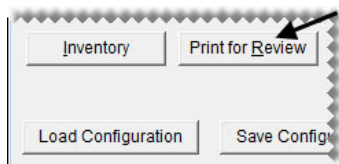
3. Define the criteria for two or three operations. Depending on the types of changes you want to make, refer to the following:
 - ◆ [“Making Price Changes to a Group of Items” on page 231](#)
 - ◆ [“Assigning a Factor to a Group of Items” on page 223](#)
 - ◆ [“Recalculating Factor-Based Prices” on page 224](#)
 - ◆ [“Assigning a Price Matrix” on page 259](#)
 - ◆ [“Assigning Stocking Levels to a Group of Items” on page 154](#)
 - ◆ [“Assigning a Color/Spiff Code to a Group of Items” on page 205](#)

Operation 1					
Source Field	Field to Update	<input checked="" type="radio"/> Percentage Change	<input type="text" value="2"/>	<input type="checkbox"/> Item factor	
<input type="text" value="Last Cost"/>	<input type="text" value="Last Cost"/>	<input type="radio"/> \$ Amount Change	<input type="text" value="0"/>		
		<input type="checkbox"/> Ending in Cents	<input type="text" value="0"/>		(no decimal needed)
Operation 2					
Source Field	Field to Update		Value:	<input type="text" value="70"/>	
	<input type="text" value="Factor"/>				
Operation 3					
Source Field	Field to Update	<input checked="" type="radio"/> Percentage Change	<input type="text" value="0"/>	<input checked="" type="checkbox"/> Item factor	
<input type="text"/>	<input type="text"/>	<input type="radio"/> \$ Amount Change	<input type="text" value="0"/>		
		<input checked="" type="checkbox"/> Ending in Cents	<input type="text" value="89"/>		(no decimal needed)

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 223](#) and [“Recalculating Prices for a Group of Items” on page 225](#).

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 260](#).

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 154](#).

Updating the Color/Spiff Code for a Group of Items

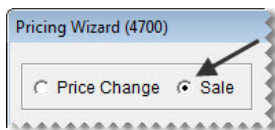
The Pricing Wizard can be used to assign a color/spiff code to a group of items. For more information, see [“Assigning a Color/Spiff Code to a Group of Items” on page 205](#).

Putting Items on Sale

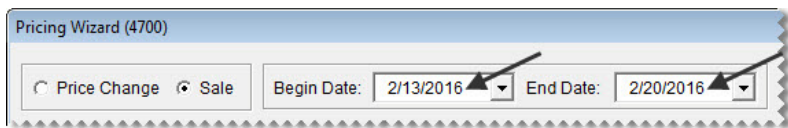
You can use the Pricing Wizard to set temporary selling prices for a group of items.

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.

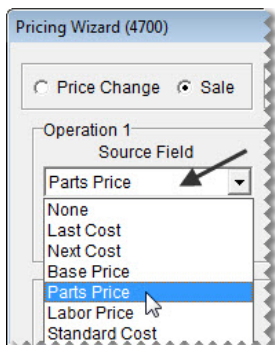


3. Enter the dates when the sale will start and end.

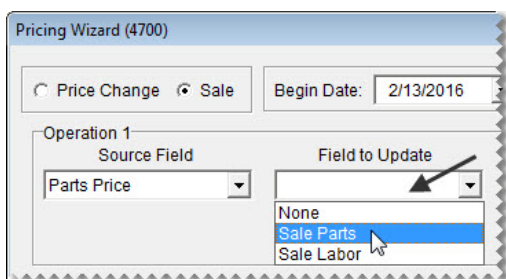


4. From the **Source Field** drop-down for the first operation, select the field that the sale prices will be based on:
 - ◆ Last Cost
 - ◆ Next Cost
 - ◆ Base Price
 - ◆ Parts Price
 - ◆ Labor Price
 - ◆ Standard Cost (only in the full version of TireMaster)

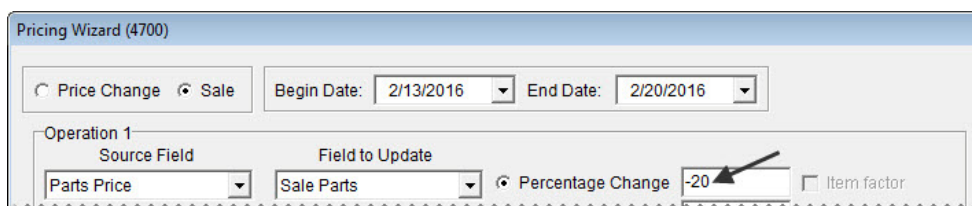
- ◆ Price Level (Also select a price level from the drop-down list, and define whether to base the sale price on the parts or labor price for that level.)



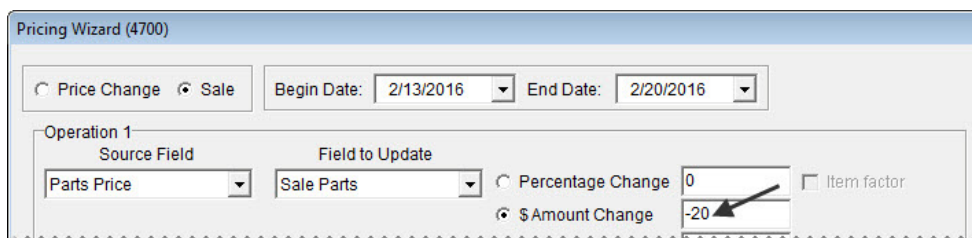
5. From the **Field to Update** drop-down, select Sale Parts or Sale Labor.



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).

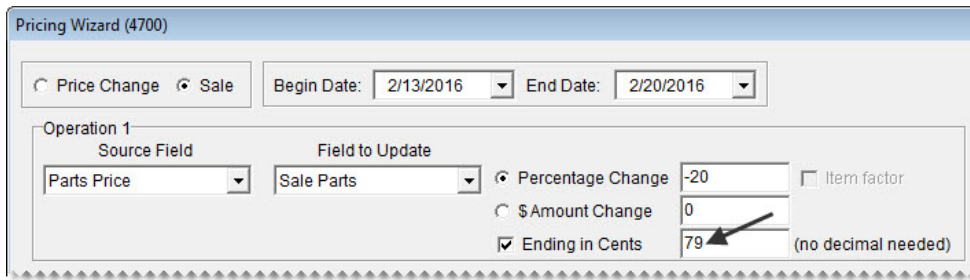


- ◆ For a fixed dollar amount, select **\$ Amount Change** and type the amount.



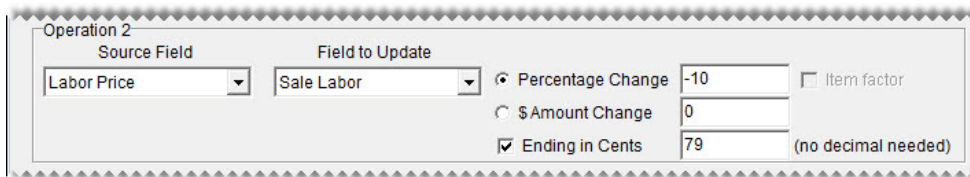
Note: For increases, use positive numbers. For decreases, use negative numbers (such as -2).

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.

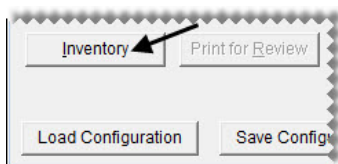


Example: By typing **99**, the prices of all sale items would end in 99 cents (\$5.99, \$34.99, and \$199.99).

8. If you're putting both parts and labor on sale, repeat steps 4 through 7 for the second operation.

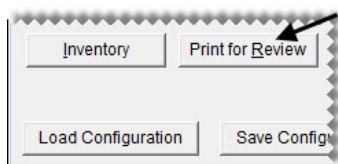


9. Click **Inventory** and look up the item or items you want to put on sale. For more information, see [“Looking Up Inventory Items”](#) on page 175.



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

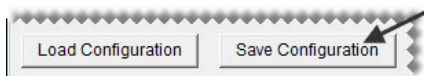
If you frequently use the same parameters to update a group of items, you can simplify future Pricing Wizard updates by saving and reusing the settings selected for the current update.

Saving Pricing Wizard Configurations

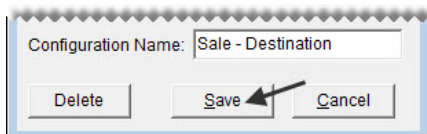
When you define the criteria for updating items with the Pricing Wizard, you can save those settings and the list of items updated by those settings for future use.

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

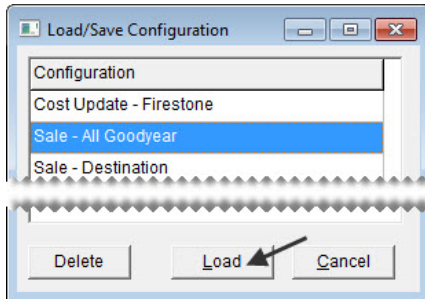
When you save Pricing Wizard configurations, you can easily retrieve and reuse them for updates that are the same or similar to past updates.

To reuse pricing wizard configurations

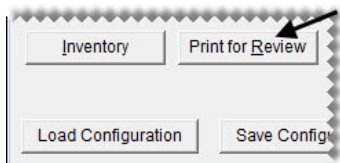
1. If the Pricing Wizard isn't already open, select **Pricing Wizard** from the **Inventory** menu.
2. Click **Load Configuration**. The Save/Load Configuration screen appears.



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

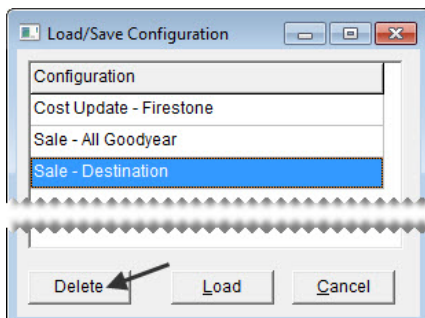
If you no longer need a Pricing Wizard configuration, you can delete it.

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.

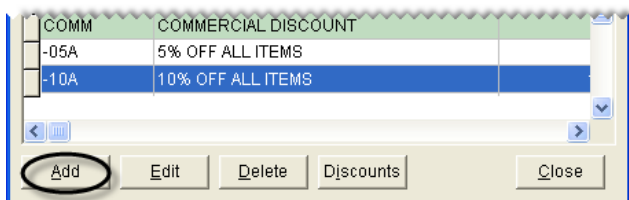
A price level includes a price level code and one or more price level discounts that are associated with the code. The purpose of price level discounts is to define which items to sell at special prices and how to calculate the special prices.

Creating Price Level Codes

The first step in setting up a price level is to create the price level code.

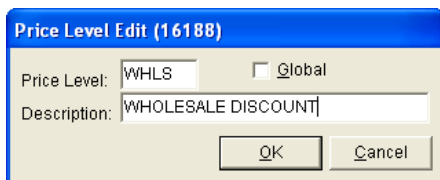
To create a price level code

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 242](#).

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.

There are three ways to price the items associated with a price level discount:

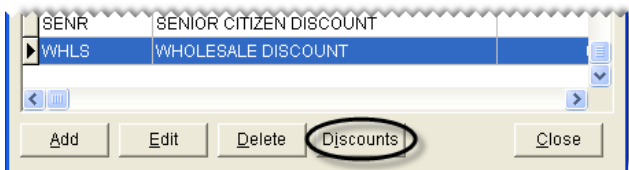
- ◆ You can deduct a specific dollar amount from the item’s regular price.

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.

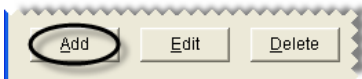
Note: When calculations are based on last cost or next cost, the price one customer pays can vary from another customer’s price, depending on how much and how often the item’s receiving cost fluctuates. Therefore, you should talk to your accountant before setting up price level discounts using last cost or next cost.
- ◆ You can set a fixed price for parts, labor, or both.

To create a price level discount

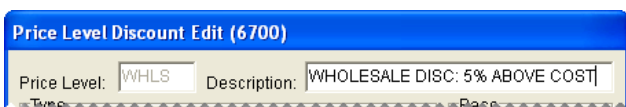
1. Select the price level for which you want to create a price level discount.
 - a. From the **Inventory** menu, select **Price Levels**. The Price Levels screen appears.
 - b. Select the price level whose price level discount you want to create, and click **Discounts**. The Price Level Discounts screen 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 245.

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.

Price Level Discount Edit (6700)

Price Level: WHLS Description: WHOLESALE DISC

Type

Product Code Inventory Group
 Inventory Category Manufacturer Code

- 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**.

Search

Range Search Single Search

Lower Range:

Upper Range:

- 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.

Search

Range Search Single Search

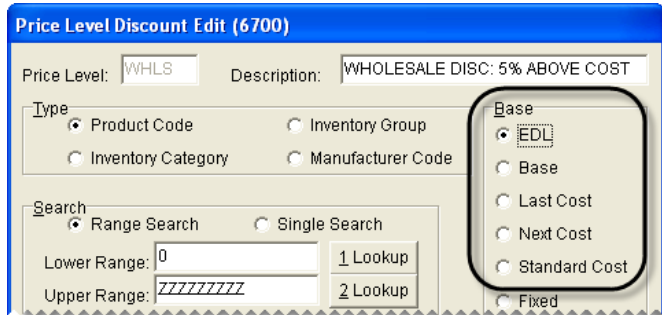
Lower Range:

Upper 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.

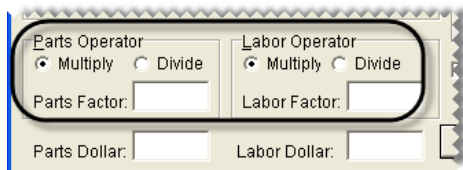
6. To set up a price level discount generated by a calculation, do the following:
 - a. Define whether the price level discount will be based on an item's price or one of its cost settings by selecting **EDL**, **Base**, **Last Cost**, **Next Cost**, or **Standard Cost** (not used in TireMaster Point of Sale) 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.

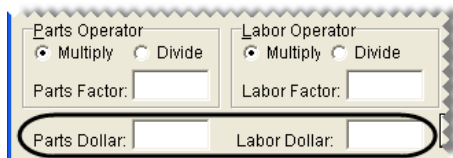
- c. For a percentage, select **Multiply** or **Divide** for the parts operator, labor operator, or both. Then type the parts factor, labor factor, or both. For information about using operators, see [“Markups” on page 220](#) and [“Margins” on page 221](#).



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.

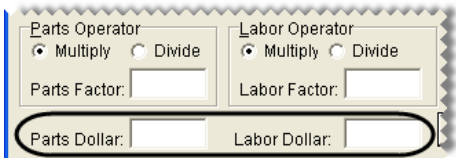
- d. For set dollar amount, type the amount in the **Parts Dollar** field, **Labor Dollar** field, or both.



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.

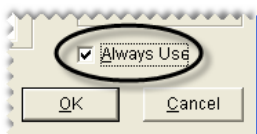
Note: If you want to increase an item's price instead, type a negative dollar amount.

- 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.

- To use the price level price, even if the every-day low price or sale price is lower, select **Always Use**.



- To save the price level discount, click **OK**.

Price Level Discount Edit Screen

On the Price Level Discount Edit screen (Figure 53), 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.

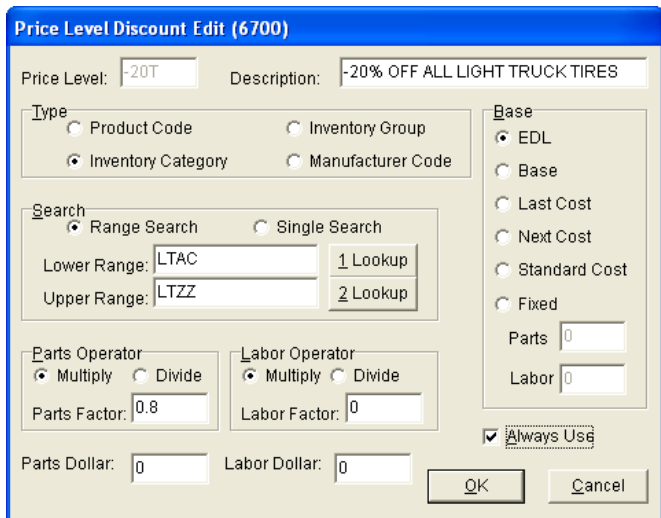


Figure 53: Price Level Discount Edit Screen


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.

Item	Description
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.
Lower Range	Displays the code for the beginning of a range of items. 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.
1 Lookup	Lets you look up the product code, category, or manufacturer code for the beginning of a range of items.
Upper Range	Displays the code selected for the end of a range of items. 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.
2 Lookup	Lets you look up the product code, category, or manufacturer code for the end of a range of items.
Multiply (Parts Operator)	Calculates the price level discount by multiplying an item's parts price, base price, last cost, next cost, or standard cost by the parts factor. Note: The price or cost setting used for this calculation is selected in the Base area of the screen.
Divide (Parts Operator)	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. Note: The price or cost setting used for this calculation is selected in the Base area of the screen.
Parts Factor	Lets you define the factor for calculating an item's parts price.
Parts Dollar	Lets you define a dollar amount that will be subtracted from or added to an item's parts price. Note: To increase an item's price, type a negative dollar amount.

Item	Description
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	Lets you define the factor for calculating an item's labor price.
Labor Dollar	<p>Lets you define a dollar amount that will be subtracted from or added to an item's labor price.</p> <p>Note: To increase an item's price, type a negative dollar amount.</p>
EDL	Lets you calculate a special price for an item by multiplying or dividing a factor by that item's 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	<p>Lets you calculate a special price for an item by multiplying or dividing a factor by that item's standard cost.</p> <p>Note: Standard cost is available only in the full version of TireMaster.</p>
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	<p>Lets you do one of the following:</p> <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.

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](#).



The screenshot shows the Customer Maintenance screen with the following fields and values:

- Taxable
- Cash Only
- Statement
- Finance Charge
- Open Item AR
- Tax Level - Parts: 1
- Price Level: WHLS (highlighted with a black arrow)
- Type: 3
- Tax ID: [empty]
- Labor: 1
- Ar/Ap: AR
- Commission: [empty]
- Credit Limit: 0.00
- Last Pay: 09/09/2014
- Salesperson: [empty]
- Customer Since: 9/29/2015

- For multiple customers, select **List Editing** from the **Customers** menu. 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 521](#).

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

- Start a work order. For more information, see [“Starting Work Orders” on page 305](#).
- 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.

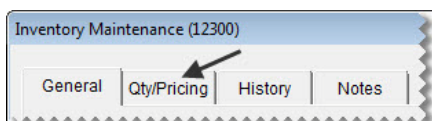
Note: The first time you set A–E prices for an item, TireMaster automatically creates up to five new price levels (named A, B, C, D, and E). These price levels are listed along with any other price levels that you use on the Price Levels screen.

Assigning A–E Prices to a Single Item

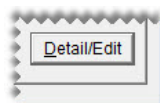
If you need to assign A–E prices to a single item or only a few items, you can set the A–E prices for each item one at a time.

To assign A–E prices to a single item

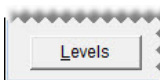
1. Look up an item to whom you want to assign A–E price levels. For more information, see [“Looking Up Inventory Items” on page 175](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



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 175](#).
- 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

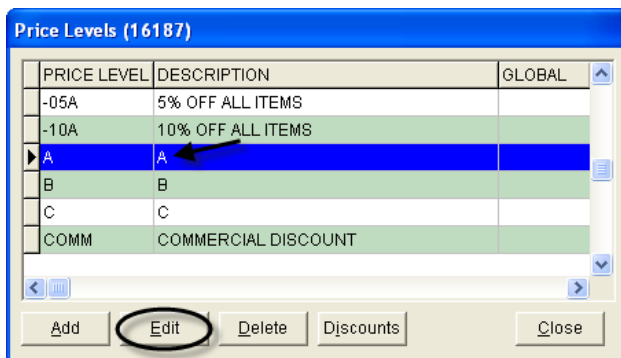
6. Close the Inventory List Editing screen.

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

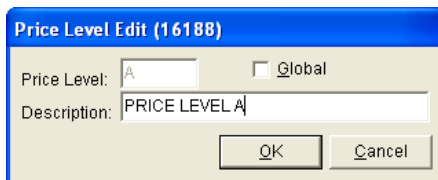
1. From the **Inventory** menu, select **Price Levels**. The Price Levels screen appears.
2. Select price level **A** and click **Edit**. The Price Level Edit screen appears.



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 242](#).

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 54).



Figure 54: 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 55).



Figure 55: 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

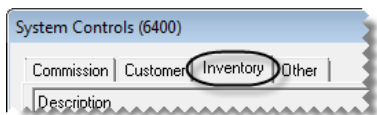
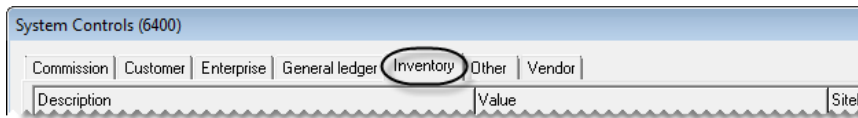
You can define whether the A–E prices are included on the Inventory by setting a pair of controls. For details on setting these controls, see [“Showing and Hiding A–E Prices” on page 254](#).

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.

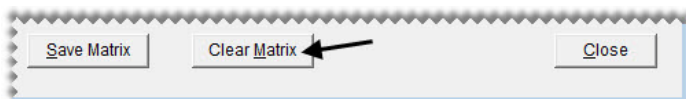
Working with price matrixes includes the following steps. First, create your matrixes. For each matrix, define one or more cost ranges and the percentages or dollar amounts by which selling prices will change. Next, assign the matrixes to items. A price matrix can be assigned to individual items or a 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.

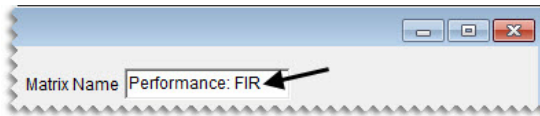
To set up a price matrix

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**.



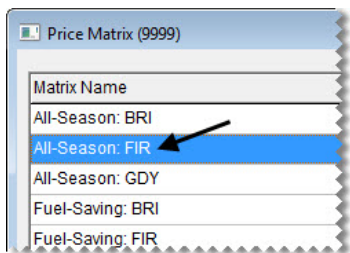
Updating a Price Matrix

If you need to adjust the way in which a matrix calculates prices, update the matrix.

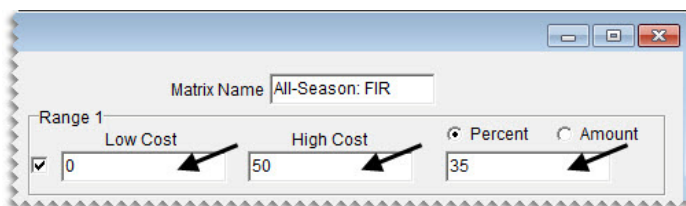
To update a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.

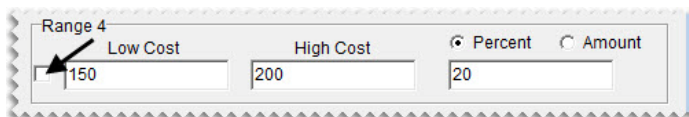
2. Select the name of the matrix you want to update. The cost ranges and price change information appears.



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**.

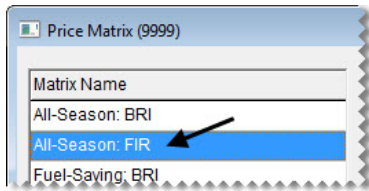
Copying a Price Matrix

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.

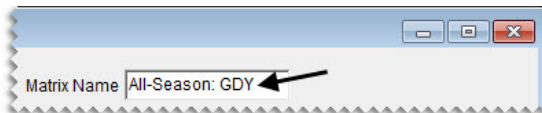
To copy a price matrix

1. From the **Inventory** menu, select **Price Matrix**. The Price Matrix screen appears.

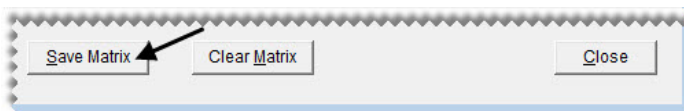
2. Select the name of the matrix you want to copy.



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 256](#).
5. Click **Save Matrix**. The name of the new matrix is added to the list.

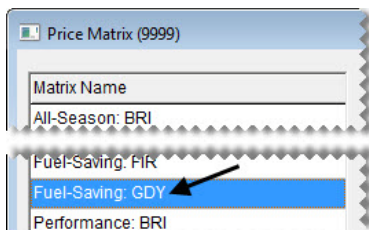


Deleting a Price Matrix

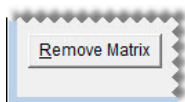
When you no longer use a price matrix, you can delete it. When a matrix is deleted, it is also removed from any items it was assigned to.

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

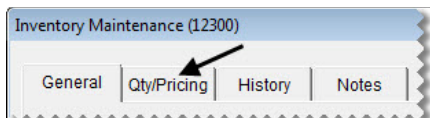
A matrix can be assigned to individual items or a group of items.

Assigning a Matrix to a Single Item

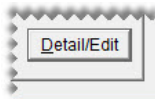
If a price matrix needs to be assigned to a single item or a just few items, you can define the matrix in the price and quantity settings.

To assign a matrix to a single item

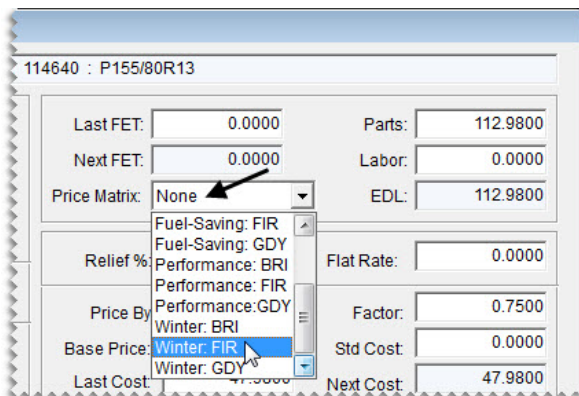
1. Look up the item to which you want to assign a matrix. For more information, see [“Looking Up Inventory Items”](#) on page 175.
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



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.



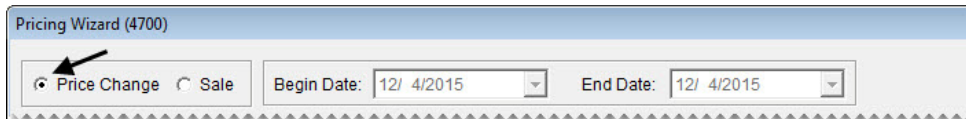
Note: To see the updated price, reopen the Site Prices and Quantity screen.

Assigning a Matrix to a Group of Items

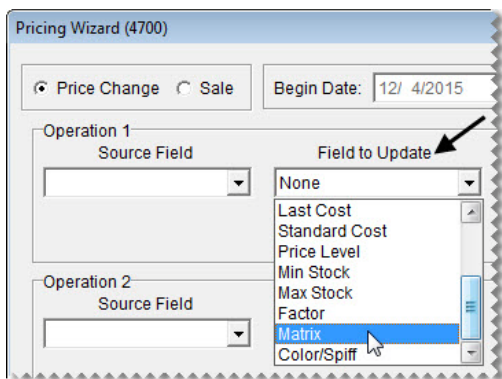
If assigning price matrixes to individual items is not practical, you can assign a matrix to a group of items with the Pricing Wizard.

To assign a matrix to a group of items

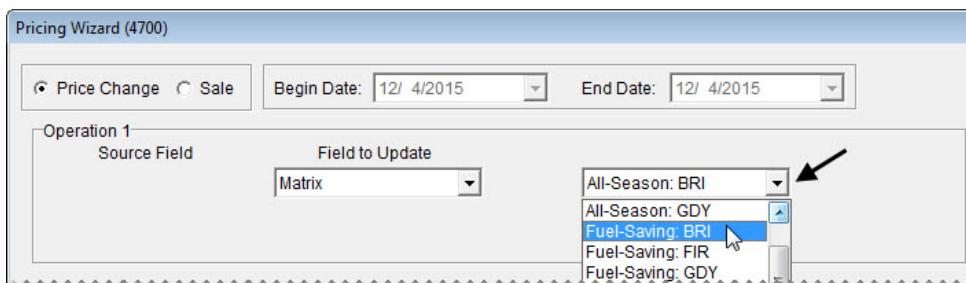
1. Select **Pricing Wizard** from the **Inventory** menu. The Pricing Wizard screen appears.
2. Make sure **Price Change** is selected.



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 175.

- Click **Apply**. A confirmation message appears.



- Click **Yes**. The update notification message appears.
- Click **OK**. The parts prices for the selected items are updated based on the calculations set up in the assigned matrix.
- 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. This chapter includes the following topics:

- ◆ “PO System Screen” on page 263
- ◆ “Ordering Items” on page 269
- ◆ “Receiving Inventory” on page 279
- ◆ “Processing Returns to a Vendor” on page 293
- ◆ “Looking Up Historical Vendor Invoices” on page 294
- ◆ “Handling FET on POs and Receivings” on page 296

PO System Screen

In TireMaster, you can manage the ordering and receiving of items with the PO System screen.

Purchase Orders Tab

The ordering process begins on the **Purchase Orders** tab (Figure 56).

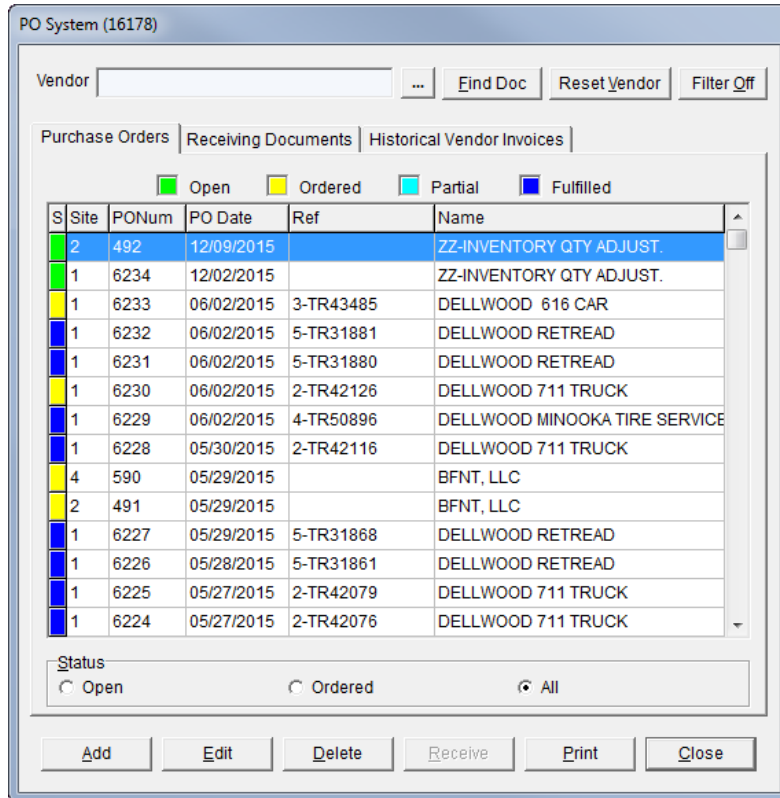



Figure 56: The PO System Screen's Purchase Orders Tab

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 707 . 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 57). Sometimes, items are delivered although a purchase order was never created for them. On such occasions, you can create a receiving document.

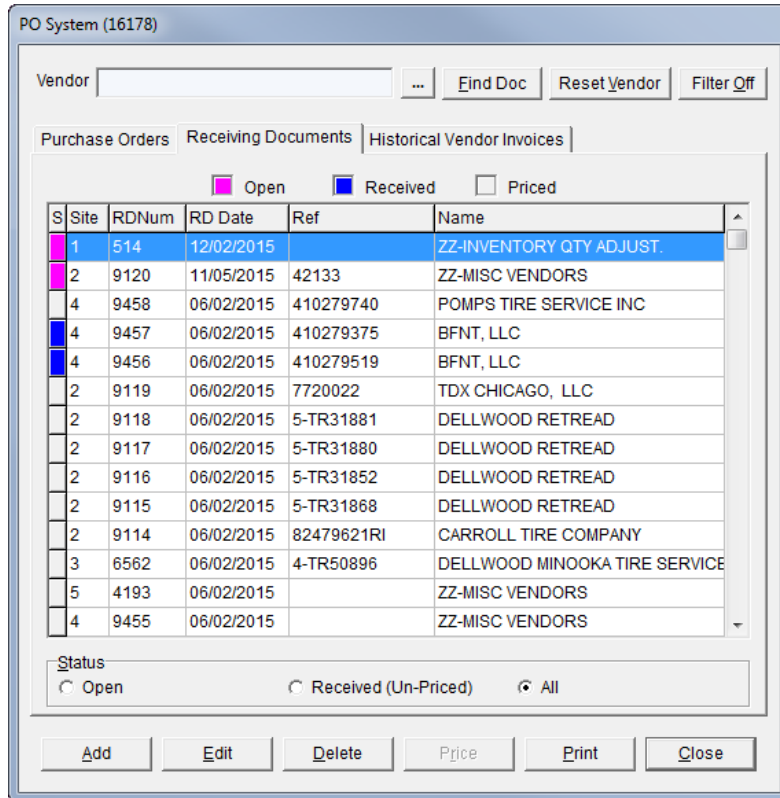



Figure 57: The PO System Screen's Receiving Documents Tab

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 707 . 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.
RNum	Displays the system-assigned number for a receiving document.
RDate	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 58).

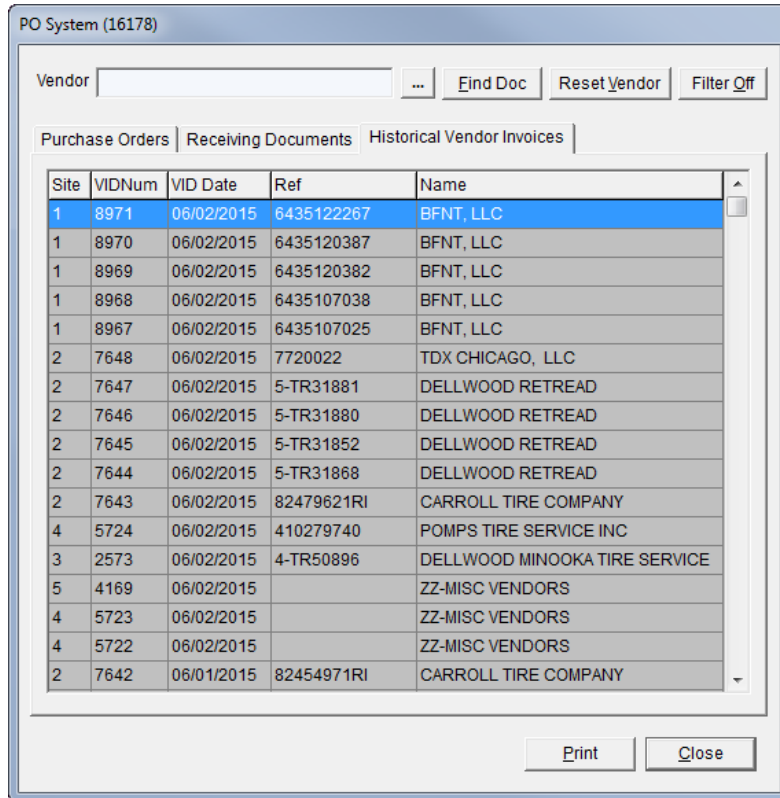



Figure 58: The PO System Screen's Historical Vendor Invoices Tab

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 707 . 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

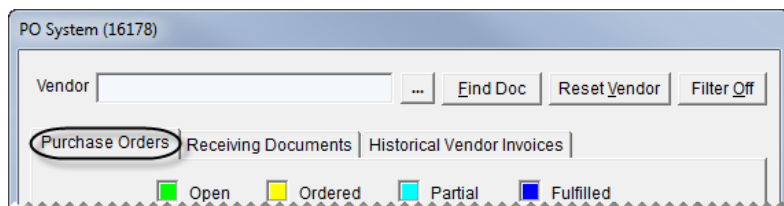
To order items, you need to create a purchase order and add items to it.

Creating a Purchase Order

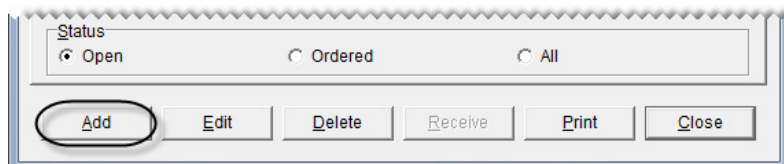
The first step to replenishing inventory is to create purchase orders. These purchase orders later become receiving documents for the items your vendors deliver.

To create a purchase order

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Select the **Purchase Orders** tab.

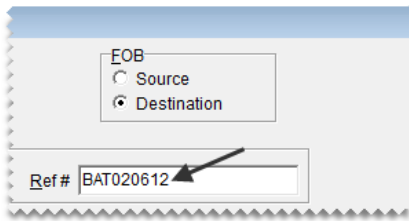


3. Click **Add**. The Lookup screen appears.

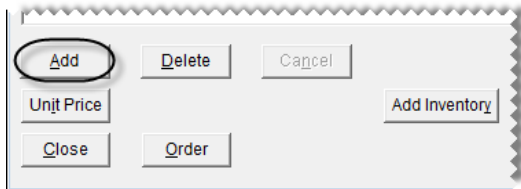


4. Select the vendor you want to order from and click **OK**. The Purchase Order screen appears.

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 175 or [“Entering Bar Codes on Purchase Orders and Receiving Documents”](#) on page 160.



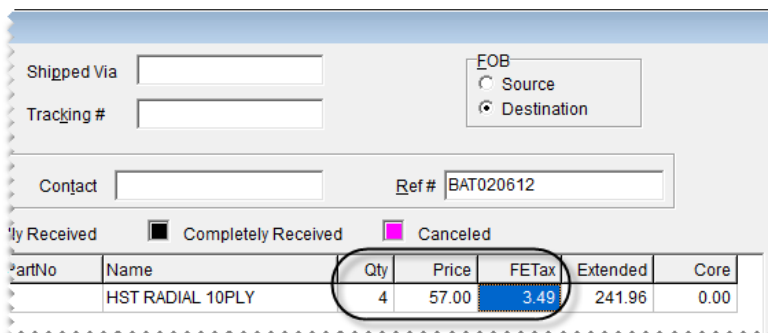
Tip: You can also use the down-arrow lookup method to add items to the purchase order. For more information, see [“Using the Down-Arrow Lookup Method”](#) on page 11.

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 273.

- 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:**
 - Source
 - 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

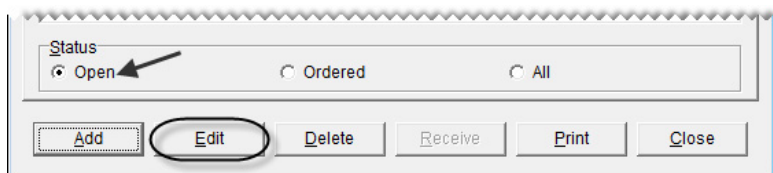
If you need to order an item that isn't in your inventory, you can add it to TireMaster and the purchase order at the same time. Because this process is almost the same as adding items to TireMaster and a receiving document, see [“Adding and Receiving Items at the Same Time” on page 291](#) for instructions.

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

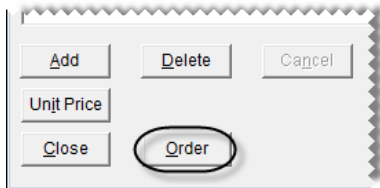
3. Select the status **Open** to display all open purchase orders.
4. Select the purchase order you want to complete and click **Edit**.

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.



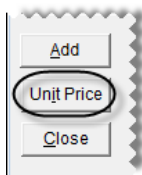
- Click **Print** and close the Report Window. The status displayed on the Purchase Orders tab changes to **Ordered**.

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 269](#) or [“Creating a Receiving Document” on page 287](#).
- 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

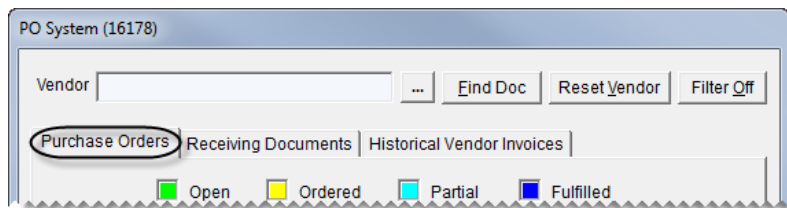
- Click **OK**. The per-unit quantity and cost information is added to the purchase order.

Changing the Vendor on a Purchase Order

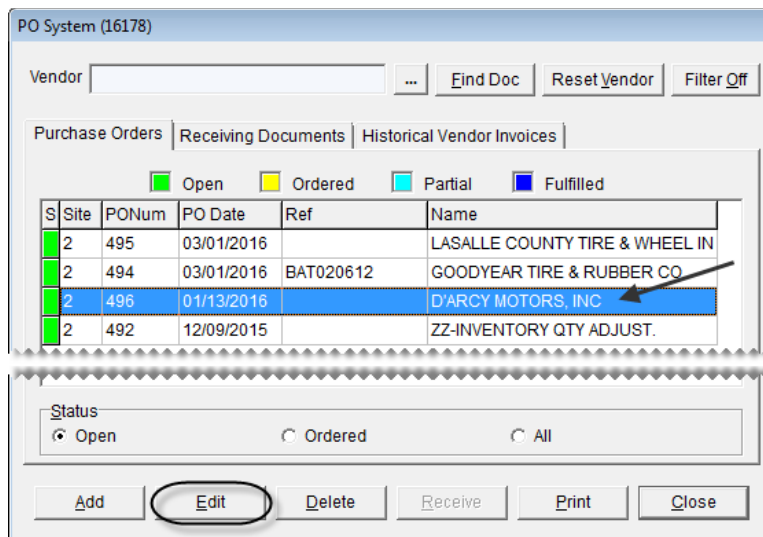
In some cases, you might need to change the vendor assigned to a purchase order. As long as you haven't placed the order (that is, clicked the **Order** button on the Purchase Order screen), you can select another vendor.

To change the vendor on a purchase order

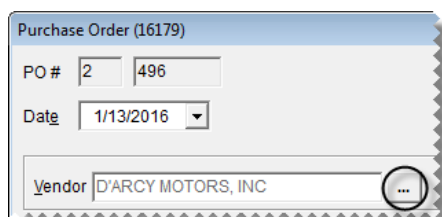
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Make sure the **Purchase Orders** tab is selected.



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?”

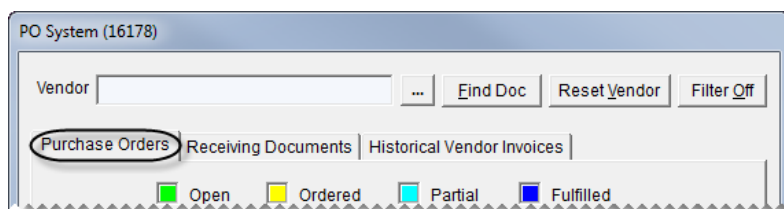
7. Click **Yes**.
8. If you want to place the order, click **Order**. Otherwise, click **Close**.

Canceling an Item from a Purchase Order

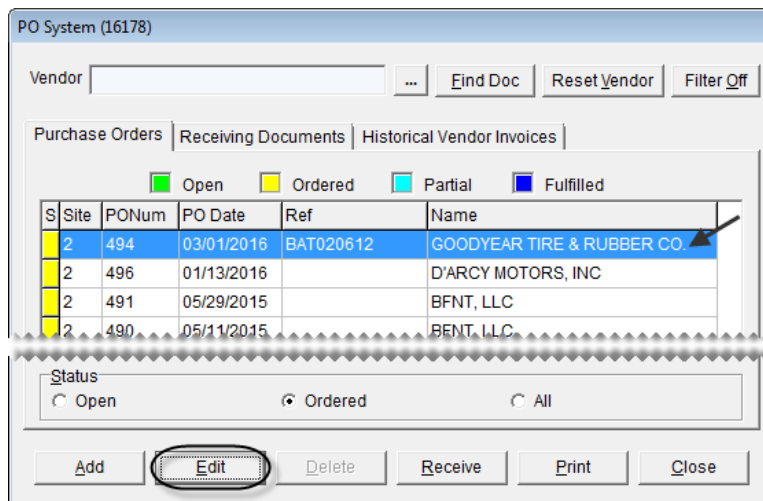
If you've placed an order and then find out that an item won't be shipped, you can cancel the item from the order.

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 703](#).

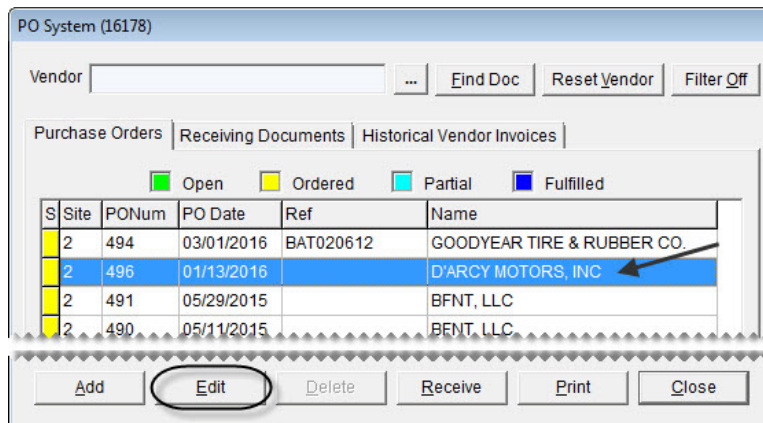
To re-open and update an order

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.



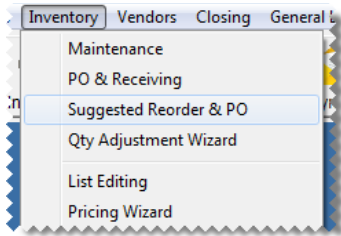
5. Make sure the purchase order you want to update is selected, and click **Edit**.
6. Add items to or delete items from the re-opened order.
7. Update the prices of items on the order if needed.
8. Click **Order**. The Report Window opens and displays a copy of the purchase order.
9. Print the purchase 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 175](#). 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:

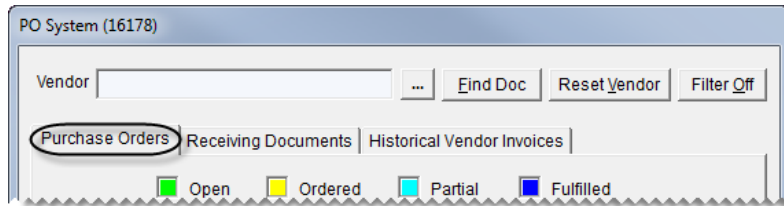
“Do you want to place these items on a purchase order? NOTE: Only items from this store (or the selected store) can be ordered. Items from other stores will not be added to a PO.”
6. Do one of the following:
 - ♦ To create a purchase order based on the Suggested Reorder Report, click **Yes**. The Name 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

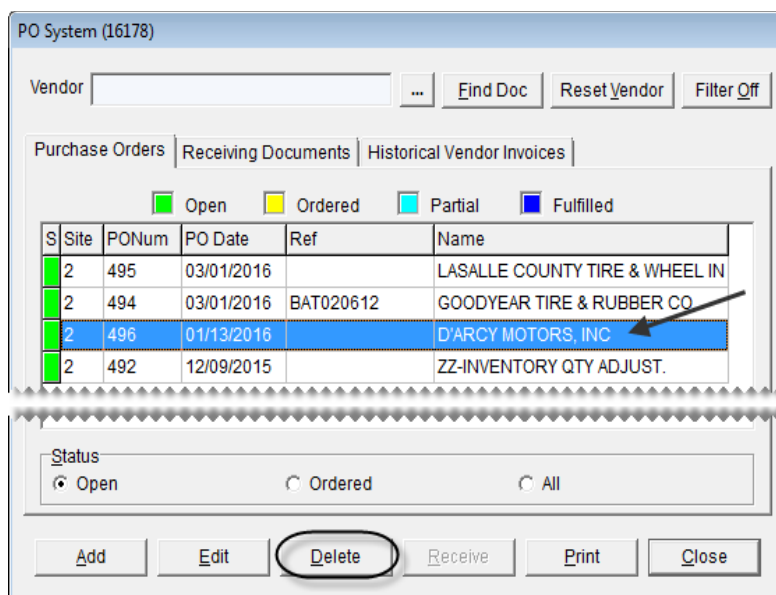
In some cases, you might start an order only to find that it is unnecessary later. You can cancel purchase orders if the items on it have not been ordered or received.

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.

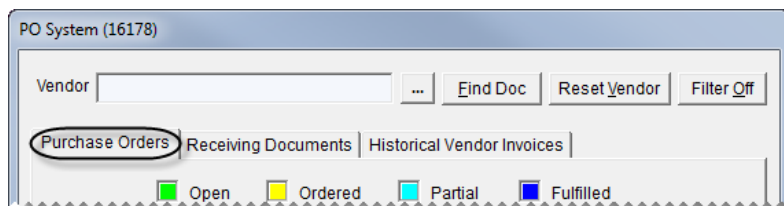
Receiving Items on a Purchase Order

When you receive an order, TireMaster creates a receiving document that duplicates the items and quantities on the original purchase order.

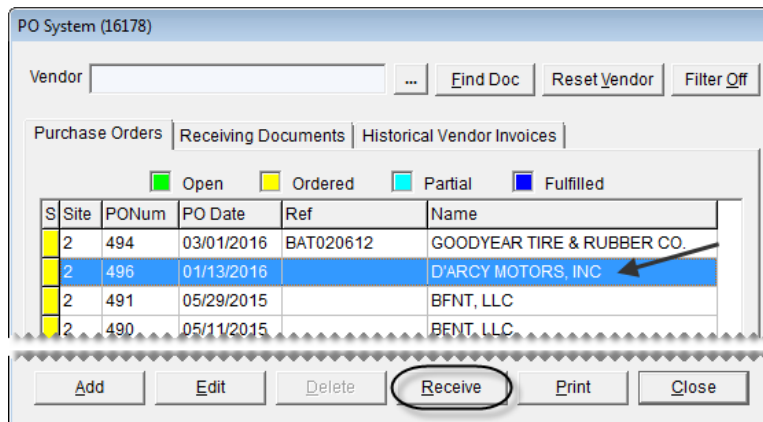
Note: When you do not have a purchase order for a shipment, you need to create a receiving document. For more information, see [“Creating a Receiving Document” on page 287](#).

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.



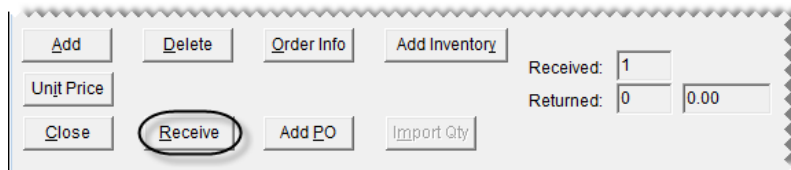
Note: If a receiving document already exists for an order, TireMaster asks if you want to create another receiving document. Write down the RD number on the message and click **No**. Then click the **Receiving Documents** tab and select the receiving document that was referenced on the message.

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 273](#).

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.

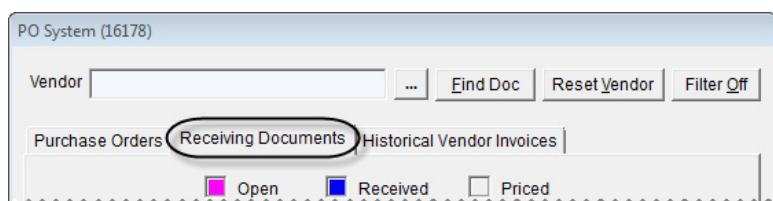
10. Do one of the following:
 - ♦ To price the items on the receiving document, click **Yes**. For further instructions, see [“Pricing Items on a Receiving Document”](#) on page 281.
 - ♦ If you do not want to price the items, click **No**. The receiving document appears in the Report Window. Print a 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.

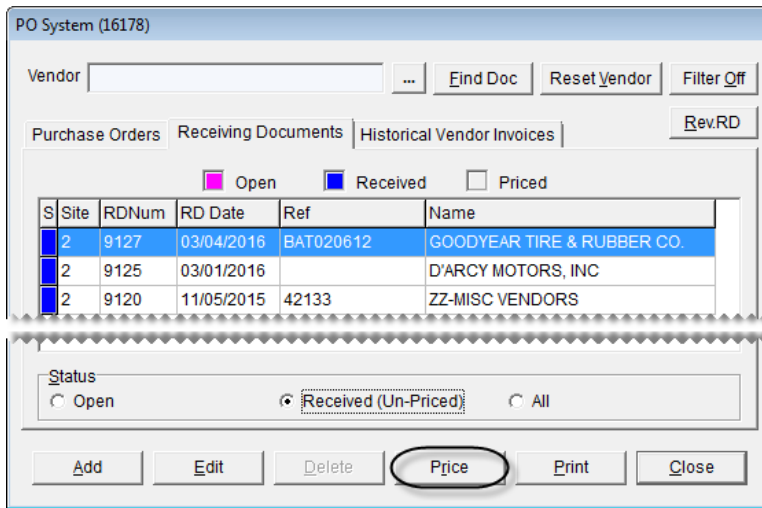
To price items on a receiving document

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.



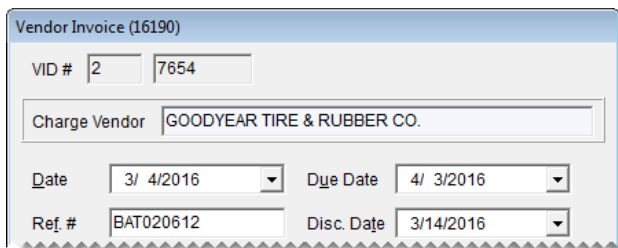
3. To display receiving documents that include unpriced items, select the status **Received (Un-Priced)**.

4. Select the receiving document that includes the items you want to price and click **Price**. The Vendor Invoice screen appears.



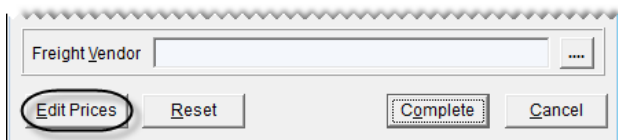
Note: If you use the Accounting Interface for QuickBooks®, type a reference number, and go to step 6.

5. Update the receiving date, default due date, discount date, and reference number, if needed.



Note: Discount terms are used only in the full version TireMaster. 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 and disregard any system-calculated discounts.

8. If you entered a shipping charge when receiving the items, identify the freight vendor by clicking  and selecting a name from the list.

9. To finish pricing the items, click **Complete**.

10. 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.

Receiving Document (16180)

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

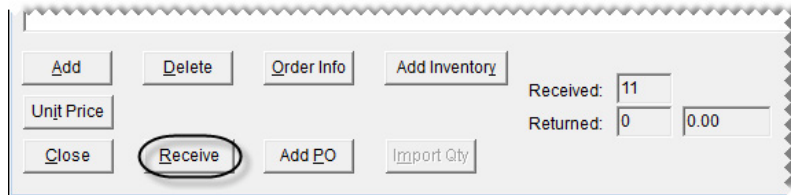
Vendor Big Al's Tire Supply Contact Big Al

Lines Manual / No PO Line From PO PO Line Exception Std. Return Re

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**.

- 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.

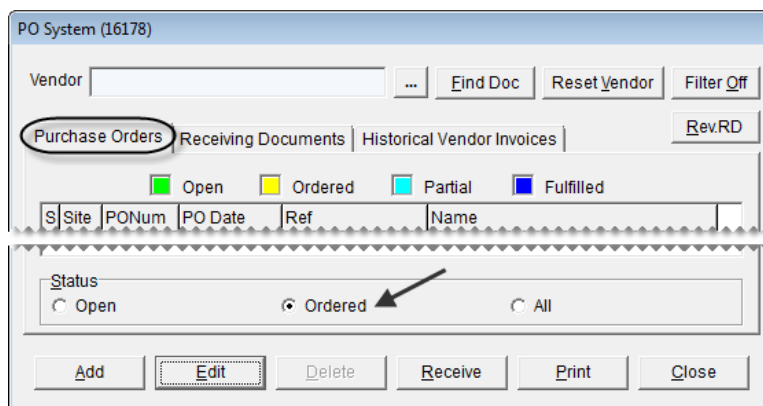
- Do one of the following:
 - If you want to price the items now, click **Yes**.
 - To price the items later, click **No** and print the receiving document. The following message appears: “There are items associated with POs that are only partially received. Do you want to cancel the rest of the quantities 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 281](#).
 - 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.

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

- Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
- 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.

The screenshot shows a window titled 'Receiving Document (16180)'. At the top, there is a 'Status' section with radio buttons for 'Open', 'Ordered' (selected), and 'All'. Below this are several buttons: 'Add', 'Edit', 'Delete', 'Receive' (circled in red), 'Print', and 'Close'.

4. Select the item you need to put on back order and click **Delete**. The following message appears: "Delete item?"

The screenshot shows the 'Receiving Document (16180)' window. The 'Vendor' is 'AMERICAN TIRE DISTRIBUTORS'. Below the vendor information is a table with columns: S, InvNo, Size, VendPartNo, Name, Qty, Price. The table contains two rows:

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

Below the table are several buttons: 'Add', 'Delete' (circled in red), 'Order Info', 'Add Inventory', 'Unit Price', 'Close', 'Receive', 'Add PO', and 'Import Qty'. To the right of these buttons are input fields for 'Received: 8' and 'Returned: 0 0.00'.

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 **Yes**. The following message appears: "This item is from a PO do you want to cancel the PO item?"
6. To place the item on back order, click **No**. The item is removed from the receiving document.
7. 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.

8. 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?"
9. 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 281.

- ♦ If you'll price the items later, the receiving document is added to the Receiving Documents tab on the PO System screen.

10. Close the PO System screen.

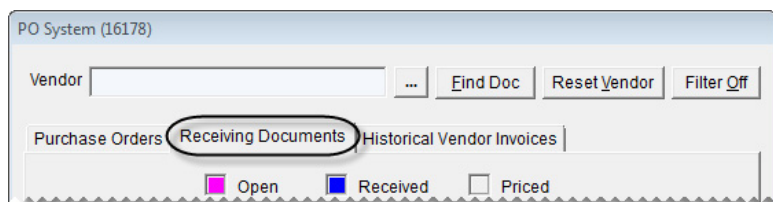
Creating a Receiving Document

If you need to receive items that you didn't order, you can skip the ordering stage and create a receiving document from scratch.

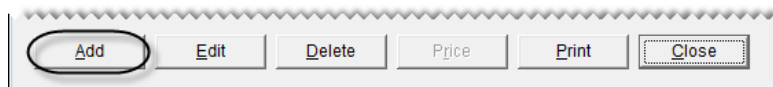
Note: To create a receiving document without a pre-existing purchase order, **Force PO System to Create New PO** needs to be set to No. This setting is on the **Other** tab of the System Controls screen.

To create a receiving document

1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.



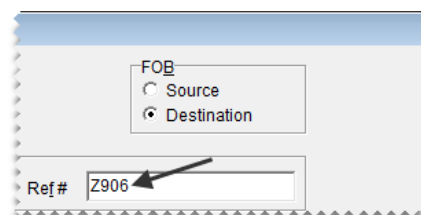
3. Click **Add**. The Lookup screen appears.



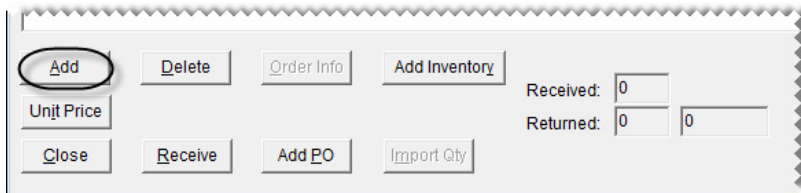
4. Look up the vendor who sent you the shipment. The Receiving Document screen appears.

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.



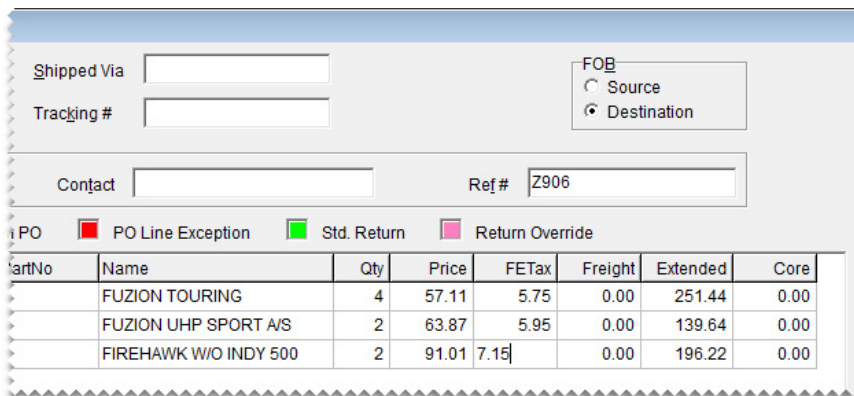
6. For each item that you've received, click **Add** and look up the item or scan its bar code. For more information, see [“Looking Up Inventory Items” on page 175](#) or [“Entering Bar Codes on Purchase Orders and Receiving Documents” on page 160](#).



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.

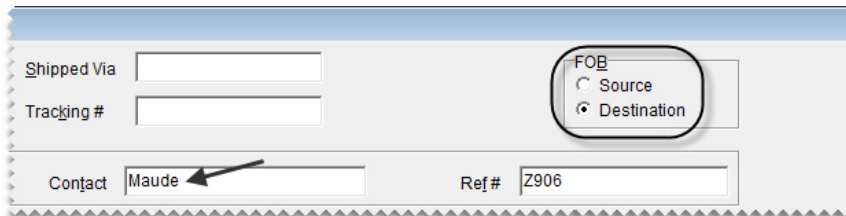
Note: If you're ordering items in bulk, such as valve stems, TireMaster can calculate the cost for each item. For more information, see [“Calculating an Item's Per-Unit Cost” on page 273](#).

- c. Change the federal excise tax if needed.

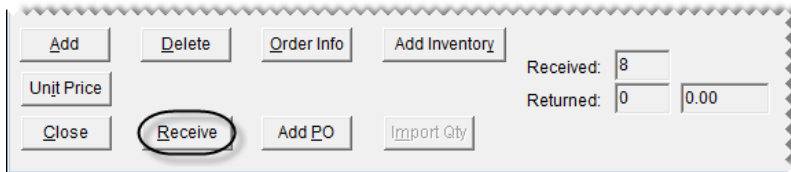


Note: Depending on how the control **Use Next FET for POS/Receivings** is set, the **FETax** column displays either the average cost of an item's federal excise tax or the FET used the last time the item was received.

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.



- 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**. The Vendor Invoice screen appears, and you can price the items. For more information, see [“Pricing Items on a Receiving Document” on page 281](#).
 - 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.
- 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.

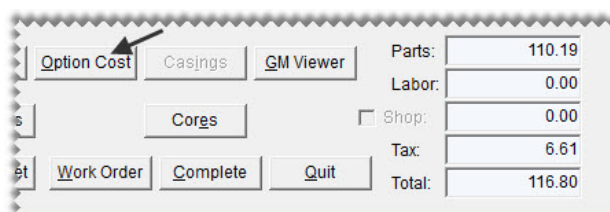
To put option-cost items on a receiving document

- Start a work order or open an existing work order. For more information, see [“Creating a Regular Work Order” on page 305](#).
- 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.

- For each option-cost item, *except the last one*, do the following:
 - 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 213](#).

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 281](#). 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.

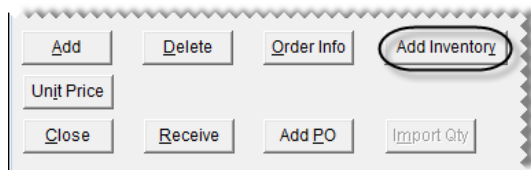
Adding and Receiving Items at the Same Time

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 287](#) or [“Receiving Items on a Purchase Order” on page 280](#).
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 175](#).

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 142](#).
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 280](#) and [“Pricing Items on a Receiving Document” on page 281](#).

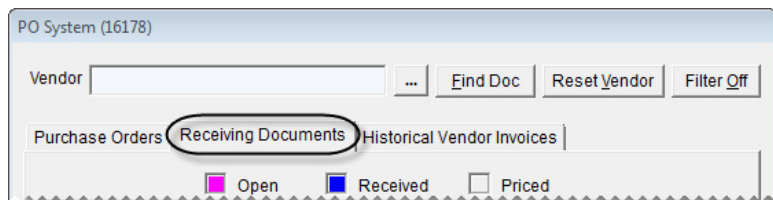
Reversing a Receiving Document

If an order was incorrectly received, you can reverse the receiving document for it as long as the order has not been priced.

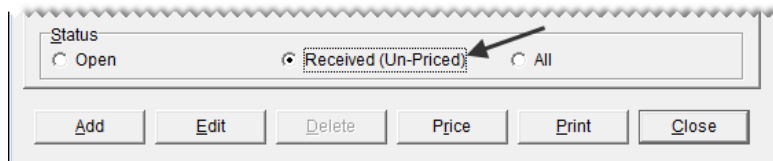
Note: Negative receiving documents that have been created for vendor returns can also be reversed, as long as they haven’t been priced.

To reverse a receiving document

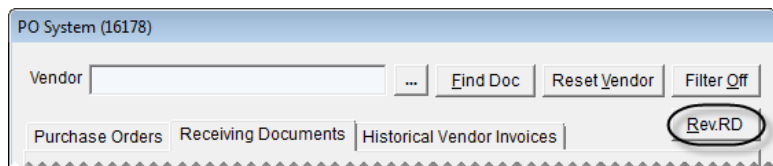
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Receiving Documents** tab.



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.

Processing Returns to a Vendor

When you send items back to a vendor or make corrections for items that you received in error, you need to remove them from your inventory. This change can be accomplished by creating a negative receiving document.

To create a negative receiving document

1. Start a receiving document for the vendor. For more information, see [“Creating a Receiving Document”](#) on page 287.
2. Enter a reference number for the receiving document, if needed.

3. Click **Add** and look up the item you want to return or scan its bar code. For more information, see [“Looking Up Inventory Items”](#) on page 175 or [“Entering Bar Codes on Purchase Orders and Receiving Documents”](#) on page 160.
4. Type the returned item’s quantity as a negative number. The **Price** and **FETax** fields turn green.

	Qty	Price	FETax	Freight	Extended	Core
PRIMEWELL PS850 BW	-2	0.00	0.00	0.00	0.00	5.00

5. Use one of the following methods for processing the return:
 - ♦ To return an inventoriable item at its next cost and next FET (if any), make sure the **Price** and **FETax** fields are green and that the amount in both is \$0.00.

Qty	Price	FETax	Freight	Extended
-2	0.00	0.00	0.00	0.00

- ♦ To return an inventoriable item at the cost and FET of your choice, change the values in the **Price** and **FETax** fields. These fields then turn pink.

Qty	Price	FETax	Freight	Extended
-2	90.00	0.00	0.00	-180.00

- ♦ For noninventoriable, relief-percent items, type the estimated cost (Parts Price x Relief Percent) in the **Price** field.

Qty	Price	FETax	Freight	Extended
-1	5.00	0.00	0.00	-5.00

Example: If an item’s parts price is \$50 and its relief percent is 10%, type **\$5** in the **Price** field

- ◆ For noninventoriable, option-cost and expense method items, type your cost in the **Price** field.

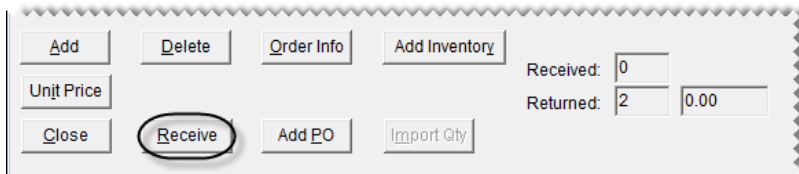
Qty	Price	FETax	Freight	Extended
-2	79.99	0.00	0.00	-159.98

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 5.

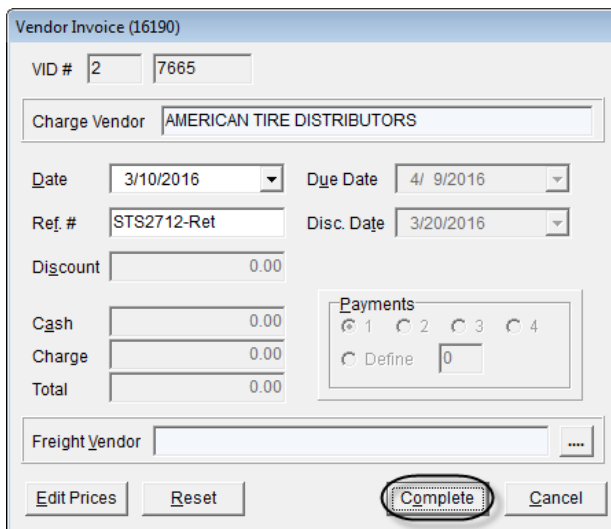
Note: If you need to receive any new items at this time, you can add them to the receiving document. For more information, see [“Creating a Receiving Document” on page 287.](#)

- 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.
- Click **Complete**. The Report Window opens and displays the vendor invoice document for the return.



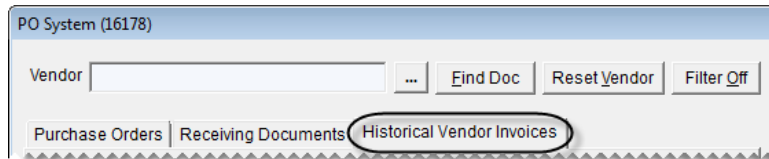
- Print the vendor invoice document and close the Report Window. The completed vendor invoice document (VID) is displayed on the PO System screen and the item or items are removed from the inventory.

Looking Up Historical Vendor Invoices

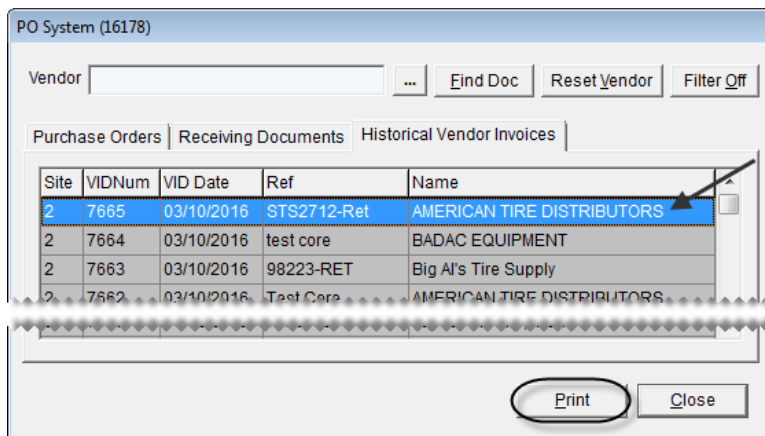
If you want to research your purchase history, you can view all historical invoices on the **Historical Vendor Invoices** tab. You can search for invoices by reference number or document number.

To look up a historical vendor invoice

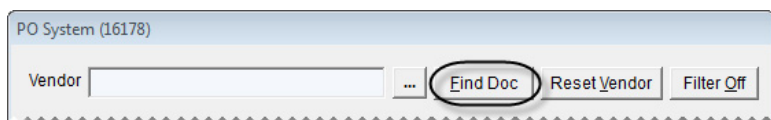
1. Select **PO & Receiving** from the **Inventory** menu. The PO System screen appears.
2. Click the **Historical Vendor Invoices** tab.



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:

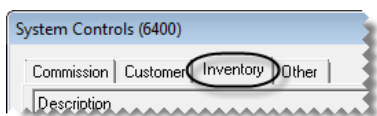
- ◆ The average of the item's federal excise tax
- ◆ The FET from the item's last receiving

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.

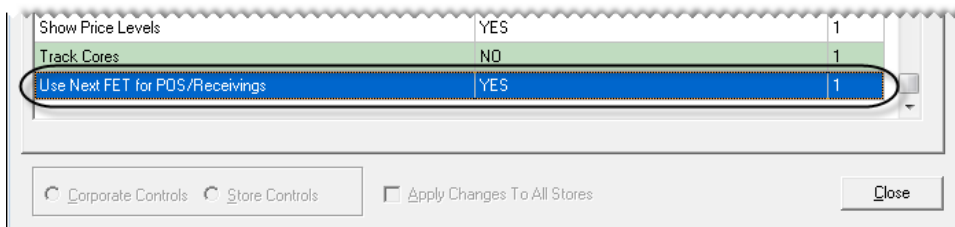
Note: By default, TireMaster uses the average cost of an item's federal excise tax as its FET.

To set FET handling

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



3. Select **Use Next FET for POS/Receivings** and press **Enter**.



4. Select one of the following:
 - ◆ To use the average cost of an item's federal excise tax, select **YES**.
 - ◆ To use the FET from an item's last receiving, select **NO**.
5. Click **OK**.
6. Close the System Controls screen.

Note: You can view both the average cost of an item's FET and the last FET in an item's 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 297](#)
- ◆ [“Invoice Entry Screen” on page 301](#)
- ◆ [“Customer Transactions” on page 304](#)
- ◆ [“Viewing At-a-Glance Sales History” on page 317](#)
- ◆ [“Accessing Gross Profit Information” on page 317](#)
- ◆ [“Deposits” on page 319](#)
- ◆ [“Transferring Inventory” on page 322](#)
- ◆ [“Creating Paidouts” on page 325](#)

Open Work Order List

All customer transactions can be started on the Open Work Order List (Figure 59).

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 300](#).

S	Promised	Date	Invoice	Name	Yr	Make	Model
D	10:30 AM 09/16	09/16	160	ZIMER, BRANDY	07	MITSUBISHI	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 59: 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 409.

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.

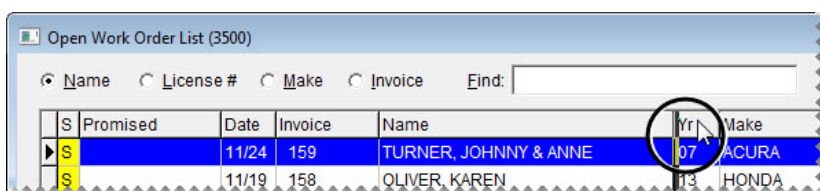
Moving and Resizing Open Work Order List Columns


You can customize the layout of the Open Work Order List by moving and resizing the columns.

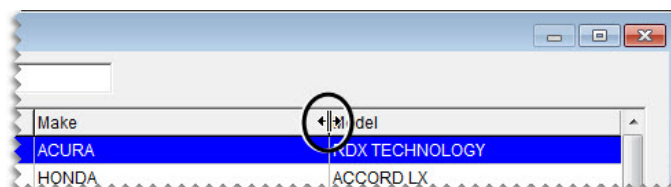
Note: The new layout affects only the workstation on which changes were made. Therefore, the columns on the Open Work Order List can be moved and resized differently for each computer.

To move and resize Inventory List columns

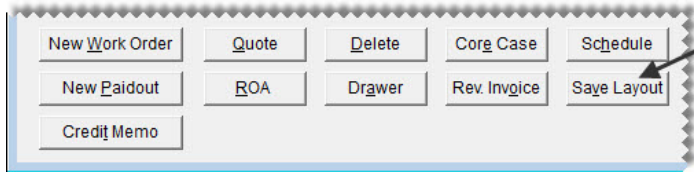
1. To move a column, click the column heading. When the thick, black line appears, drag the column to a different position.



2. To resize a column, move the pointer (mouse) to the boundary for the column heading. When the pointer turns into , 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.

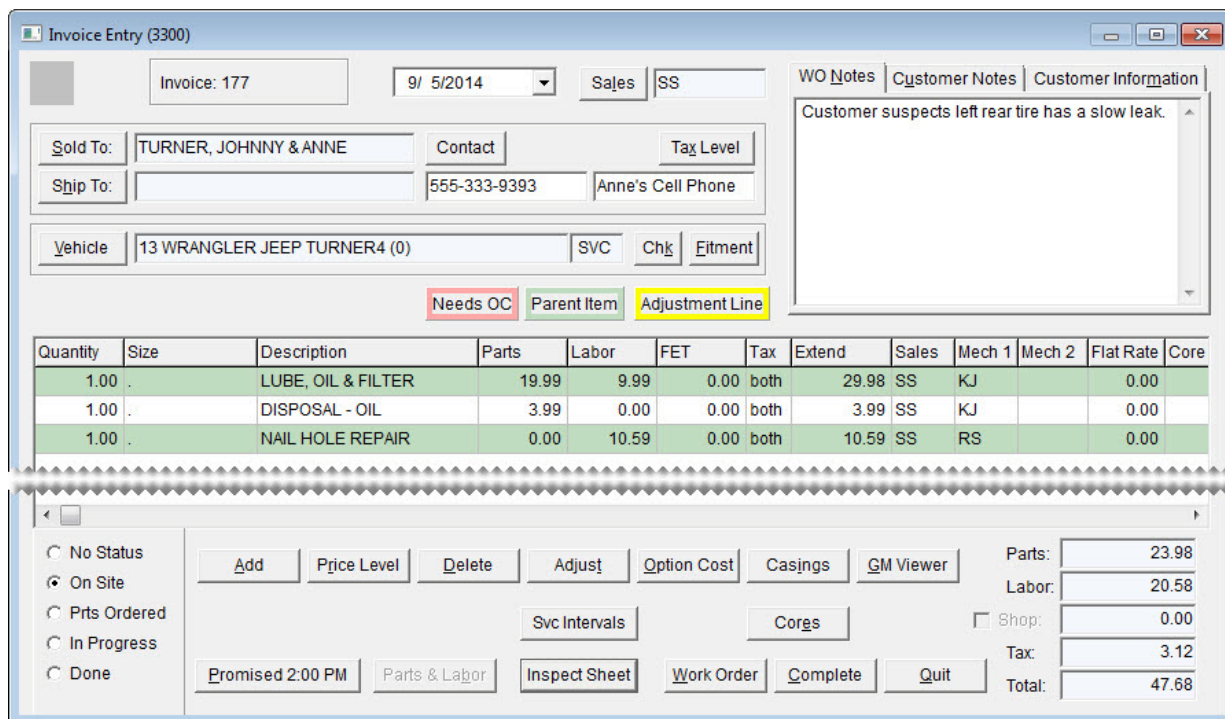


Figure 60: The Invoice Entry Screen

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 309 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 375 .
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 556 .
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 584 . 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 409 .
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 210 .

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.

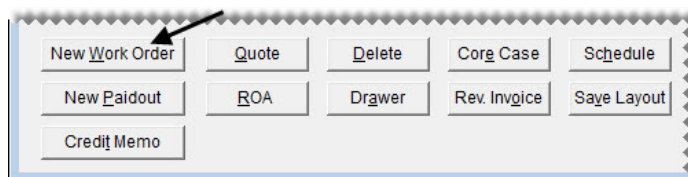
Note: If you've created a quote for a customer, you can turn that quote into a work order. You can also use information from a scheduled appointment to create a work order. For more information, see [“Turning an Appointment into a Work Order” on page 406](#) or [“Turning Quotes into Work Orders” on page 349](#).

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.

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](#).

4. Click **OK** to close the Customer Maintenance screen. If TireMaster prompts you for a vehicle, go to step 5. If the Work Order screen 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.

5. 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 83](#).

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 73](#).

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 706](#).

- ◆ 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 175](#), or [“Entering Bar Codes on Work Orders” on page 159](#).

- ◆ 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 380](#).

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 an arrow]

9. 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 190](#).

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 TIF	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.

10. To put additional items on the work order, repeat steps 8 and 9.
11. 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 704](#).
12. 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 710](#)
 - ◆ 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.

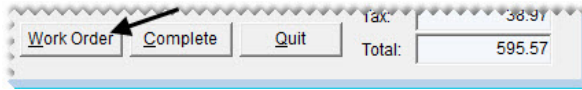
13. Set a promised time and the status for the job, if needed. For more information, see [“Setting the Promised Time” on page 413](#) and [“Changing a Vehicle’s Job Status” on page 412](#).

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)

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 312](#).

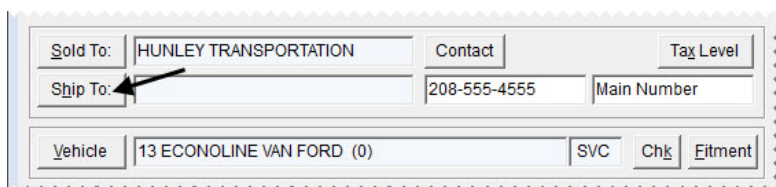
Creating a Service Call Work Order

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.

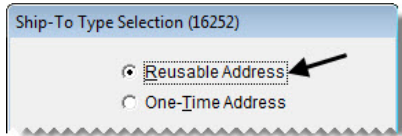
To create a service call work order

1. Start a work order and add items to it. For more information, see [“Creating a Regular Work Order” on page 305](#).
2. Record the address of the service call location:
 - a. Click **Ship To**. The Ship-To Type Selection screen appears.

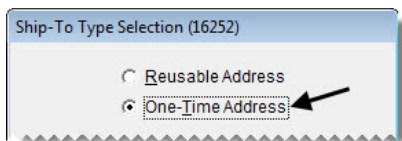


b. Select one of the following:

- ♦ 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.

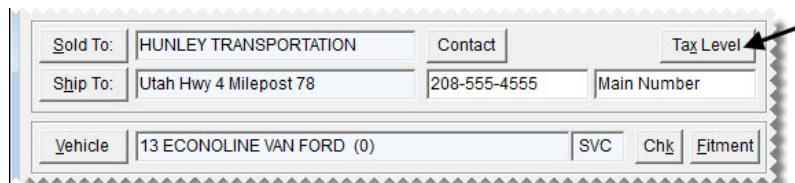


- ♦ If the service call occurred at a location that's not on the customer's Ship-To List, select **One-Time Address** and click **OK**. Then type the temporary address on the Ship-To Maintenance screen, and click **OK**.



3. Change the tax level if needed:

- Click **Tax Level**. The Invoice Tax Level Selection screen appears.



- 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.

- Click **OK**. TireMaster recalculates sales tax.

- Make additional changes to the work order if needed, print it, or complete the invoice. For more information, see [“Completing an Invoice” on page 312](#).

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**.

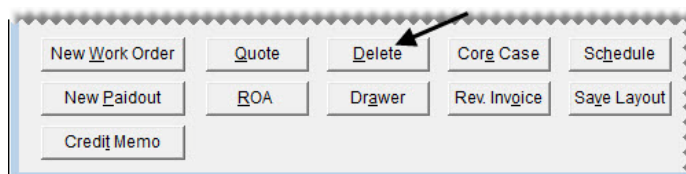
Deleting Work Orders

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 711 and [“Work Orders - Print When Deleting”](#) on page 711.

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.

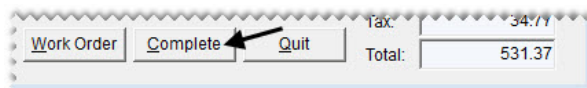
To complete an invoice

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 556](#).
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 389](#).

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 499](#) for more information.

5. Make sure the **Print** check box is selected and the number of copies is set.

6. Enter the following information as needed:

- ◆ The vehicle's license plate number
- ◆ The ending salesperson's user ID (type it or press and select it from a list)
- ◆ The vehicle's beginning and ending mileage

Note: Entering the ending mileage is required if **Force in Mileage** is set to Yes. This setting is on the **Other** tab of the System Controls screen.

- ◆ A PO or reference number
 - ◆ A message for the customer
7. If you need to include a tax exemption certificate on the invoice, select the **Tax Exempt Cert** check box. Otherwise, leave it blank.
8. If you want to associate the invoice with up to three postcards, click **Marketing**. For more information, see [“Associating Invoices with Postcards” on page 426](#).

Note: The Marketing Module is an optional program that can be used with TireMaster Point of Sale.

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 305](#).
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 312](#).

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

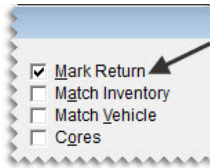
1. Start a work order. For more information, see [“Creating a Regular Work Order” on page 305](#).
2. Click **Add** and look up item being returned or traded in.
3. In the **Quantity** column, type - followed by the quantity of the item being returned or traded in and press **Enter**.

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.

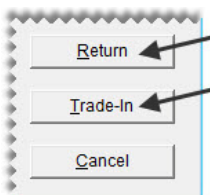



5. Locate the item that you want to flag.
 - ◆ To display only the item that's being returned, select **Match Inventory**.
 - ◆ To display the items sold for the vehicle selected for the current work order, select **Match Vehicle**.
 - ◆ To display only items for which the core value has been defined, 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 212](#).
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.

- Click **Complete**. Then complete the invoice as usual. For more information, see [“Completing an Invoice” on page 312](#).

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.

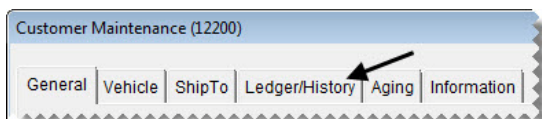
Note: Invoices that included deposits need to be reversed manually with a return. Invoices for transfer sales cannot be reversed. For more information, see [“Processing Returns and Trade-Ins” on page 314](#), [“Transferring Inventory” on page 322](#).

To reverse an invoice

- Click **Invoicing**. The Open Work Order List appears.
- Click **Rev. Invoice**. The following message appears: “Would you like to look up a customer’s invoice to reverse?”

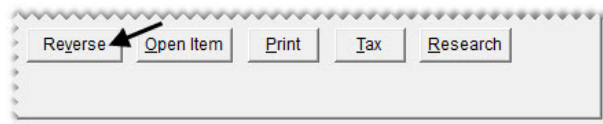


- Click **Yes**. The Name Lookup/Entry screen appears.
- Look up the customer whose invoice you want to reverse. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
- Click the **Ledger/History** tab.



Note: If the **AR Ledger** view is selected, the invoice you need to reverse might not be visible. Select the **History** view instead.

- Select the invoice you want to reverse and click **Reverse**. A confirmation message appears.



- 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.

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.

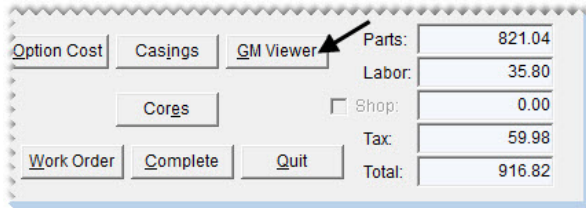
Viewing a Work Order's Gross Profit Margin

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 707](#).

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.
2. 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:

QTY	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.

3. 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 61: 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.
- ◆ Define the deposit clearing account in System Controls (TireMaster Point of Sale and TireMaster Corporate).

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 699](#).
- ◆ Define a minimum percentage for deposits in System Controls. For more information, see [“Deposit - MIN Percentage \(%\)” on page 699](#).

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 142](#) and [“Setting Up Fees” on page 148](#).

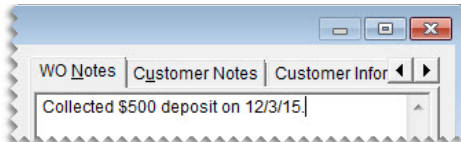
Processing Deposits

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 699 and “Deposit - MIN Percentage (%)” on page 699.

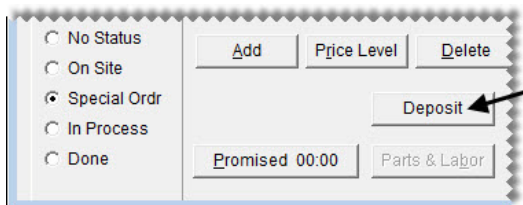
To process deposits

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 305.
2. On the **WO Notes** tab, type a comment about the payment being collected.

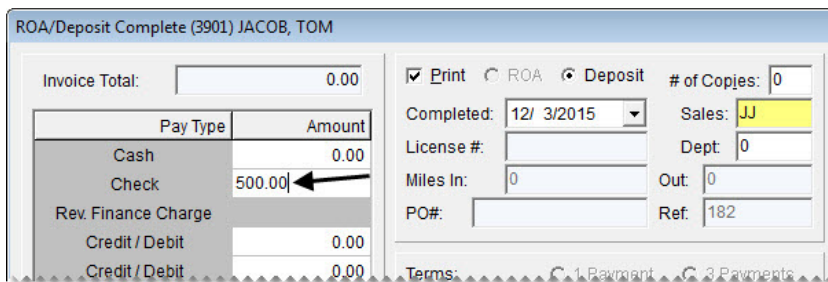


Note: Adding a comment about the deposit is not required. However, this type of note can be helpful, because the total on the screen does not include any deposits.

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 [v] 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.

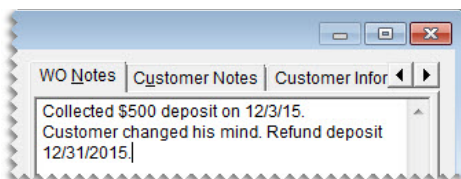
Note: To see which customers have made deposits for pending purchases, generate an Open Work Order Deposits Report. For instructions, see “Open Work Order Deposits” on page 632.

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.

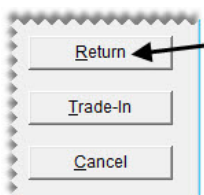


Note: Adding a comment is not required. However, this type of note can be helpful for research.

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**.

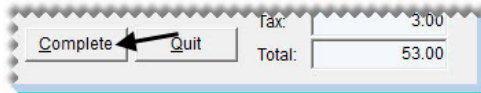


Note: The items should be listed twice on the work order to show that the customer intended to buy them (positive quantities) and then backed out of the purchase (negative quantities).

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 574](#).

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.

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

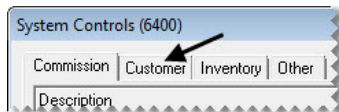
The startup database that ships with new TireMaster systems includes type T, which is a customer type for transfer customers. You can use this setting or add your own customer type to handle transfer customers. For more information, see [“Adding Customer Types” on page 75](#).

Setting Transfer Sale Controls

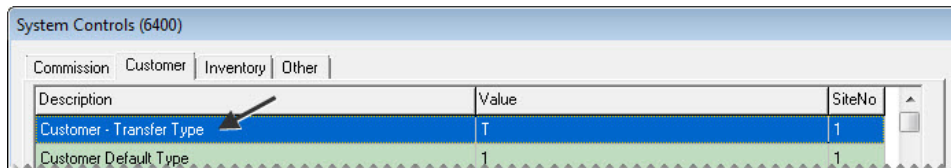
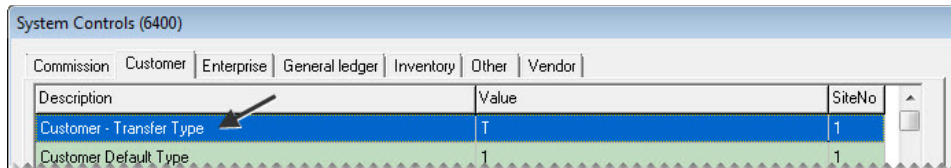
Before you add transfer customers and perform any transfer sales, you need to verify that a control is set correctly.

To set the transfer sale control

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. Close the System Controls screen.

Adding Transfer Customers

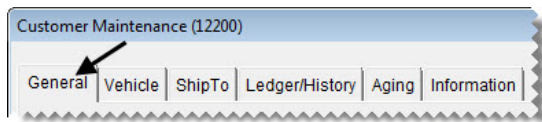
A transfer customer is usually a buying group or another store in a multistore chain.

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.

 A screenshot of the form for editing a customer. The form has several fields: 'Tax Level - Parts' (value: 2), 'Labor' (value: 2), 'Credit Limit' (value: 0.00), 'Price Level' (empty), 'Ar/Arp' (value: AR), 'Last Pay' (empty), 'Type' (value: T), 'Commission' (value: 4), 'Salesperson' (empty), and 'Tax ID' (empty). An arrow points to the 'Type' field, which is highlighted.

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.

 A screenshot of a section of the form containing five checkboxes: 'Taxable' (checked), 'Cash Only' (unchecked), 'Statement' (checked), 'Finance Charge' (checked), and 'Open Item AR' (checked). An arrow points to the 'Cash Only' checkbox, which is unchecked.

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 additions. 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 305](#) and [“Completing an Invoice” on page 312](#).

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

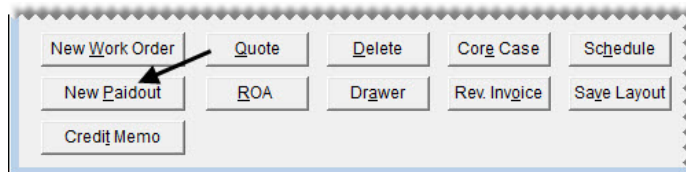
1. Start a work order for the transfer customer who sold you the items. For more information, see [“Creating a Regular Work Order” on page 305](#)
2. On the Invoice Entry screen, click **Add** and look up item being returned or traded in.
3. In the **Quantity** column, type - followed by the quantity 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 312](#).

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.



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.
 - c. Select the preset account 6300-0.
 - d. Type the account name in the **Descr** column.

- e. Type the payment amount, and press **Enter**.



The screenshot shows a dialog box titled "GL Offset" containing a table with the following data:

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 327](#)
- ◆ [“Quote and Estimate List” on page 335](#)
- ◆ [“Working with Quotes” on page 337](#)
- ◆ [“Selling Maintenance and Repairs” on page 350](#)
- ◆ [“Managing Your Quotes and Estimates” on page 358](#)
- ◆ [“Managing Your Service Checklists” on page 364](#)
- ◆ [“Mileage-Based Services” on page 371](#)
- ◆ [“Giving Quick Quotes” on page 373](#)

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**.

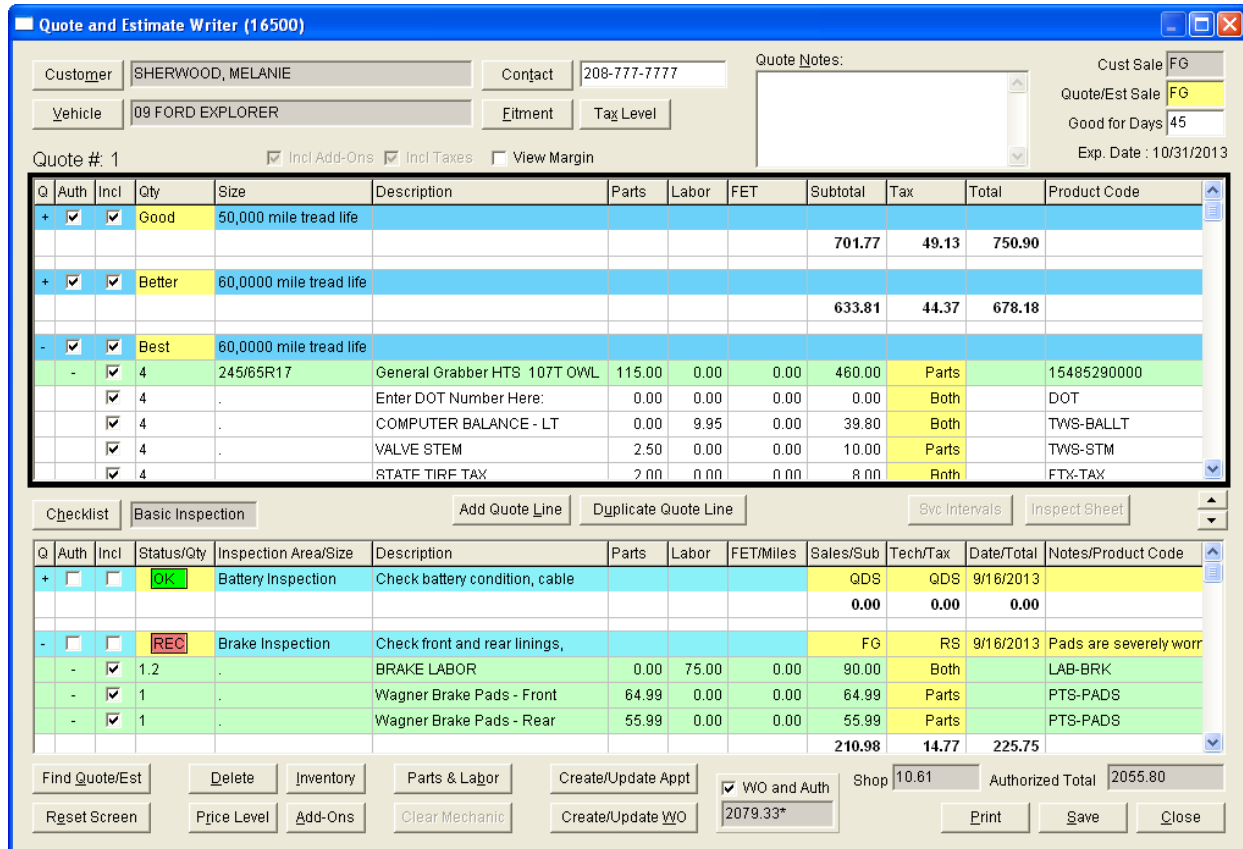










Figure 62: Quote and Estimate Writer

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 708 .
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 708 and “Associating Items with Add-On Codes” on page 192 .
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 708 .
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 192 and see “Quotes - Include Add-Ons” on page 708.</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 708 and “Quotes - Default Qty” on page 708. <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 708.</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 708. If an item's margin is too low, it can be adjusted. For more information, see "Adjusting a Quoted Item's Margin" on page 347.</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 63).

Quote and Estimate List (16301)

Name: Phone: Quote/Est #: Find Clear Legacy Quotes

Active Expired Both Locked

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		

Delete Quote/Est. Unlock Quote/Est. OK Cancel

Figure 63: 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 340](#).

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:

Cust Sale: FG

Quote/Est Sale: FG

Good for Days: 5

Exp. Date: 06/12/2012

Fitment: Tax Level

View Margin

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

Contact: 555-222-7799

Vehicle: 07 MITSUBISHI ECLIPSE 1A E9757

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 347](#).

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)

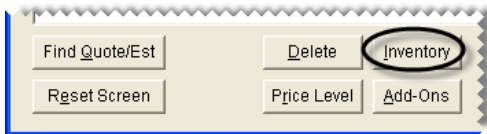
Contact: 555-222-7799

Fitment: Tax Level

View Margin

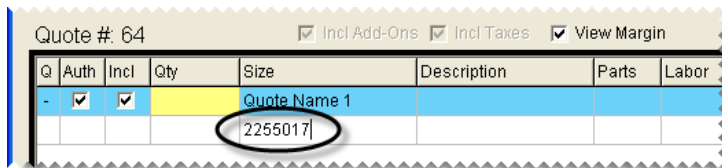
Parts Labor FET Su

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 175](#).

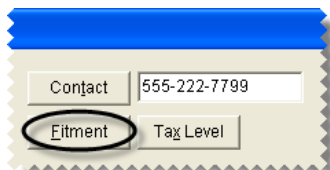


Tip: If you decide that you want to create a comparison quote with competing brands instead, press the **Ctrl** key, select multiple items when the Inventory List appears, and then click **Quote**. For more information, see [“Creating Brand Comparison Quotes” on page 340](#).

- ♦ Type the item's size, quick look code, or manufacturer code in the **Size** field for the *second* (white) quote row, and press **Enter**.



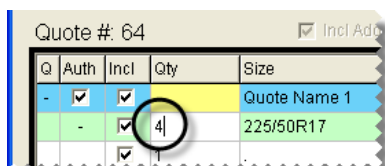
- ♦ Scan its bar code
- ♦ Click **Fitment** and select an item from the fitment guide. For more information, see [“Looking Up Tire Sizes at Point of Sale” on page 380](#).



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 347](#).

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	

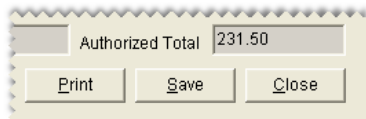
- ◆ To exclude an add-on item from the quote, clear its check box.

<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"/>			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 340](#).

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 360](#).



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 175](#).


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	Lifeline 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	Fitment	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

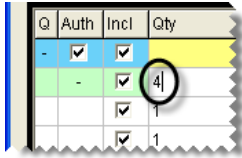
For more information, see “Creating Single Item Quotes” on page 337.

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 347.

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.

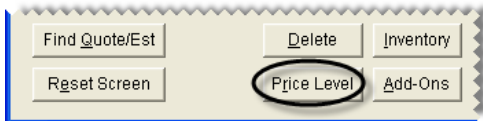


Note: If there are no add-ons assigned to an item, you can add them to the quote. Select the quote to which you want to add the add-on items. Then click **Add-ons** and select an add-on package from the list that appears.

- ◆ 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 type="checkbox"/>			ALIGNMENT CHECK	0.00	0.00	0.00	0.00
							489.80

9. Enter identifying information for each quote, if needed.

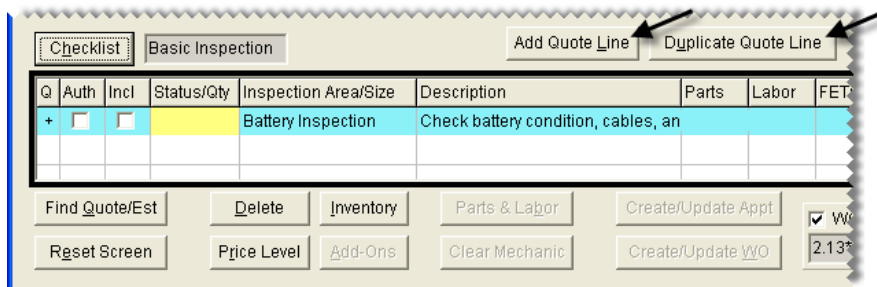
- a. To classify the price for a quote as *good*, *better*, or *best*, click the **Qty** column in the quote’s top (blue) row and press repeatedly to find the appropriate label.
- b. In the **Size** column’s blue row, type additional information about the quote.

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**.

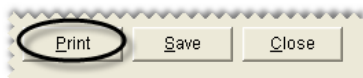


12. Generate a hard copy of the comparison quote.

- 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

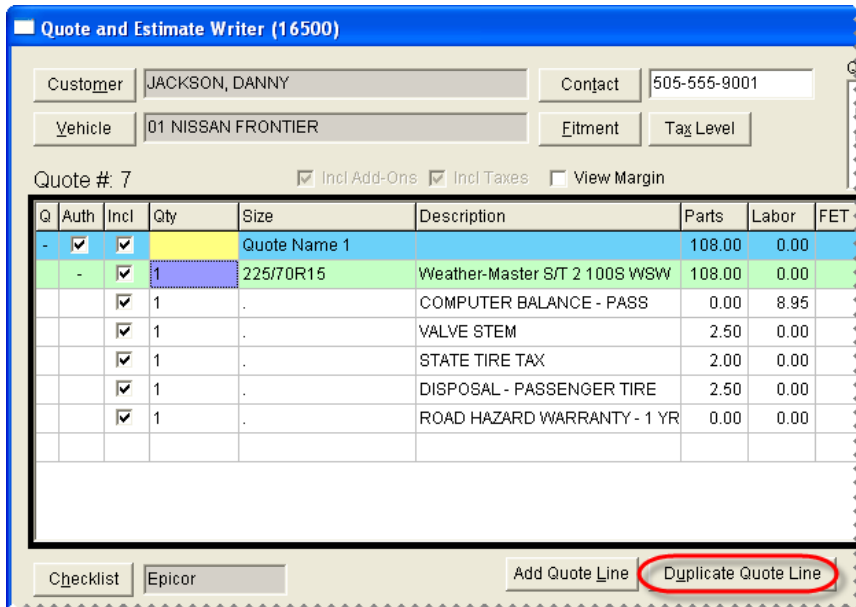
1. Press **F12**. The Quote and Estimate Writer opens.
2. Add the customer and vehicle information using one of the following methods:
 - ♦ Click **Customer**. Then look up the customer and select the vehicle when prompted. For more information, see [“Looking Up a Customer” on page 65](#).
 - ♦ Type 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 347](#).

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 175](#).
 - ♦ 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 380](#).

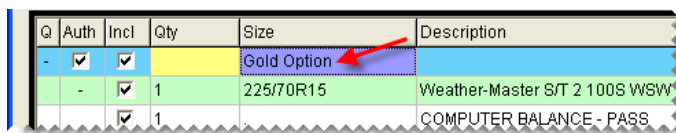
If an item’s margin falls below the setting for the lowest margin allowed, TireMaster displays a warning. You can then decide whether to add the item to the quote.

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 347.

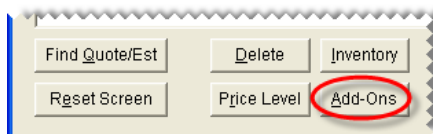
9. To add more quotes for the same tire, click **Duplicate Quote Line** for each additional quote. For example, if you want to add two more quotes, you’d click **Duplicate Quote Line** *twice*.



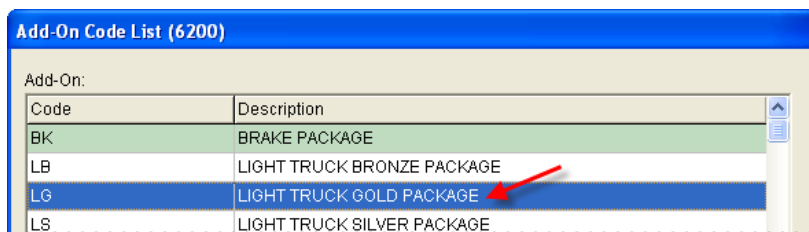
10. Change the name and add-on package assigned to the first quote. Then update the quantity.
 - a. Type a unique name for the first quote in the **Size** field.



- 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"/>	4	.	VALVE STEM	2.50	0.00	
		<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX	2.00	0.00	
		<input checked="" type="checkbox"/>	4	.	DISPOSAL - LIGHT TIRE	3.00	0.00	
		<input checked="" type="checkbox"/>	4	.	ROAD HAZARD WARRANTY - 2 YR	16.20	0.00	
		<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"/>	4	.	COMPUTER BALANCE - LT	0.00	9.95	
		<input checked="" type="checkbox"/>	4	.	VALVE STEM	2.50	0.00	
		<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX	2.00	0.00	
		<input checked="" type="checkbox"/>	4	.	DISPOSAL - LIGHT TIRE	3.00	0.00	
		<input checked="" type="checkbox"/>	4	.	ROAD HAZARD WARRANTY - 1 YR	12.96	0.00	
		<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.

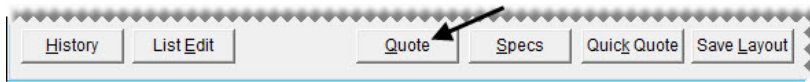
Starting Quotes from Various Program Areas

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 340.



Note: To choose multiple items, press the **Ctrl** key and hold it down while making your selections.

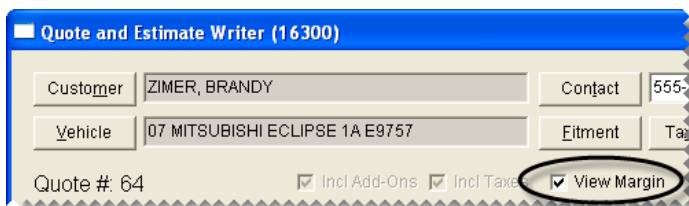
The advantage of pressing **F12** to start a quote is that you can leave other TireMaster screens open while you create quotes.

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.

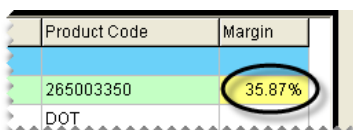
To adjust an item’s margin

- 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 358.
- If the **Margin** column is hidden, select the **View Margin** check box.



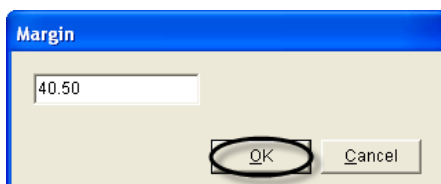
Note: The check box can be selected only by users who belong to a security group that’s assigned the permission **Quotes View Margin**.

- Click the **Margin** field for the item whose margin you want adjust and press **F2**. The Margin screen appears.



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 175.
 - 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.

Quote and Estimate Writer (16300)

Customer: CARL'S AUTO Contact: 555-222-1212

Vehicle: [] Fitment: [] Tax Level: []

Quote #: 66 Incl Add-Ons Incl Taxes View Margin

Q	Auth	Incl	Qty	Size	Description	Parts	Labor
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		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

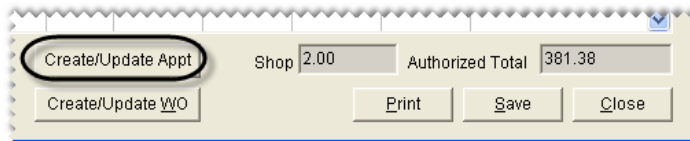
When a customer decides to buy the items on a quote but can't have the work done right away, you can use information from the quote to schedule an appointment.

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

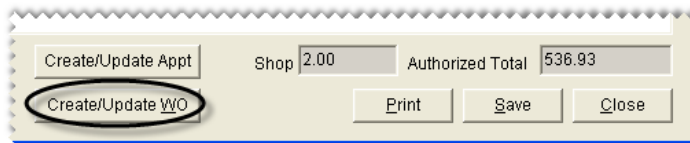
When a customer is ready to make a purchase, you can turn the customer’s quote into a work order.

To turn a quote into a work order

- Retrieve the customer’s quote. For more information, see [“Retrieving Quotes & Estimates” on page 358.](#)
- 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"/>	<input checked="" type="checkbox"/>	4	215/60R16	General Altimax HP 95H BSW
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	ENTER DOT # HERE
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	COMPUTER BALANCE - PASS
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	DISPOSAL - PASSENGER TIRE
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	STATE TIRE TAX
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	TIRE WARRANTY
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	.	VALVE STEM
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	.	ALIGNMENT CHECK
-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Good	50,000 mile tread life	
-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4	P215/60R16	Bridgestone Potenza RE92 BW 94
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.	.	ENTER DOT # HERE

3. 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.

4. Click **OK** to close the message. The rows in the **Q** and **Auth** columns turn green for the items put on the work order.
5. 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.

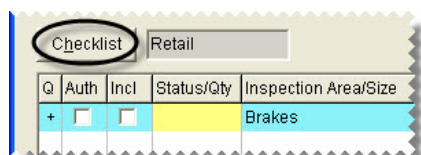
Printing a Service Checklist

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.

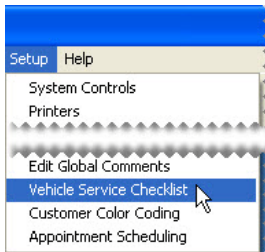
To print a service checklist

1. Do one of the following to open the Service Checklists screen:
 - ♦ On the Quote and Estimate Writer screen, click **Checklist**. When TireMaster prompts you to continue, click **Yes**.

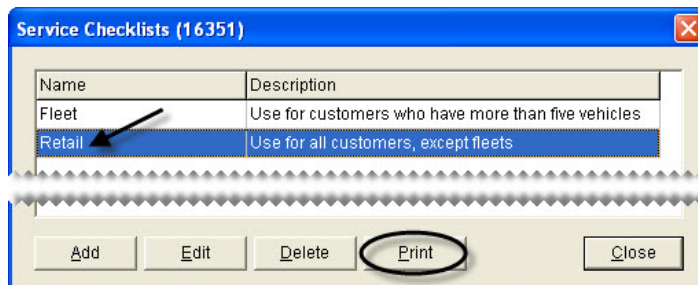


Note: If a customer and vehicle have been selected in the Quote and Estimate Writer, the printed checklist will include the customer's name and vehicle information.

- ◆ Select **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.

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: Levinson, S. Contact: 555-002-4450

Vehicle: 11 SUBARU OUTBACK Eitment: Tax Level

5. To enlarge the checklist panel, click until it reaches the size you want. This button is located on the right side of the screen between the quote and checklist panels.
6. If you haven't already activated the checklist panel, click it. The checklist panel is active when it's surrounded by a black box.

Sales/Sub	Tech/Tax	Date/Total	Notes/Product Code
FG	FG	6/14/2012	
0.00	0.00	0.00	


7. If you want to record the inspection results on a different checklist, click **Checklist**. When TireMaster prompts you to save your changes, click **No** and select the checklist you want to use.

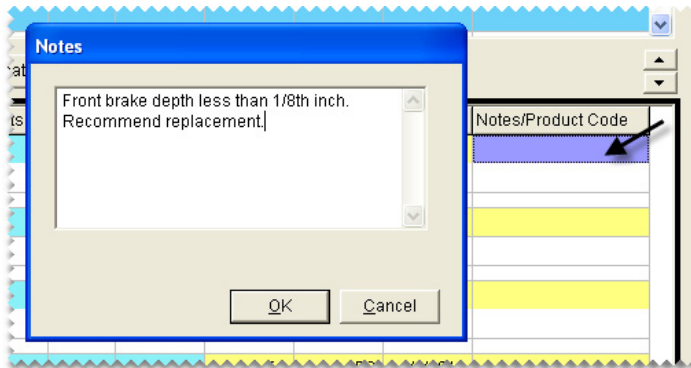
Checklist: Basic Inspection


Buttons: Add Quote Line, Duplicate Quote Line

Q	Auth	Incl	Status/Qty	Inspection Area/Size	Description	Parts	Labor	FET#
+				Fluid Inspection	Check engine oil, transmission fluid			

8. Set the status for each inspection area and add any related notes. If you didn't check an inspection area, leave its status blank.
- 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 175](#).



- ♦ 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.

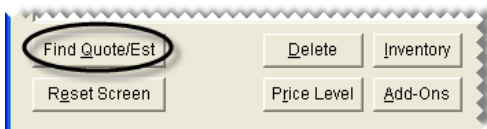


Writing Estimates

When a customer’s vehicle needs service or repairs, you can create an estimate with the Quote and Estimate Writer.


To write an estimate

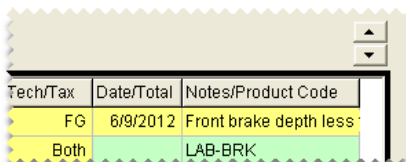
1. Retrieve the customer’s vehicle inspection results.
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est.**




- 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.



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 351](#)

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 621](#).

- Close the Quote and Estimate Writer screen.

Writing Estimates with the Integrated Service Estimator

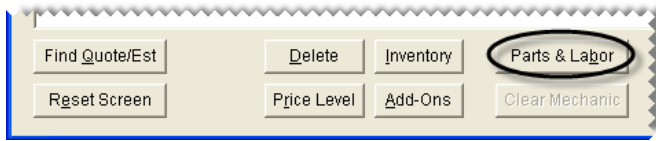
If you use the Epicor® (formerly Activant) Integrated Service Estimator™ (ISE) with your TireMaster system, the process for writing estimates with the Quote and Estimate Writer is slightly different than it is on systems that are not integrated with the ISE.

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 621.
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.

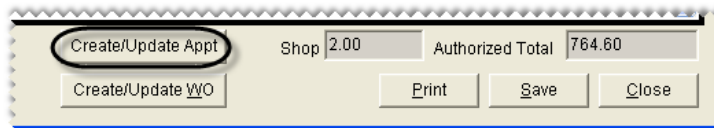
To schedule recommended services

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 395](#).

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.

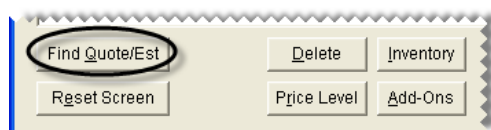
8. Close the Quote and Estimate Writer.

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

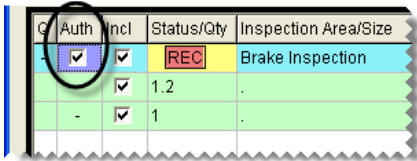
1. If you haven’t done so already, retrieve the customer’s estimate.
 - a. Press **F12** to open the Quote and Estimate Writer.
 - b. Click **Find Quote/Est**.



- c. Select the customer’s estimate from the list, and click **OK**.

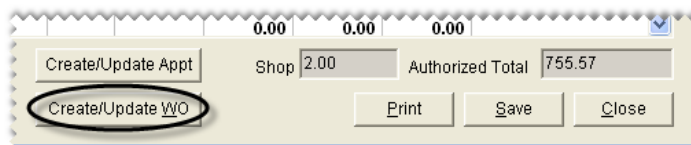
Note: You can also retrieve a customer's estimate at point of sale by clicking **Chk** on the Invoice Entry screen or by clicking **Checklist** on the **Vehicle** tab of the Customer Maintenance screen.

- 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 351](#).
- 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

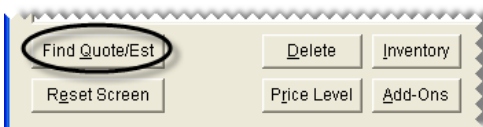
TireMaster stores the quotes and estimates that you've saved, until you decide that you no longer need them. In the meantime, you can retrieve existing quotes and estimates, update them, and generate hard copies.

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

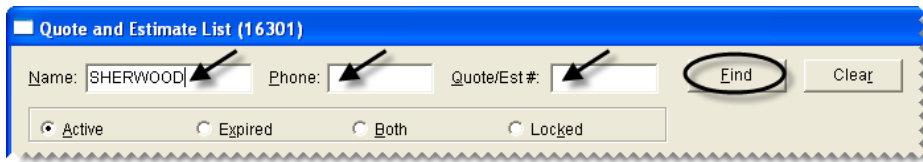
- Press **F12**. The Quote and Estimate Writer opens.
- Click **Find Quote/Est**. The Quote and Estimate List appears.



Find Quote/Est Delete Inventory

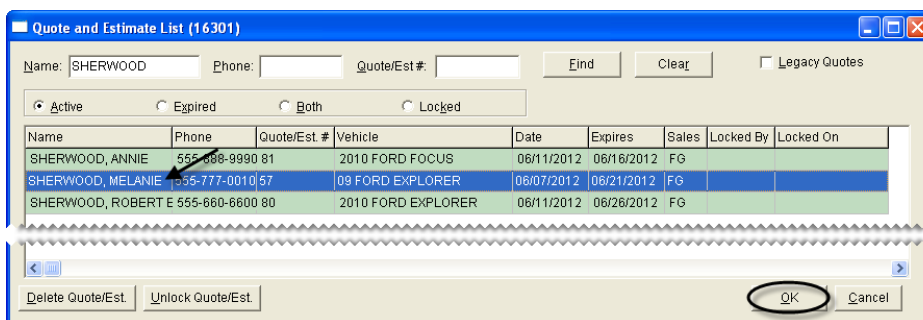
Reset Screen Price Level Add-Ons

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 358](#).
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 175](#) or [“Searching for Items with Bar Codes” on page 180](#).
 - ◆ 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 327](#).
 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 360](#) or [“Turning Quotes into Work Orders” on page 349](#).

Printing Quotes and Estimates

You can look up an existing quote or estimate and generate a hard copy.

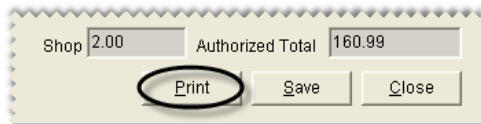
To print an existing quote or estimate

1. Retrieve the customer's quote or estimate. For more information, see [“Retrieving Quotes & Estimates” on page 358](#).
2. Update the quote or estimate, if needed. For more information, see [“Updating Quotes and Estimates” on page 359](#).

- 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.

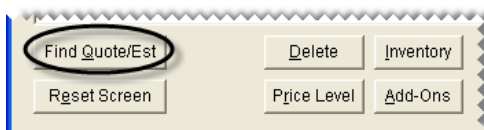
Deleting Quotes and Estimates

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**.

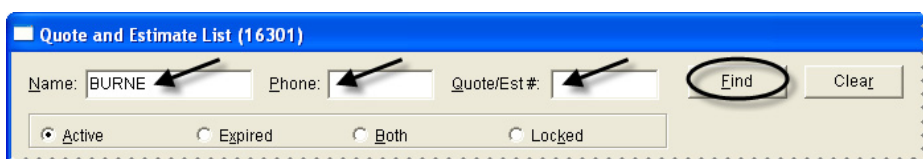
Note: In addition to deleting individual quotes, you can also delete batches of expired quotes. Typically, this is done during the month-end closing process. For more information, see [“Deleting Expired Quotes” on page 603](#).

To delete quotes and estimates

- Press **F12**. The Quote and Estimate Writer opens.
- Click **Find Quote/Est**. The Quote and Estimate List appears.

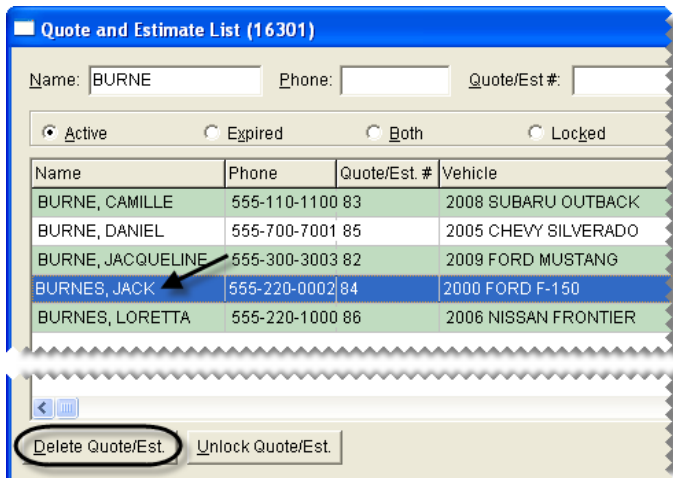


- If you don't see the quote or estimate that you want to delete, type the customer's name, phone number, or quote number and click **Find**.



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 335](#).

4. Select the quote or estimate that you want to delete, and click **Delete Quote/Est.** A confirmation message appears.



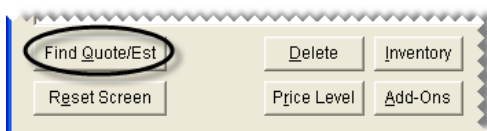
5. To remove the quote or estimate, click **Yes**.
6. Close the Quote and Estimate List and the Quote and Estimate Writer screen.

Unlocking Quotes and Estimates

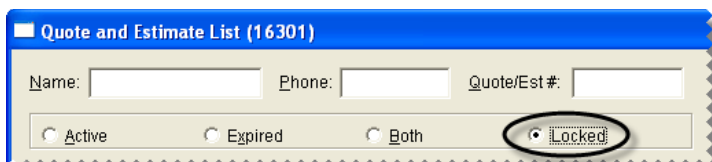
Locked quotes and estimates are documents that are already open on another workstation. If you need to work with a locked quote or estimate, you can unlock it.

To unlock a quote

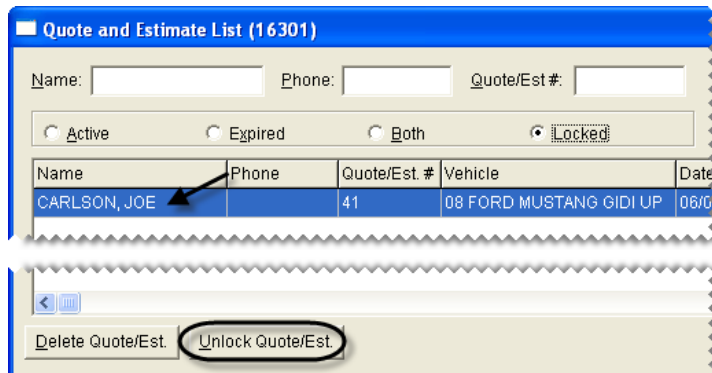
1. Press **F12**. The Quote and Estimate Writer opens.
2. Click **Find Quote/Est.** The Quote and Estimate List appears.



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 631](#) and ["Declined Services Report" on page 621](#).

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 369](#) and [“Updating an Inspection Area” on page 369](#).

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.

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 645](#).

Creating a New Service Checklist

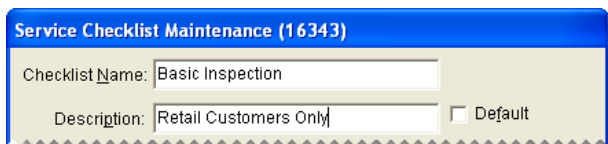
To create a new service checklist, add it to your TireMaster system.

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.



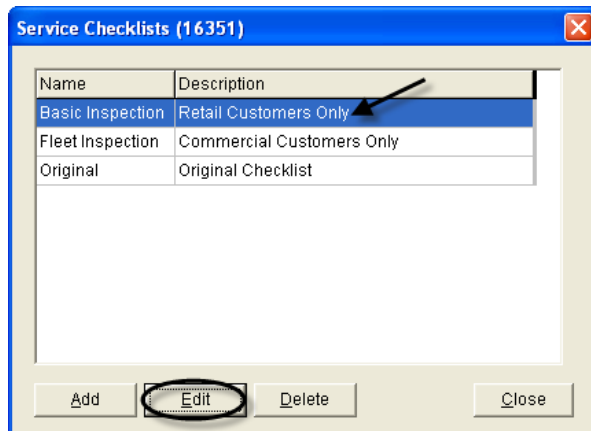
4. Click **OK**. The new checklist is added to the Service Checklists screen.

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.

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.

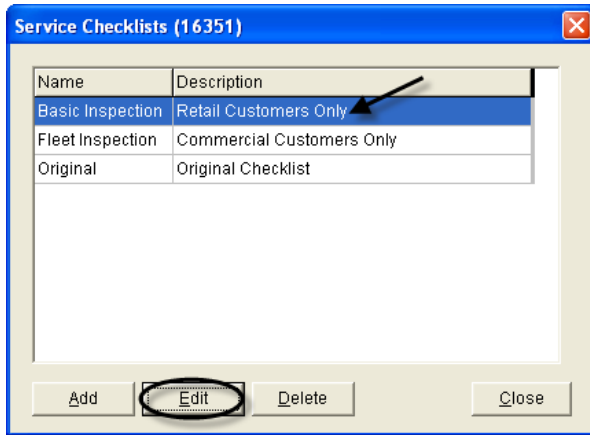
You can also associate an inspection area with a postcard code for declined-services mailings and define whether services should automatically be recommended based on a vehicle's beginning mileage.

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.

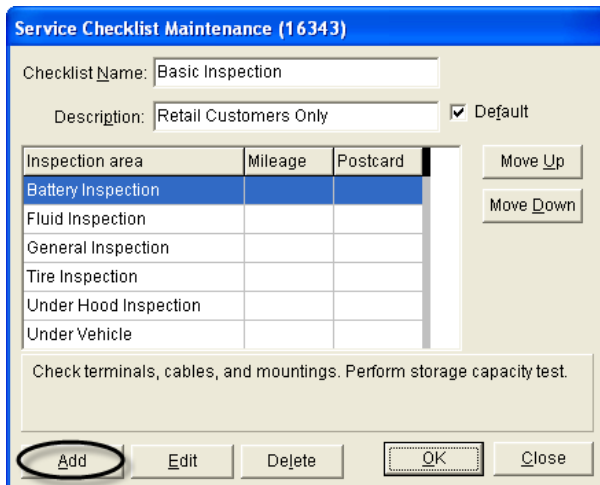
To create an inspection area

1. If the Service Checklists screen isn't already open, select **Vehicle Service Checklist** from the **Setup** menu.

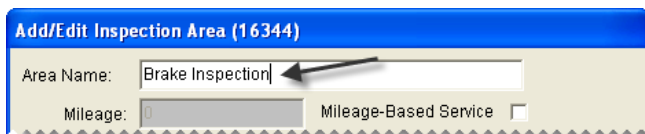
2. Select the checklist that you want to add inspection areas to, and click **Edit**. The Service Checklist Maintenance screen appears.



3. Click **Add**. The Add/Edit Inspection Area screen appears.

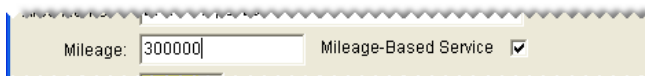


4. Type a name for the inspection area.




Examples: Brake Inspection, Under Vehicle Inspection, and Battery Inspection.

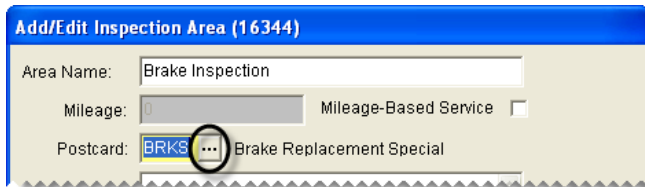
5. If services for the inspection area should be automatically recommended based on the vehicle's beginning mileage, select the **Mileage-Based Service** check box and type the mileage at which to recommend services.



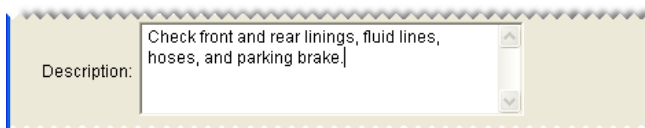
Note: Services are recommended when a vehicle's beginning mileage falls within the range set with the system control **Checklist - Mileage Threshold**. For example, if the threshold is set to

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.

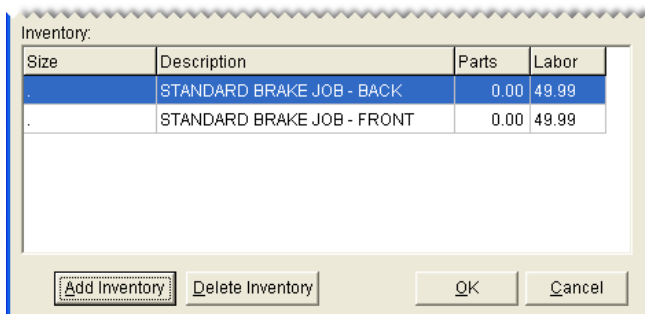
- To associate the inspection area with a postcard code for declined-services mailings, click . Then select a code from the Postcard Lookup screen. For more information, see [“Associating Inspection Areas with Postcards”](#) on page 426.



- Type a description of what to check.



- 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 175.

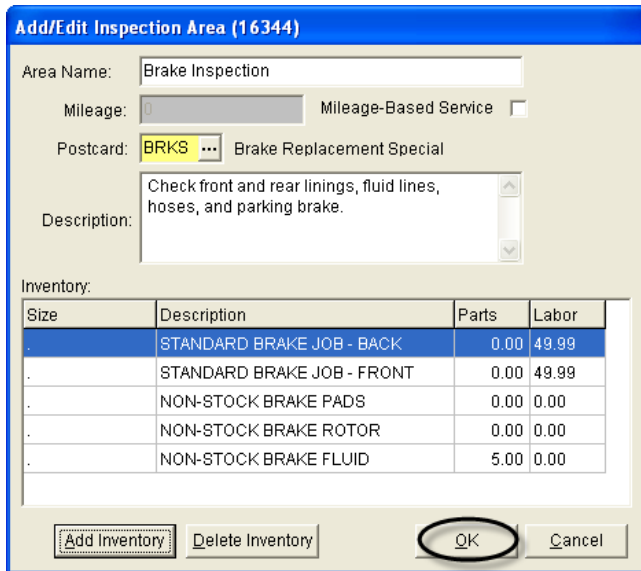


Size	Description	Parts	Labor
.	STANDARD BRAKE JOB - BACK	0.00	49.99
.	STANDARD BRAKE JOB - FRONT	0.00	49.99

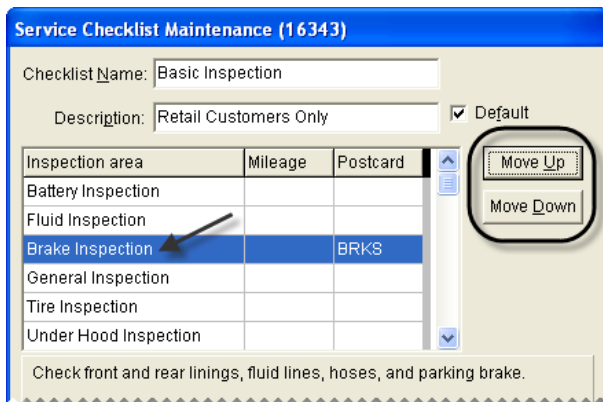
Tip: To save time at point of sale, look up all of the items that can be used to service the inspection area. For example, if the inspection is for brakes, look up all brake pads, rotors, discs, drums, and brake labor items.

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.

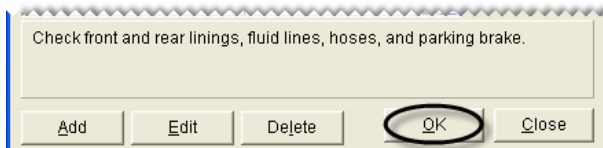
9. To save the inspection area, click **OK**.



10. To move an inspection area closer to the top or bottom of the checklist, select the inspection area. Then click **Move Up** or **Move Down**.



11. When you're done adding inspection areas to the checklist, click **OK**.



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 645](#).

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 365](#).
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 369](#).
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

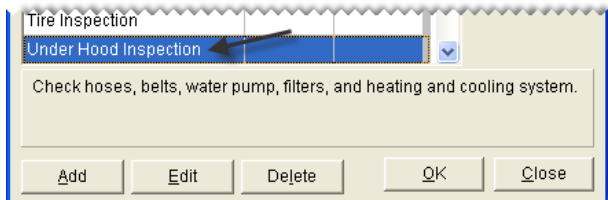
You can change the settings for checklist inspection areas. For example, you might want to rename an inspection area or assign additional items.

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 426](#).
 - 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 175](#).
 - 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 364](#).

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 371](#).

- ◆ **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 705](#).

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 64) will be yellow when you open the Invoice Entry screen.

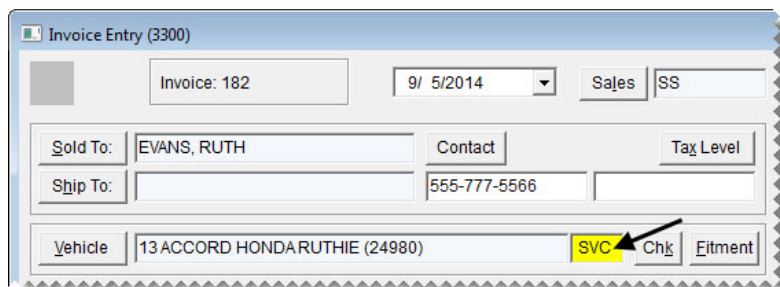


Figure 64: A Mileage-Based Service is Recommended

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.

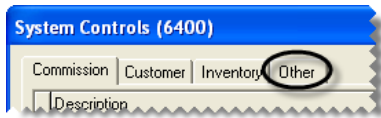
Setting the Mileage Threshold

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.

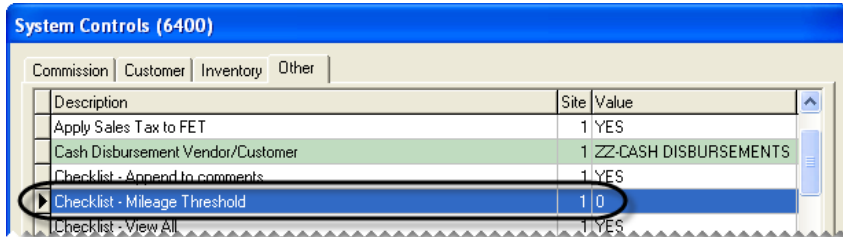
To set the mileage threshold

1. From the **Setup** menu, select **System Controls**. The System Controls screen appears.

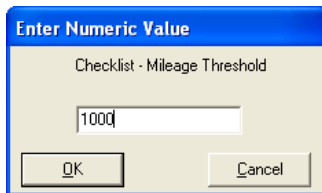
- Click the **Other** tab.



- 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 65).

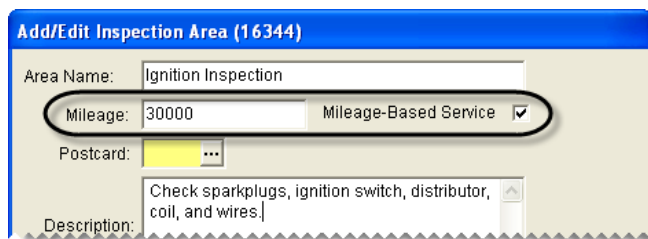


Figure 65: Setting the Mileage for an Inspection Area

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 371.

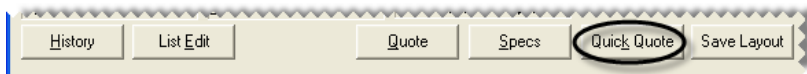
Giving Quick Quotes

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 340 and [“Writing Estimates”](#) on page 354.

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 175 or [“Entering Bar Codes on Quotes”](#) on page 159.
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.

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

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 375](#)
- ◆ [“Looking Up Tire and Wheel Information” on page 378](#)
- ◆ [“Looking Up Tire Sizes at Point of Sale” on page 380](#)
- ◆ [“Fitment Inventory Lookup Settings” on page 383](#)
- ◆ [“Torque and Air Pressure Recommendations” on page 384](#)

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 66) displays tire and wheel information for the selected vehicle.

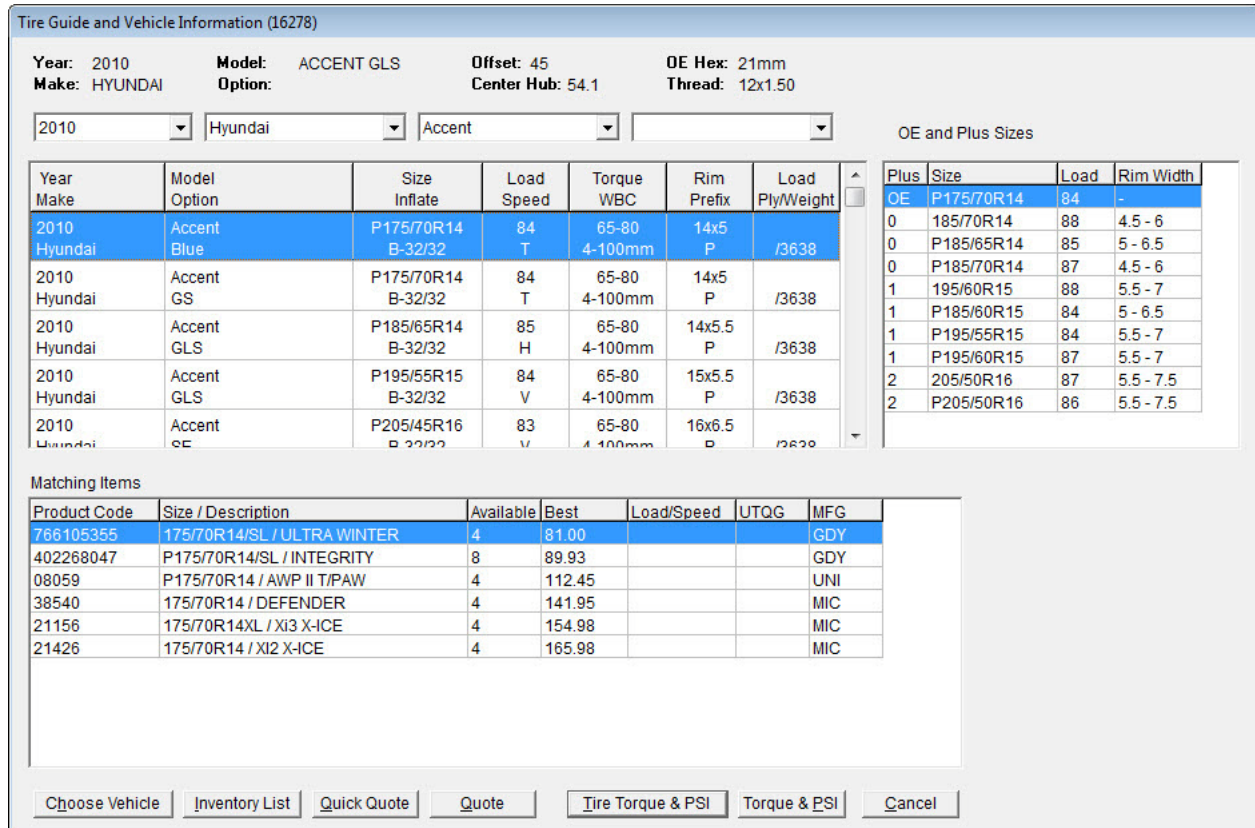


Figure 66: Tire Guide and Vehicle Information Screen

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: 40px;">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 384.
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 384.
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 380.](#)

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.

The screenshot shows a window titled "Tire Guide and Vehicle Information (16278)". It contains the following information:

Year: 2014	Model: Fusion	Offset: 40	OE Hex: 19mm
Make: Ford	Option: Titanium	Center Hub: 63.4	Thread: 12x1.50

Below the text are four dropdown menus: "2014", "Ford", "Fusion", and "titanium".

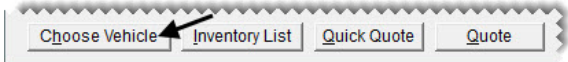
- If multiple vehicle options are listed, select the one that matches the customer’s vehicle. The items on the **OE and Plus Sizes** list change, based on your selection.

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

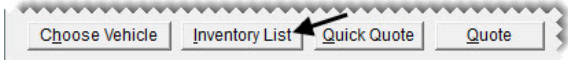
- If the customer is looking for an optional size tire, select it from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection. If the customer wants standard size tires, disregard this step.

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**.

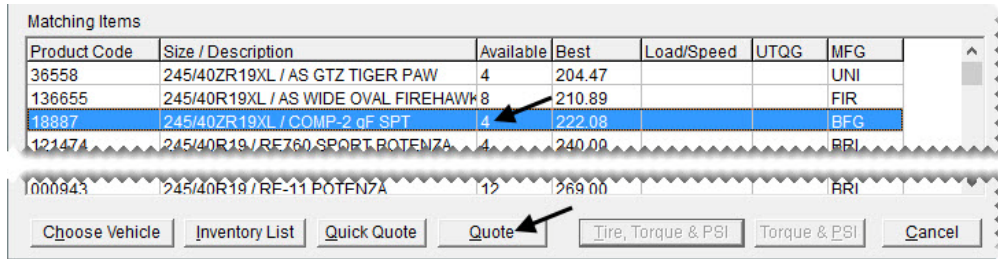


- To view prices for 1, 2, or 4 quantities of a tire displayed on the **Matching Items** list, select the tire and click **Quick Quote**.

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 of 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 340](#).



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.

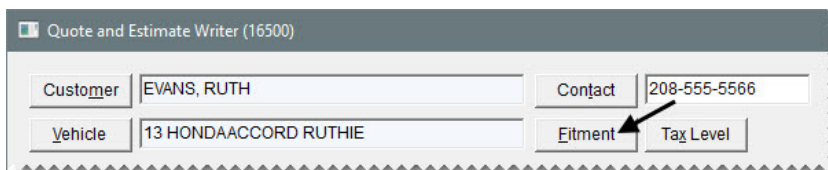
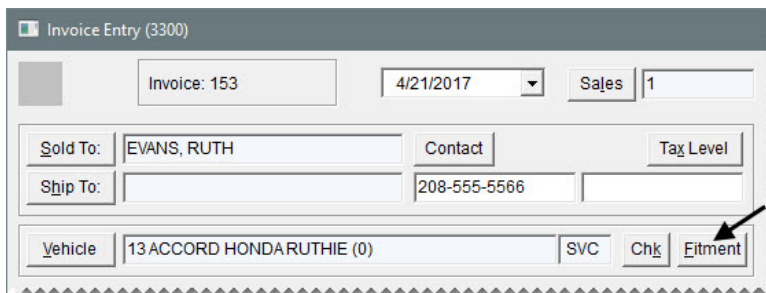
7. To exit the Tire Guide and Vehicle Information screen, click **Cancel**.

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.

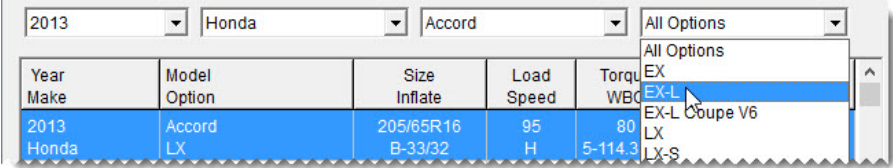
To look up tire sizes at point of sale

1. Start a work order or a quote. For more information, see [“Starting Work Orders” on page 305](#) or [“Creating Single Item Quotes” on page 337](#).
2. Click **Fitment**. The Tire Guide and Vehicle Information screen appears.

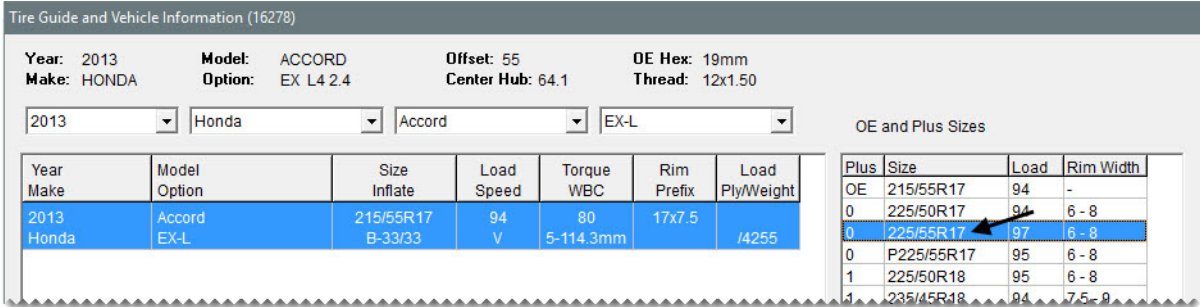


Note: If a vehicle hasn’t already been added to the quote or work order, TireMaster prompts you to look up one.

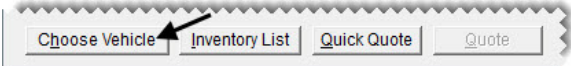
- 3. To narrow down the vehicle information displayed, make a selection from the option drop-down. For a different vehicle instead, select another year, make, model, and option from the drop-downs.



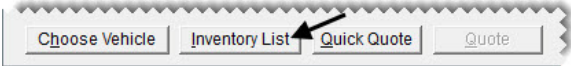
- 4. If multiple vehicle options are shown, select the one that matches the customer’s vehicle. The items on the **OE and Plus Sizes** list change, based on your selection. Otherwise, disregard this step.
- 5. If both standard and optional tire sizes are listed, select the standard size or one of the optional sizes from the **OE and Plus Sizes** list. Tires on the **Matching Items** list change, based on your selection.



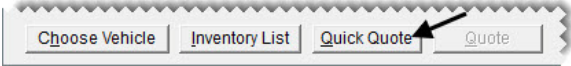
- 6. Do the following if needed:
 - ♦ To look up tire and wheel information for another vehicle, click **Choose Vehicle**. Then select the year, make, model, and option, and click **OK**.



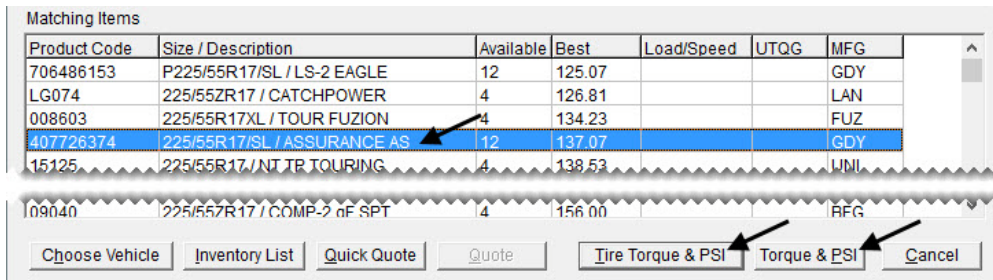
- ♦ For additional information about the tires on the Matching Items list, click **Inventory List**.



- ♦ 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 384.



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.

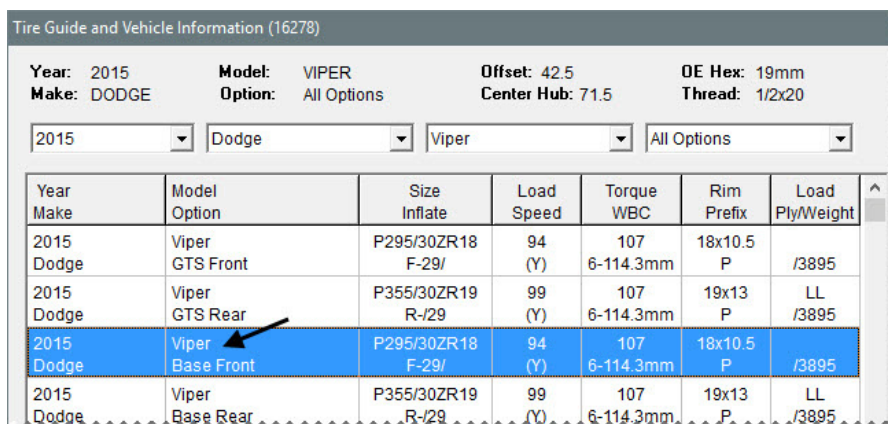
- Type the tire’s quantity and press to include the add-on items.
- To exit the Invoice Entry screen for a work order, click **Quit**. For quotes, click **Save** and close the Quote and Estimate Writer screen.

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.

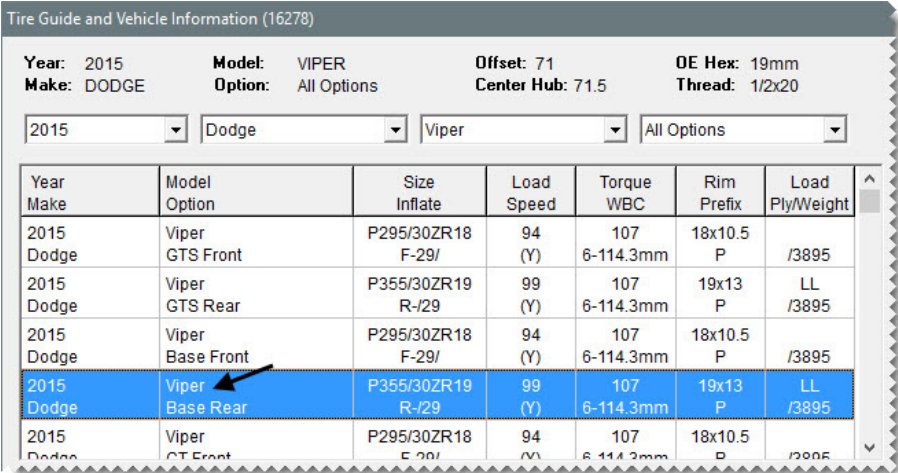
To work with staggered fitments

- 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 384](#).
 - 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 67).

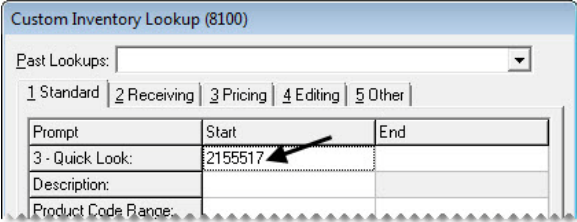


Figure 67: The Tire Size Entered As a Quick Look Code

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 68).



Figure 68: *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 701](#).

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.

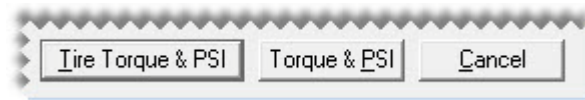
Setting the Torque and Air Pressure Controls

You can define whether torque amounts, air pressure amounts, or both print on work order and invoices by setting the following system controls:

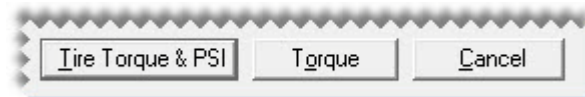
- ◆ **Work Orders - Fitment Print Air Pressure**
- ◆ **Work Orders - Fitment Print TRQ**

The settings for these controls also affect the labeling for two buttons on the Tire Guide and Vehicle Information screen.

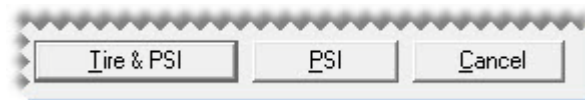
- ◆ When both controls are set to **Yes**, the buttons look like this:



- ◆ 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:



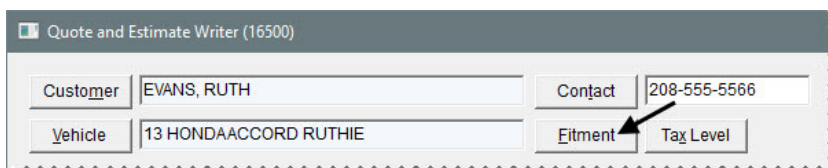
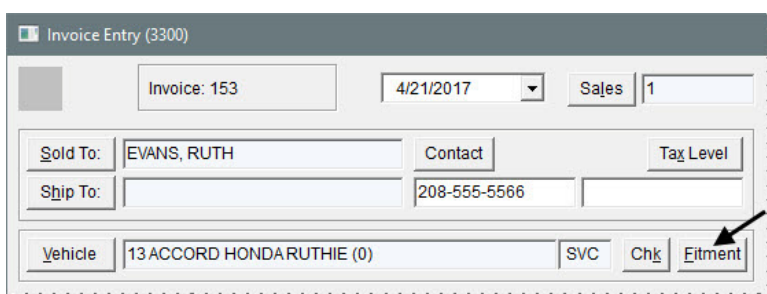
The torque and air pressure controls are on the **Other** tab of the System Controls screen. For more information, see [“Other Controls” on page 704](#).

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 305](#).
2. Click **Fitment**. The Tire Guide and Vehicle Information screen appears.

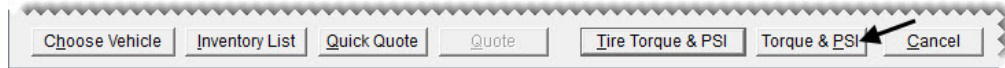


Note: If a vehicle hasn’t already been added to the quote or work order, TireMaster prompts you to look up one.

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 384](#).

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 387](#)
- ◆ [“Recording Tire Identification Numbers” on page 389](#)
- ◆ [“Printing Protection Plan Certificates” on page 390](#)

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 705](#).

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 312](#).
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.

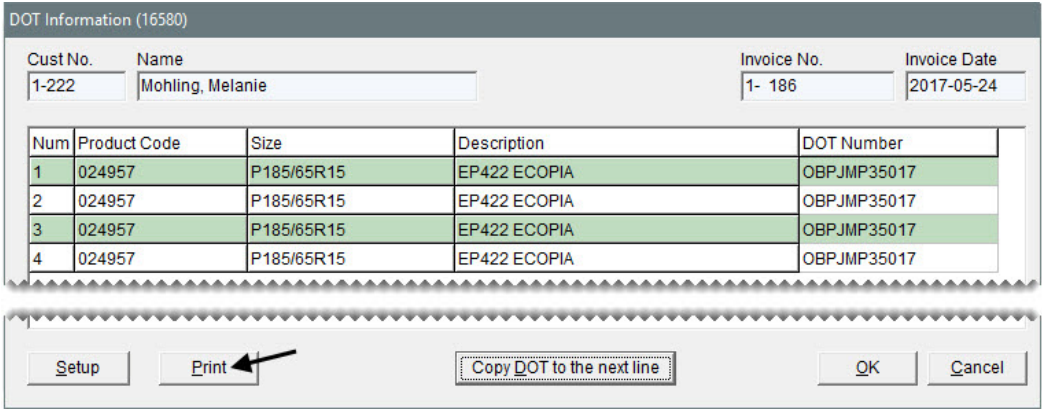
Num	Product Code	Size	Description	DOT Number
1	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
2	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
3	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017
4	024957	P185/65R15	EP422 ECOPIA	OBPJMP35017

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 389](#).
- 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 393](#)
- ♦ [“Preparing to Use the Scheduler” on page 407](#)
- ♦ [“Work Order Status Indicator” on page 409](#)
- ♦ [“Promised Time Indicator” on page 412](#)

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 69).

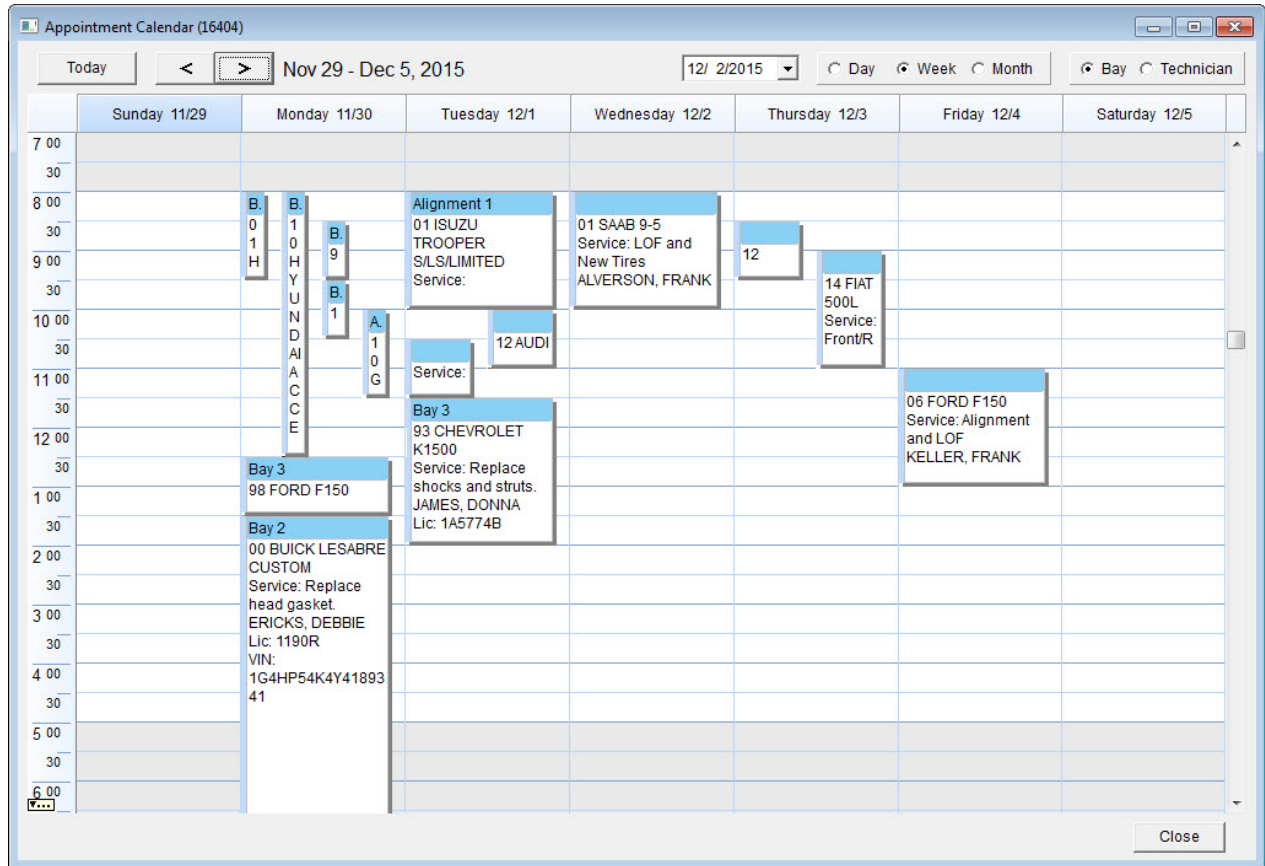


Figure 69: Appointment Calendar

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.

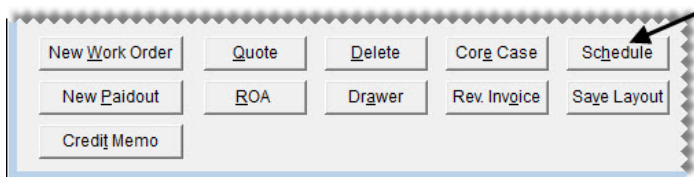
Item	Description
Technician	Lets you see the appointments scheduled for each of your mechanics, when day or week view is selected.
Close	Exits the screen.

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.

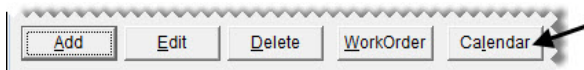
To schedule an appointment

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.

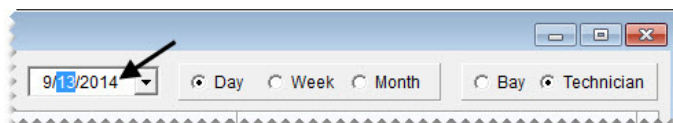
3. Click **Calendar**. The Appointment Calendar opens.



Note: To bypass the appointment calendar, click **Add** and go to step 7.

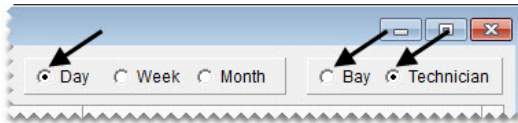
Tip: The appointment calendar can be enlarged by resizing or maximizing it.

4. Type the date on which you want to schedule the appointment in the date field or select it from the pop-up calendar.

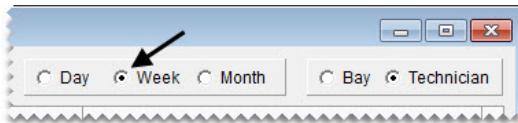


5. Change the view, if needed.

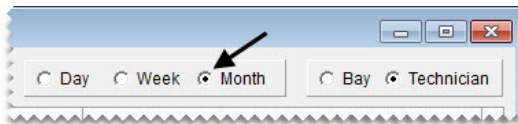
- ◆ To see appointments for a particular day, along with mechanic or service bay availability, select **Day**. Then select **Bay** or **Technician**.





- ◆ To see the appointments that have been scheduled during the week of the appointment date, select **Week**.



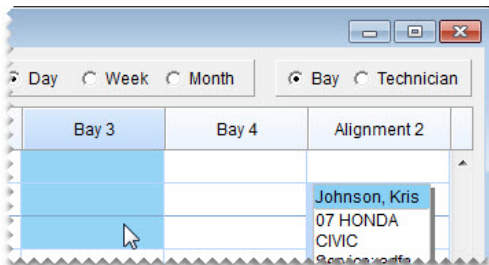
- ◆ To see the appointments that have been scheduled during the month of the appointment date, select **Month**.



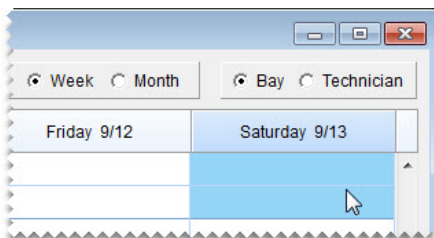
Tip: To see the appointments for the previous day, week, or month, depending on which view is selected, click . To see appointments for the next day, week, or month instead, click .

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.



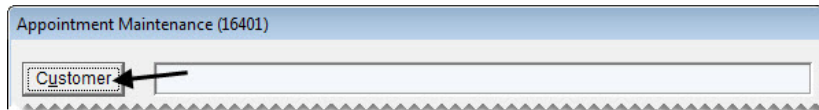
The Appointment Maintenance screen appears.

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](#).



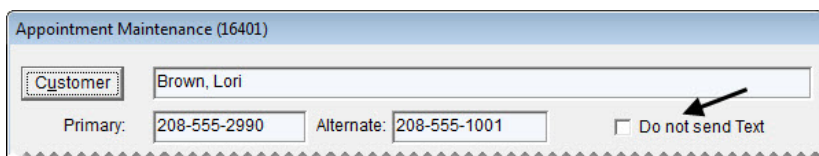
Note: If the appointment is for a new customer, click **Cancel**. Then click **Add** and set up the new customer. For more information, see [“Adding a Customer” on page 62](#).

b. When prompted, select the customer’s vehicle, and click **OK**.

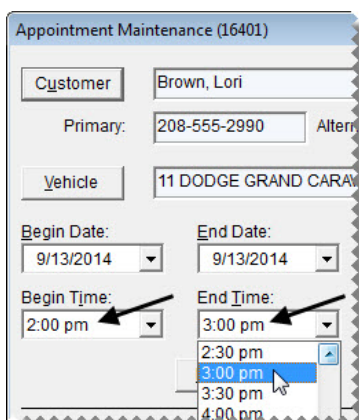
Note: If the appointment is for a new customer, TireMaster prompts you to add the vehicle once you save the customer. For more information, see [“Adding a Customer’s Vehicle” on page 83](#).

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** button

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 407](#).
 - 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 175](#).

The screenshot shows an 'Add' button and a table with the following columns:

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**.

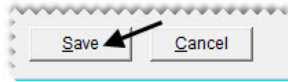
- b. Type the quantity for each item.

The screenshot shows the 'Qty' column highlighted in blue, with an arrow pointing to the input field. The 'Product Code' column contains the value 'PTS-OF'.

Qty	Product Code
	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 709](#).

14. Click **Save**, and close the Appointment Maintenance screen. The new appointment is added to the Appointment List.

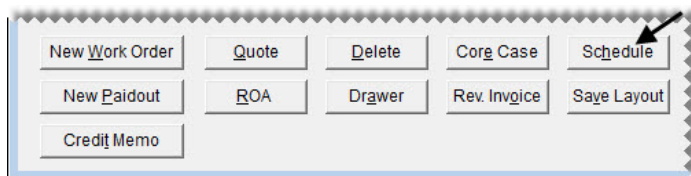


Rescheduling an Appointment

When customers need to reschedule appointments, you can change the dates, times, and resources, by dragging appointments to different spots on the calendar.

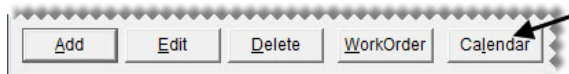
To reschedule an appointment

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.

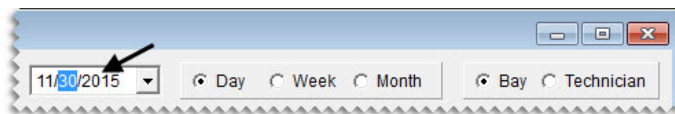


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.


- c. Click **Calendar**. The Appointment Calendar opens.

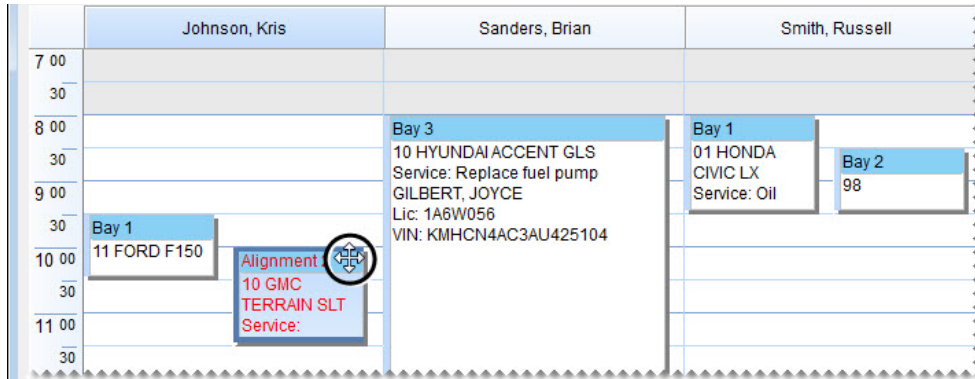


2. Type the *original* date for the appointment in the date field or select the original appointment date from the pop-up calendar.




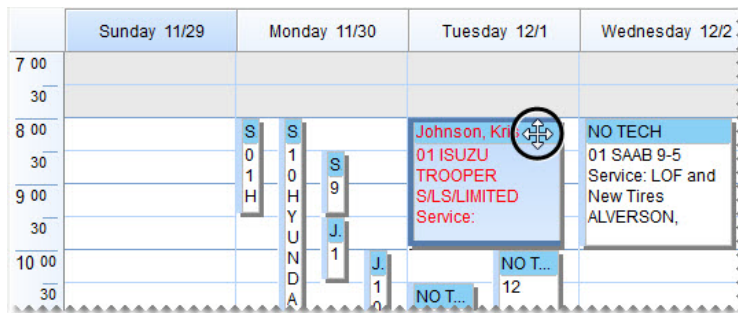
3. To reschedule an appointment on the *same* day, do one of the following:


- ◆ 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.

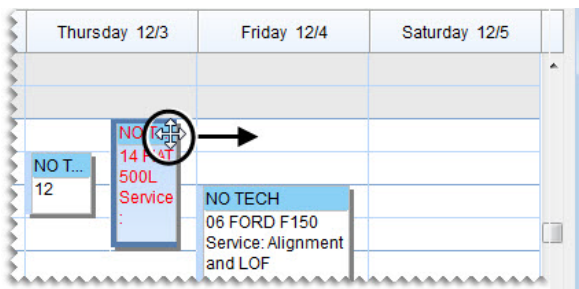



Note: If you want to reschedule the mechanic in addition to the time, make sure **Technician** is selected. Similarly, if you want to reschedule the bay along with the time change, make sure **Bay** is selected.

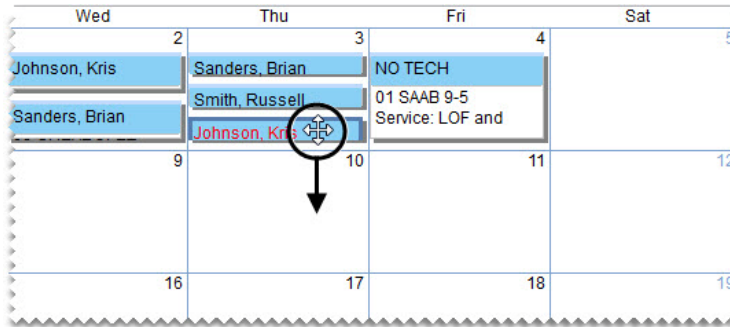
- ◆ In week view (select **Week**), move the pointer to the appointment heading. When  appears, click and drag the appointment to a new time during the same day.



- 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.



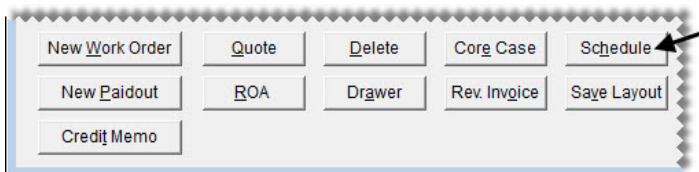
6. Close the Appointment Calendar.

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.

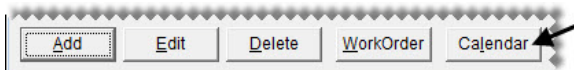
To reschedule a mechanic

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.

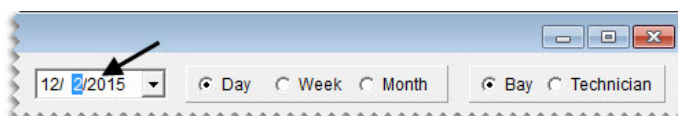


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

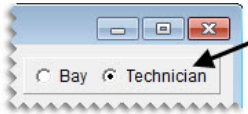
- c. Click **Calendar**. The Appointment Calendar opens.




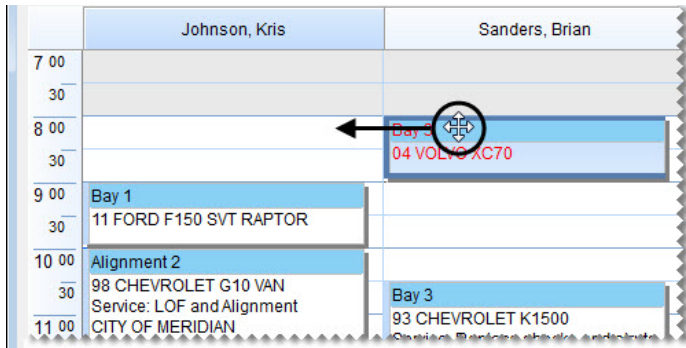
2. Type the date of the appointment in the date field or select it from the pop-up calendar.



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.



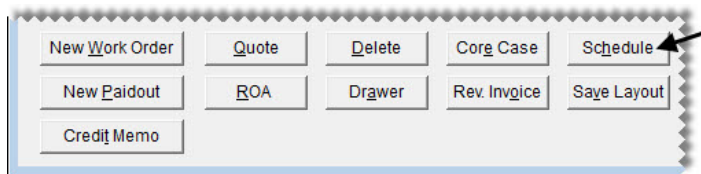
5. Close the Appointment Calendar.

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.

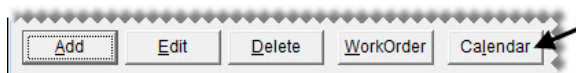
To schedule a different bay

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.

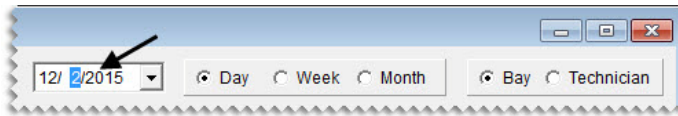


Note: To view the notes for an appointment, select the appointment. Then select the **Show Detail** check box.

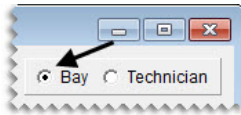
- c. Click **Calendar**. The Appointment Calendar opens.




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			

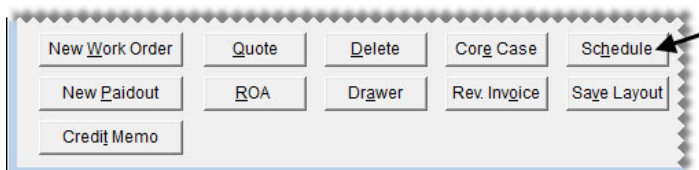
5. Close the Appointment Calendar.

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.

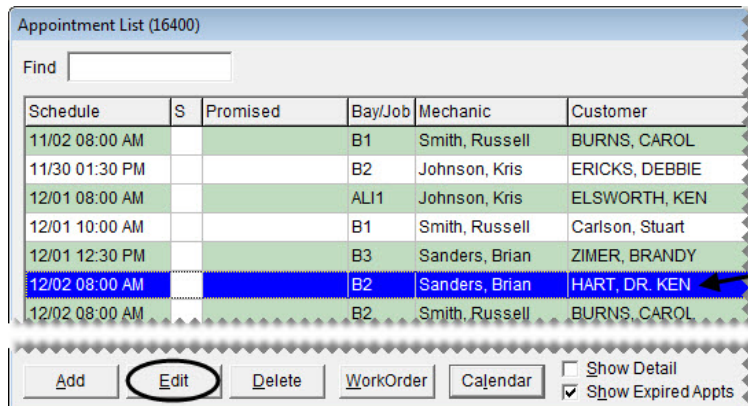
To update an appointment

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 83](#).
- ◆ 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 175](#).

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 709](#).

- 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.

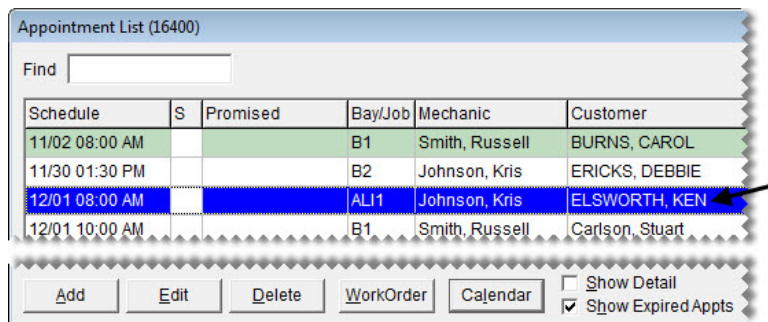
Canceling an Appointment

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).

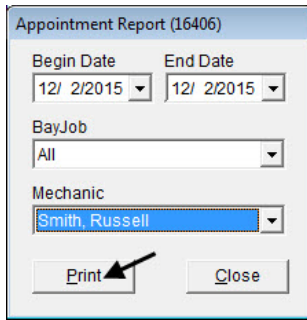
To print an Appointment Report

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 **BayJob** 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 407](#).
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.



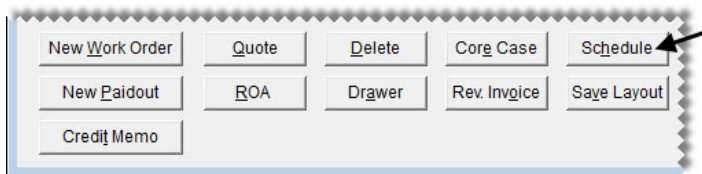
- Print the report and close the Report Window.

Turning an Appointment into a Work Order

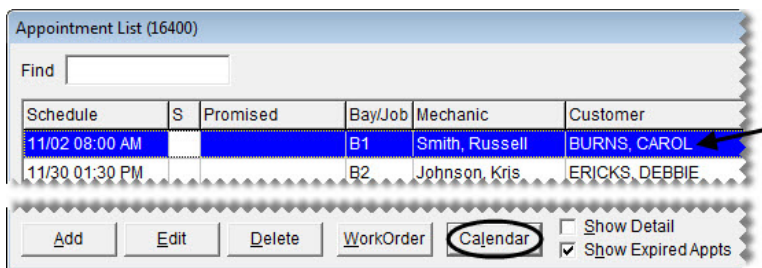
You can use appointment information to automatically create a work order before a customer’s scheduled visit or when the customer arrives.

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.



- Select the customer’s appointment, and click **Work Order**. The new work order is added to the Open Work Order List.



Note: Once the work order is created, the appointment is displayed in gray on the Appointment List to indicate 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.

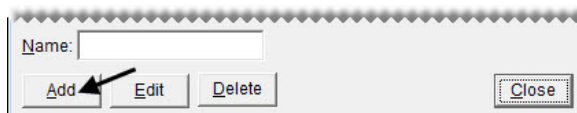
Setting Up a Bay or Job Type List

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.

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	ALI2	5
Bay 1	B1	0
Bay 2	B2	0
Bay 3	B3	0

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.

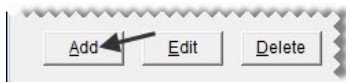
Adding Work Order Statuses

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.

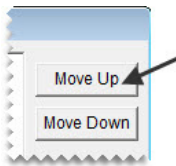
Tip: For best results, limit the number of characters in the status name to ten or fewer.
4. Type the letter, number, or symbol that you want to use to identify the status in the **Option Symbol** field. This character is used on the Open Work Order List.

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

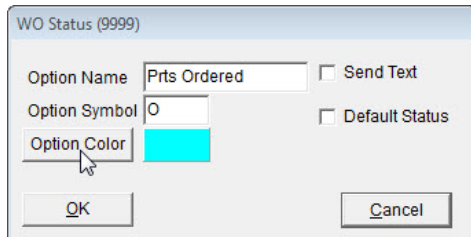
1. From the **Setup** menu, select **WO Status**. The Work Order Status Options screen appears.
2. To update the settings for a work order status, select it and click **Edit**. Then do the following as needed and click **OK** to save your changes.



- ◆ 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**.



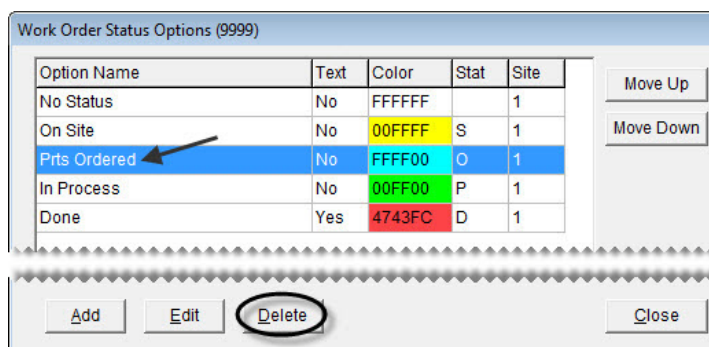
4. Close the Work Order Status Options screen.

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 69).

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

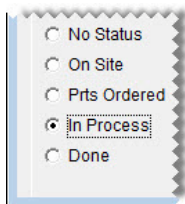
Figure 70: Job Status Color Codes and Letters

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

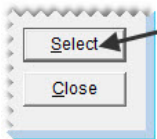
Promised Time Indicator also helps you identify jobs that are taking longer than expected, so you can notify customers of delays.

Setting the Promised Time

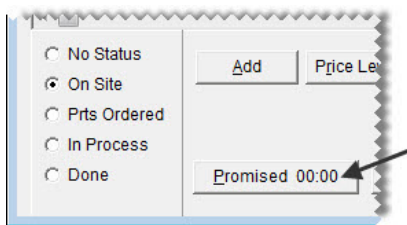
The promised time for jobs is set at point of sale. Setting the promised time includes defining both the date and time when you've pledged to complete a job.

To set the promised time

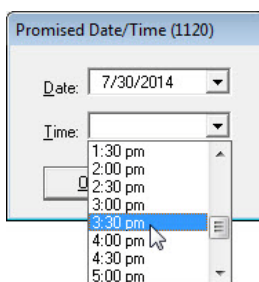
1. Click **Invoicing**. The Open Work Order List appears.
2. Select the work order for which you need to set the promised time, and click **Select**. The Invoice Entry screen appears.



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 415
- ◆ “Managing Postcards” on page 415
- ◆ “Managing Postcard Filters” on page 421
- ◆ “Point-of-Sale Mailings” on page 425
- ◆ “Mass Mailings” on page 428
- ◆ “Generating Generic Postcards” on page 431
- ◆ “Making Labels” on page 433
- ◆ “Saving Names and Addresses in a Text File” on page 434

Note: The Marketing Module is an optional application that can be used with TireMaster Point of Sale. If you’re interested in adding the Marketing Module to your system, contact your ASA account manager.

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.

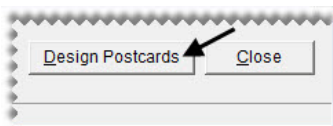
Laying Out Postcards

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.

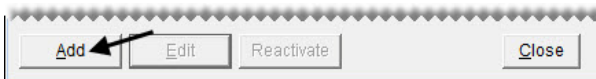
Tip: When you've finished the layout for a postcard, verify that it meets postal regulations. Take a sample of the card to the post office where you will mail it and get a signature from the post office clerk before you print the final copies.

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.

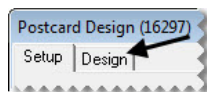
6. To assign a filter to the postcard, click **Select Filter**. Then choose a filter from the list and click **OK**.



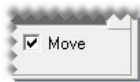
7. Click **Save**.



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.



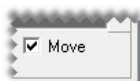
- Click the box you want to move, and drag it to a different location.



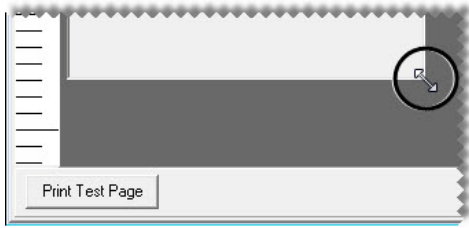
Note: Leave at least 5/8 inch of space at the bottom of the postcard for the postal service bar code.

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.

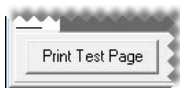


- b. Type your message.



12. Generate a test page:

- a. Click **Print Test Page**. TireMaster prompts you to save the postcard before printing the test page.

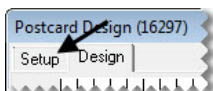


- b. Click **Yes**. The Print screen appears.
- c. Print the test page.
- d. Review the test page. Then make any needed changes to the layout.

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.

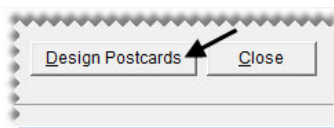
Note: Postcards are saved on the network, and can be accessed from any TireMaster workstation.

Updating Postcards

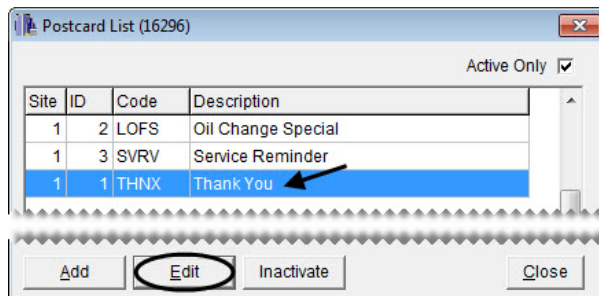
Occasionally, you might want to change the code, filter, description or the message for a postcard. If so, you can edit one or more of the card's settings.

To update a postcard

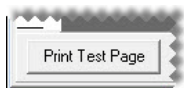
1. Click **Marketing**. The Marketing screen appears.
2. Click **Design Postcards**. The Postcard List appears.



3. Select the card whose settings you want to change, and click **Edit**.

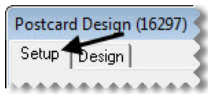


4. Do the following as needed:
 - ♦ To change the postcard code, type a new code.
 - ♦ To change the description, type a new description.
 - ♦ To assign a different filter, click **Select Filter**. Then select a new filter from the list, and click **OK**.
 - ♦ To remove the filter, click **Select Filter**. Then click **Cancel**.
 - ♦ To change the postcard text, see [“Laying Out Postcards” on page 416](#).
5. To review your changes, click **Print Test Page**.



6. Save your changes.

- a. Make sure the **Setup** tab is selected.



- b. Click **Save**.



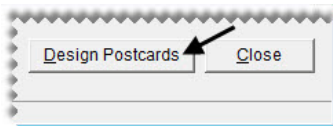
- c. Close the Postcard Design screen.

Inactivating Postcards

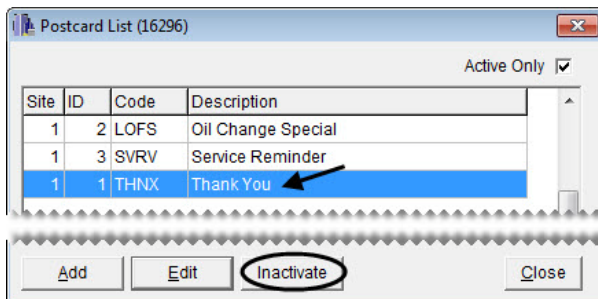
If you no longer use a postcard, you can inactivate it.

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**.

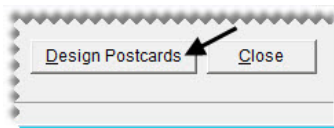
Re-activating Postcards

If you want to start using a deleted postcard again, you can re-activate it.

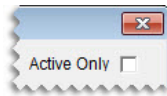
To re-activate a postcard

1. Click **Marketing**. The Marketing screen appears.

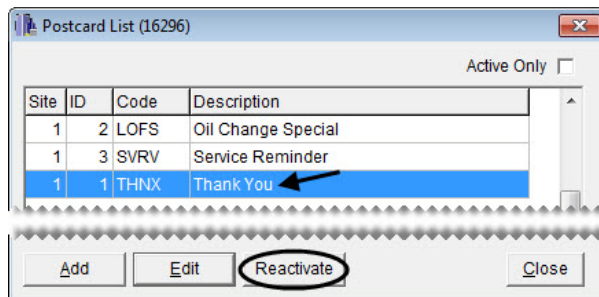
2. Click **Design Postcards**. The Postcard List appears.



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

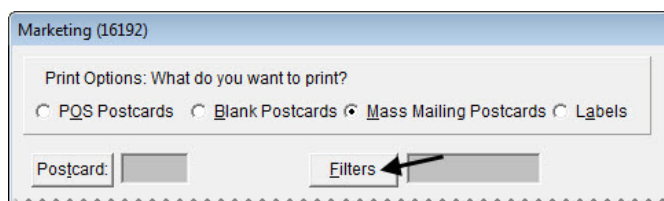
With filters, you can select which customers will receive postcards in a mass mailing based on parameters such as products purchased, purchase date, mileage intervals, and the amount of money spent.

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.

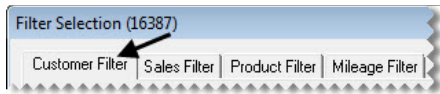
To create a postcard filter

1. Click **Marketing**. The Marketing screen appears.
2. Click **Filters**. The Filter Selection screen appears.



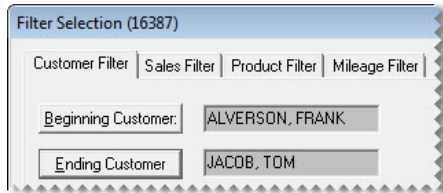
Note: To remove settings for previously-created filters from each of the tabs, click **Reset Filters**.

3. To limit the mailing to specific customers, make sure the **Customer Filter** tab is selected.

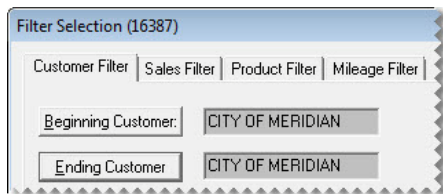


Then do one or more of the following:

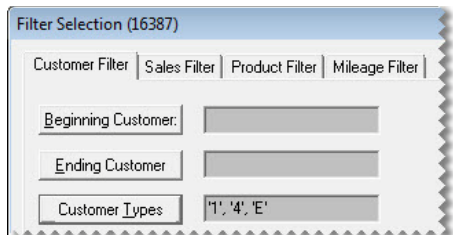
- ◆ For a range of customers, click **Beginning Customer** and look up the name of the first customer in the range. Then click **Ending Customer** and look up the name of the last customer in the range.



- ◆ For one customer, click **Beginning Customer** and look up the customer's name. Then click **Ending Customer** and look up the same name again.

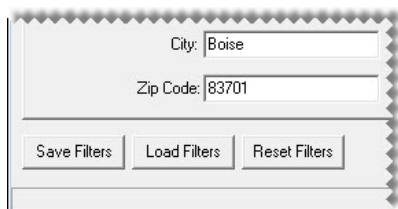


- ◆ For specific customer types, click **Customer Types**. Then select one or more types from the list.

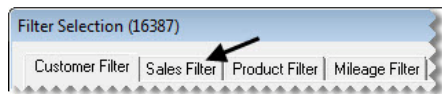


Note: For multiple types, press **Ctrl** while you select each type.

- ◆ 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.

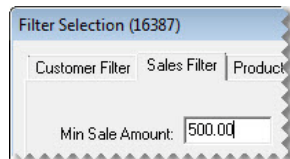


4. To limit the mailing by the amount of money spent, purchase date, or both, click the **Sales Filter** tab.

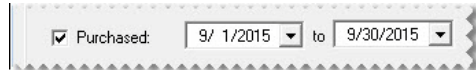


Then do one or more of the following:

- ◆ For customers who've spent a minimum amount of money, type the amount in the **Min Sale Amount** field.



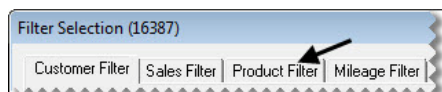
- ◆ For customers who bought items or services during a particular date range, select the **Purchased** check box. Then select the beginning and ending dates from the drop-down calendars.



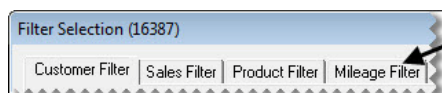
- ◆ For customers who haven't bought anything since a particular date, select the **Has Not Purchased Since** check box. Then select the last date of purchase from the drop-down calendar.



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 175.

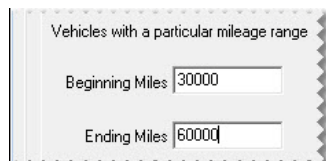


6. To limit the mailing by vehicle mileage, click **Mileage Filter**.

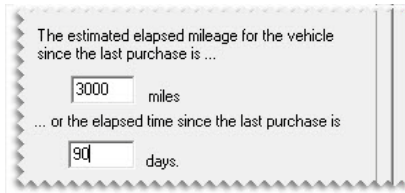


Then do one of the following:

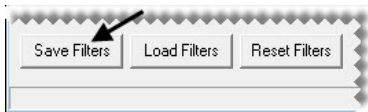
- ◆ For vehicle mileage that falls within a particular range, type the range in the fields for **Beginning Miles** and **Ending Miles**.



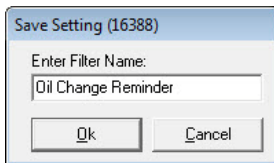
- ◆ For elapsed vehicle mileage and elapsed days since the last purchase, type the mileage and number of days.



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**.



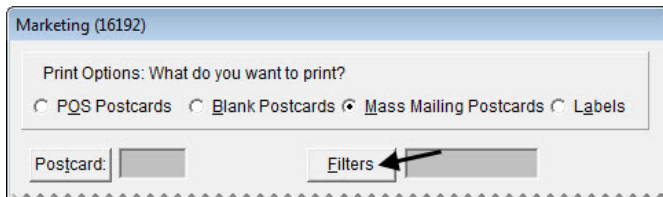
8. Close the Filter Selection screen.

Updating Postcard Filters

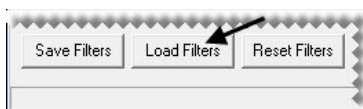
At times, you might want to update an existing filter. If so, you can make and save the changes.

To update a postcard filter

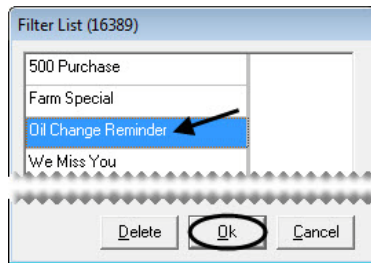
1. Click **Marketing**. The Marketing screen appears.
2. Click **Filters**. The Filter Selection screen appears.



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.

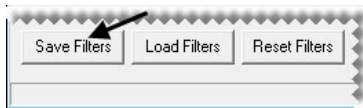


Tip: Write down the name of the filter to ensure that you'll use the same spelling when you're prompted to save your changes.

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 421](#).

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.

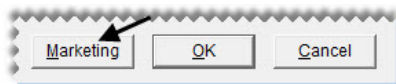
Associating Invoices with Postcards

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.

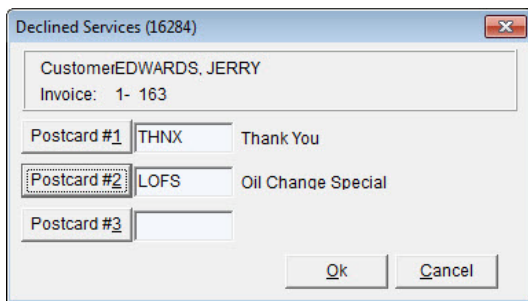
Note: This feature is available when the Marketing Module is installed. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, call your ASA account manager.

To associate invoices with postcards

1. Begin completing an invoice. For more information, see [“Completing an Invoice” on page 312](#).
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).

Note: This feature is available when the Marketing Module is installed. If you're interested in adding the Marketing Module to your TireMaster Point of Sale system, call your ASA account manager.

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 71).

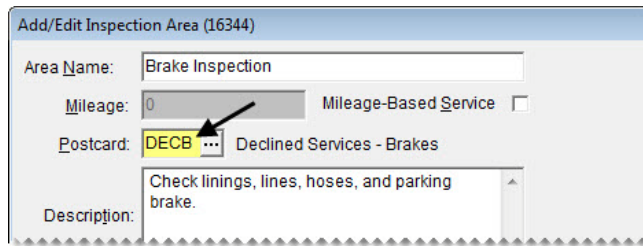


Figure 71: An Associated Postcard Code

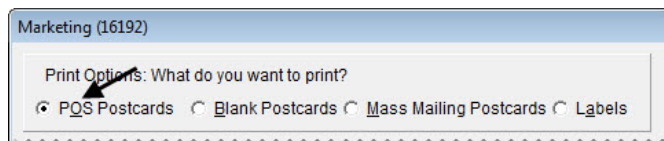
Printing Point-of-Sale Postcards

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.

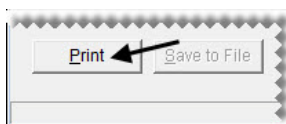
Note: Verify that the postcards have printed successfully before completing the process described below. Once point-of-sale postcards are printed, they are removed from TireMaster.

To print point-of-sale postcards

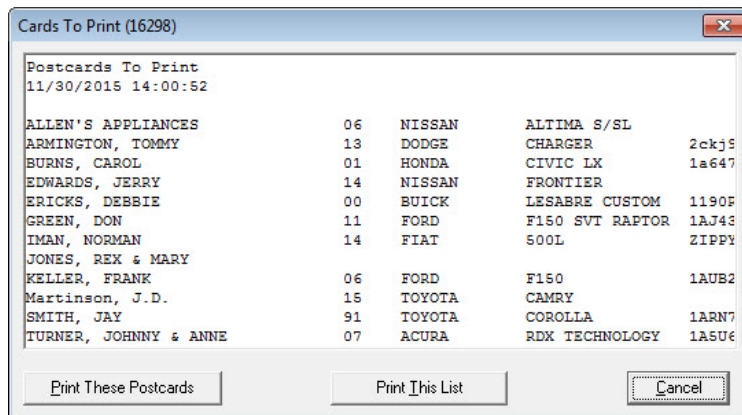
1. Click **Marketing**. The Marketing screen appears.
2. In the **Print Options** area, select **POS Postcards**.



3. Click **Print**. The Cards to Print screen appears.



- Click **Print These Postcards**. The Print screen appears.



- Select a printer, and click **OK**. A confirmation message appears.
- 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.
- 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:

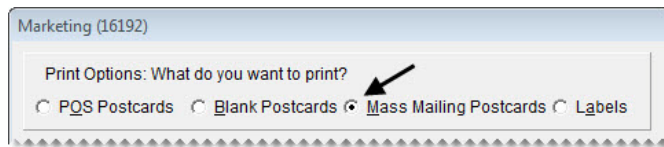
- Select a postcard for the mailing.
- Identify the recipients by using a filter that's been saved for reuse or by creating a filter on-the-fly.
- Define whether the mailing should be based on customer names or vehicles.

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

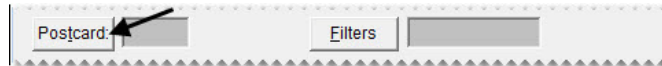
- Click **Marketing**. The Marketing screen appears.

2. Make sure the print option **Mass Mailing Postcards** is selected.

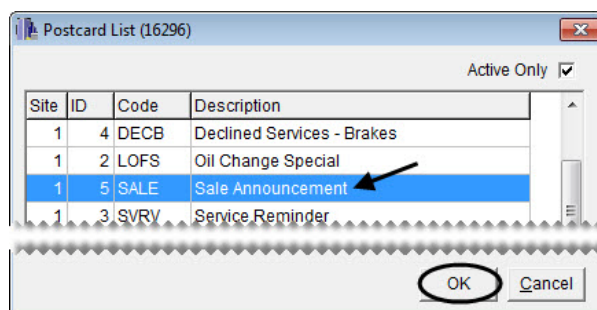


3. Select a postcard:

- a. Click **Postcard**.



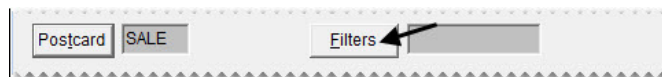
- b. Select a postcard from the list, and click **OK**.



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:

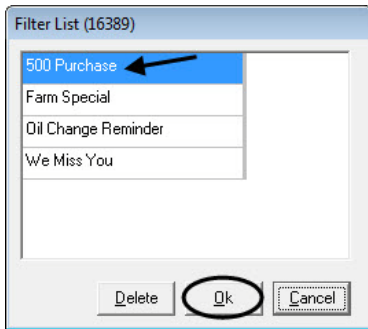
- a. Click **Filters**. The Filter Selection screen appears.



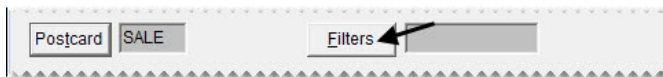
- b. Click **Load Filters**. The Filter List appears.



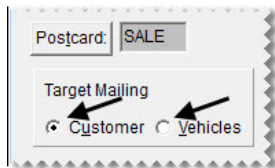
- c. Select the filter that you want to use, and click **OK**.



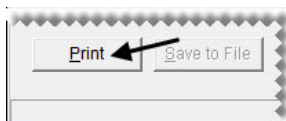
- d. Close the Filter Selection screen. A brief description of the filter selection criteria is displayed on the Marketing screen for your reference.
5. If you need to create a filter on-the-fly, click **Filters**. Then fill in the filter selection criteria on the applicable filter tabs. For details, see steps 3 through 6 of [“Creating Postcard Filters”](#) on page 421.



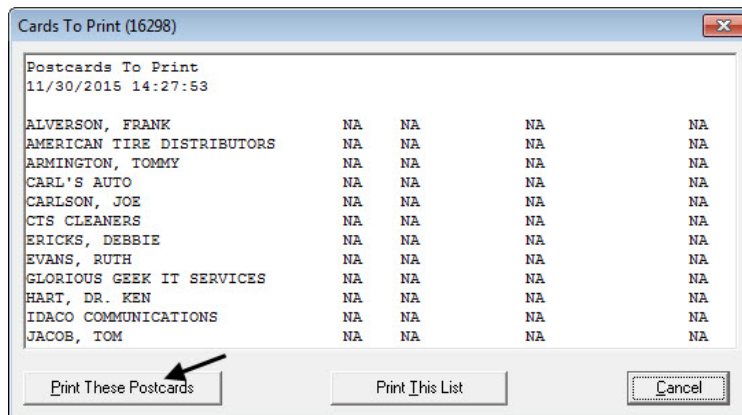
6. Select one of the following in the **Target Mailing** area:
 - ♦ To send a postcard for each vehicle that meets the filter criteria, select **Vehicles**. When this option is selected, some customers might receive multiple postcards.
 - ♦ To send only one postcard to each customer who meets the filter criteria, select **Customers**.



7. Click **Print**. The Cards to Print screen appears.



- Click **Print These Cards**. The Print screen appears.



- 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.

- 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.

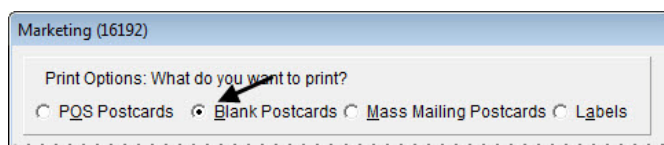
- When you're finished printing postcards, close the Marketing screen.

Generating Generic Postcards

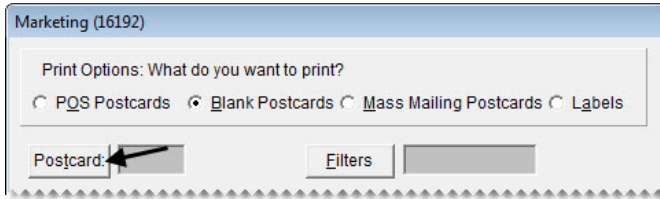
The Marketing Module includes a means of generating generic postcards that you can hand out to customers at random. These postcards are referred to as blank postcards, because you don't use a filter to select the recipients.

To generate generic postcards

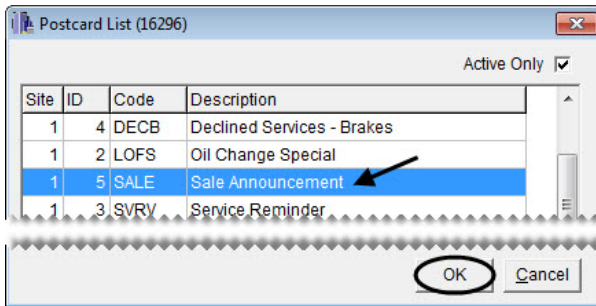
- Click **Marketing**. The Marketing screen appears.
- Select the print option **Blank Postcards**.



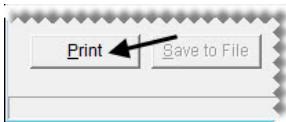
3. Select a postcard:
 - a. Click **Postcard**. The Postcard List appears.



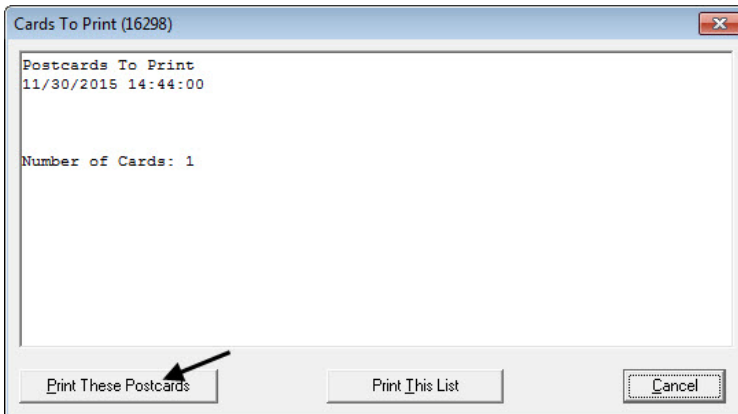
- b. Select a postcard from the list, and click **OK**.



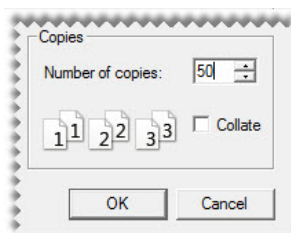
4. Click **Print**. The Cards to Print screen appears.



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:

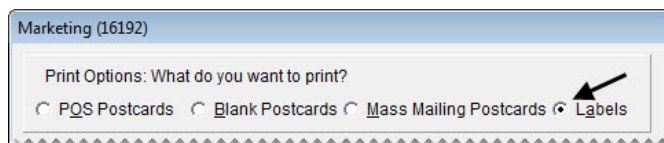
- ◆ **Size:** 1 x 2.63 inches
- ◆ **Number per sheet:** 30 (3 across, 10 down)

Printing Labels

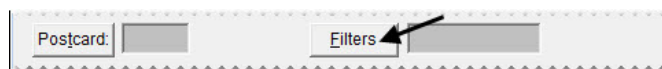
To select the customer names and addresses for a batch of labels, use a reusable filter or create a filter on-the-fly.

To print labels

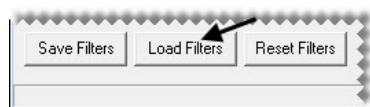
1. Click **Marketing**. The Marketing screen appears.
2. Select the **Labels** print option.



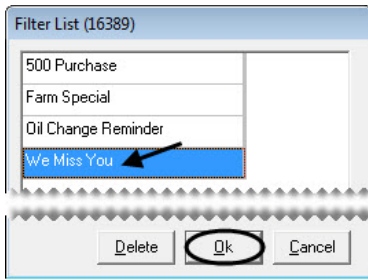
3. If you want to select a reusable filter, do the following:
 - a. Click **Filters**. The Filter Selection screen appears.



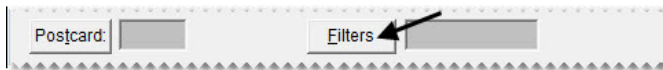
- b. Click **Load Filters**. The Filter List appears.



- 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 421](#).



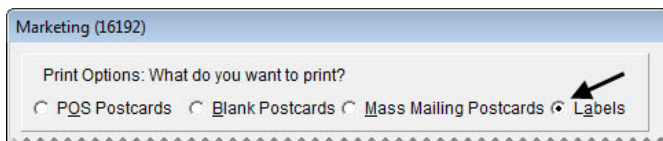
5. Click **Print**. The Report Window opens and displays the labels.
6. Print the labels and close the Report Window.

Saving Names and Addresses in a Text File

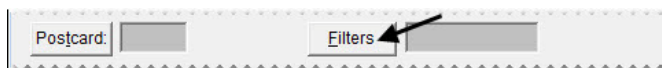
You can use the Marketing Module to look up customer names and addresses and save the results of your search as a .txt (text) file. Then you can use the information in other applications.

To save names and addresses in a text file

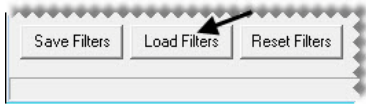
1. Click **Marketing**. The Marketing screen appears.
2. Select the **Labels** print option.



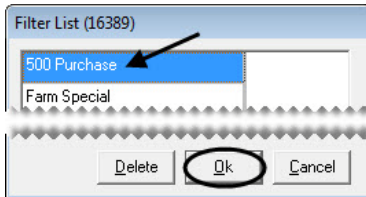
3. If you want to select a reusable filter, do the following:
 - a. Click **Filters**. The Filter Selection screen appears.



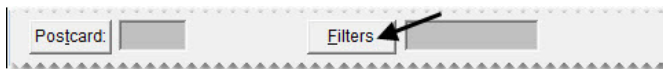
- b. Click **Load Filters**. The Filter List appears.



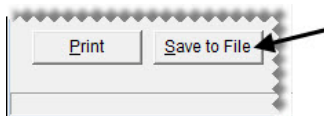
- c. Select the filter that you want to use, and click **OK**.



- 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 421.



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 437](#)
- ◆ [“Sales Tax Control Settings” on page 449](#)
- ◆ [“Defining How Sales Tax is Collected” on page 450](#)
- ◆ [“Customer and Inventory Tax Settings” on page 452](#)
- ◆ [“Special Tax Requirements” on page 454](#)

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 451](#).

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

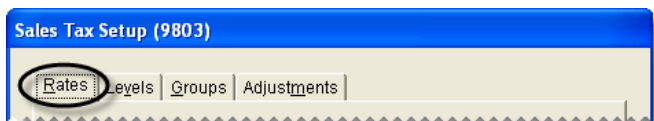
The first component needed to calculate sales tax in TireMaster is the tax rate. The number and kind of rates that you need to set up depend on the following:

- ◆ 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

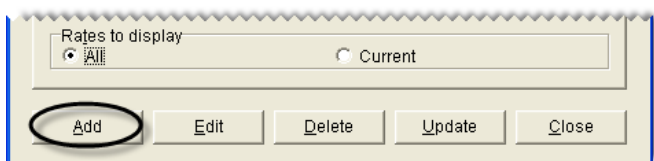
- ◆ Whether some customers are exempt from paying taxes

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 440.
 - 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. Click the **Tax GL Account** field, and press . Then select the general-ledger account **2020-0**, and click **OK**.

- e. Select the dates when the rate goes into effect and ends from the **Effective From** and **to** pop-up calendars.

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 441.

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 72), 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 72: Tax Rates Are Displayed Alphabetically

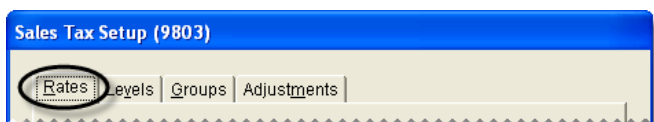
Editing Tax Rate Settings

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.

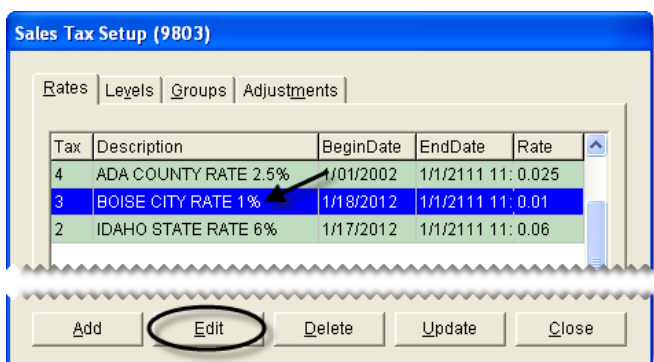
- ◆ If the rate has *never* been assigned to a tax level, *all* of its settings can be edited.
- ◆ If the rates has been assigned to a tax level, only the description and its ending date can be edited.

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

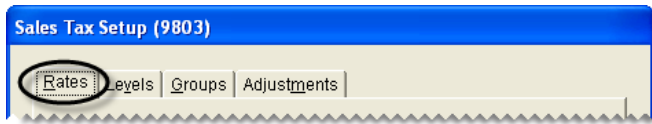
If your city, county, or state announces an increase or decrease for its sales tax rate, you can prepare for the change in advance by updating the tax rate. To update a tax rate, edit the ending date of the original rate. Then create a replacement rate.

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.

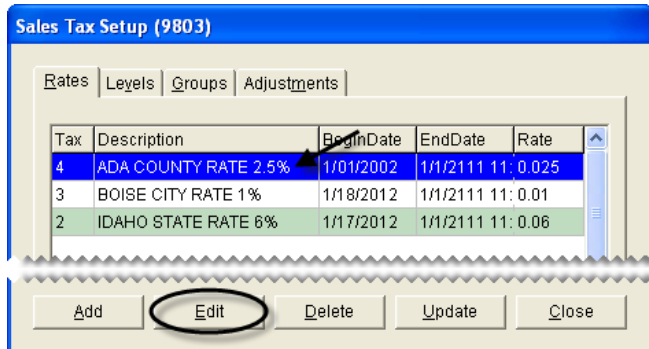
To prepare for tax rate changes

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.

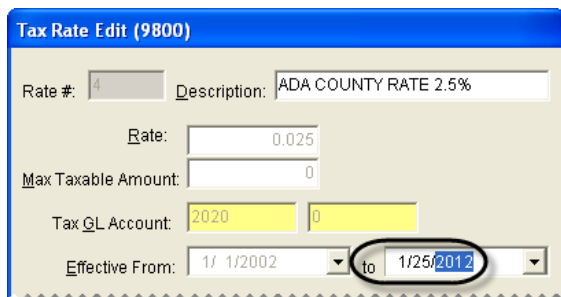
2. Make sure the **Rates** tab is selected.



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.



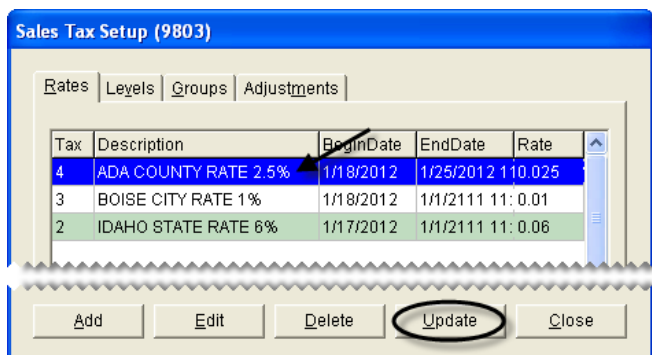
- b. In the **to** field, change the ending date of the original tax rate to the day before the replacement rate takes effect. You can select the date from the pop-up calendar.



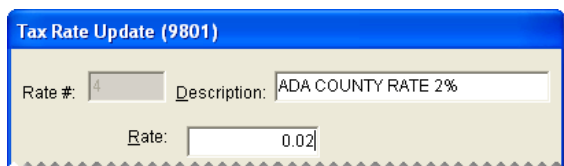
Note: The original tax rate remains in effect until 11:59:59 PM on the ending date. Therefore, if the new rate takes effect October 6 of the current year, change the ending date of the original rate to October 5 of the current year.

- 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 447](#).

Managing Tax Levels

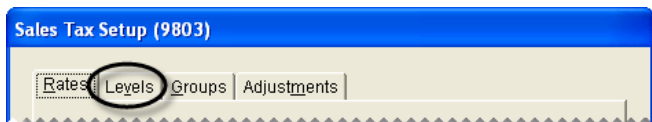
A tax level is a group of tax rates. Tax levels are assigned to customers, so TireMaster can calculate the proper amount of sales tax to collect from them.

Creating Tax Levels

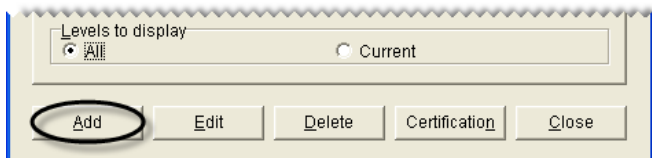
The second component needed to calculate sales tax in TireMaster is the tax level. A tax level, which is a combination of tax rates, can be assigned to customers to ensure that you collect the proper amount of sales tax from them.

To create a tax level

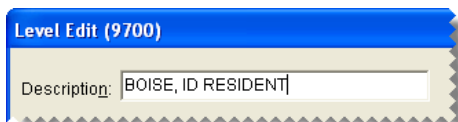
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Levels** tab.




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.

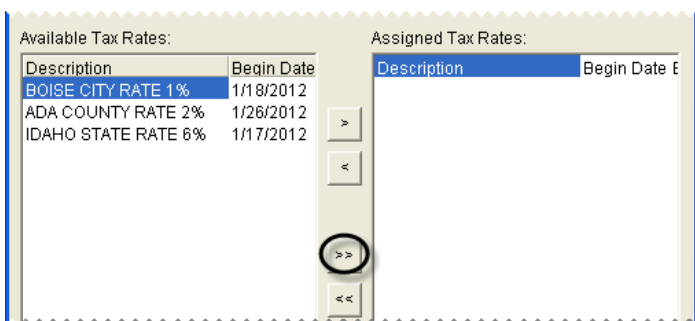


6. Assign one or more rates to the tax level:



- ◆ 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**.

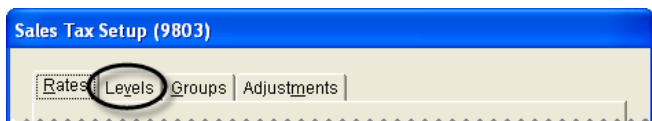
Tip: You can review your sales tax settings by printing the Sales Tax Setup Report.

Updating Tax Levels

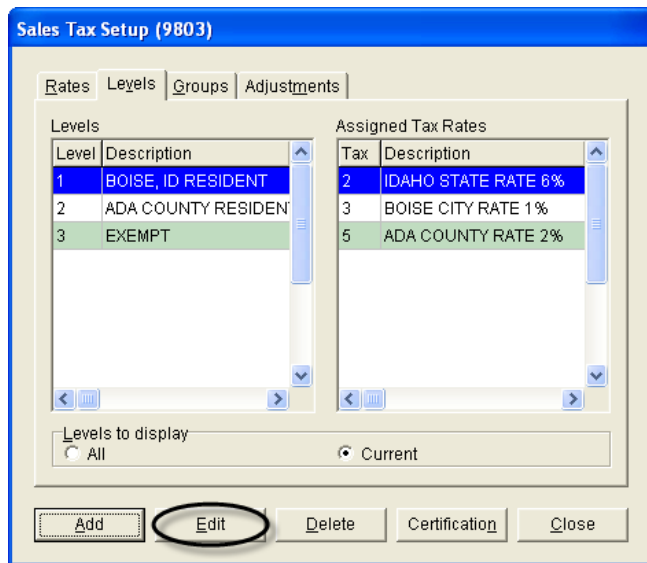
Because of changes in tax laws, you might need to update your tax levels by adding new rates or removing existing rates.

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.

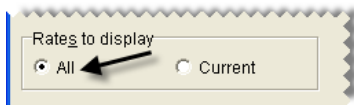


3. Select the level you want to update, and click **Edit**. The Level Edit screen appears.



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 67](#).

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

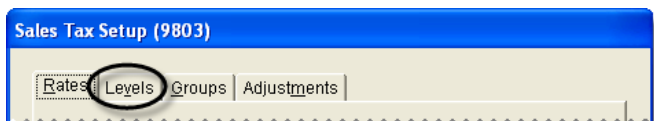
If your state requires additional documentation for tax-exempt customers, you can create a tax exemption certificate that can be printed on invoices for tax-exempt customers.

Creating a Tax Exemption Certificate

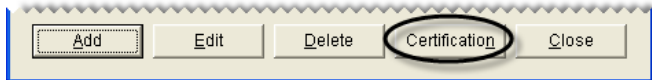
You can create the text and signature line for a tax exemption certificate from the **Levels** tab on the Sales Tax Setup screen.

To create a tax exemption certificate

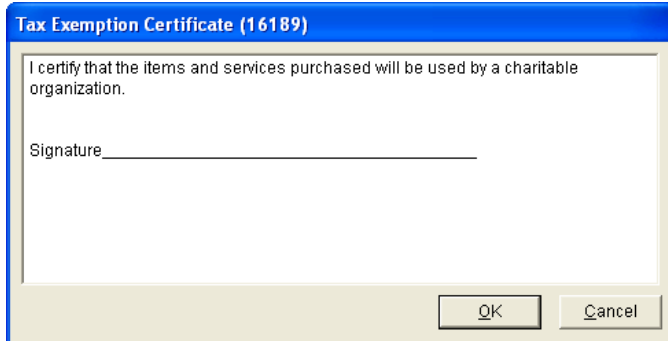
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Levels** tab.



3. Click **Certification**. The Tax Exemption Certificate screen appears.



4. Type the text for the tax exemption form.



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 312](#).
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. Changing the tax rate does not alter the amount of sales tax that appears on the original invoice.

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

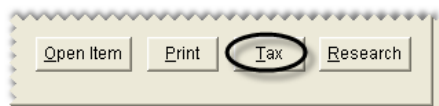
collect the additional tax money. You can print the Unapplied Credit Report to see how much sales tax customers owe.

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 492.

Sales Tax Control Settings

To finish the process of setting up the sales tax system, you need to complete various control settings.

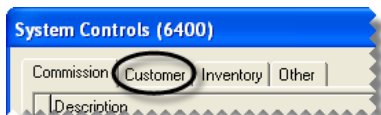
Setting Default Tax Levels

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 a table with columns 'Description', 'Site', and 'Value'. The 'Customer' tab is selected. The table contains the following data:

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. Close the System Controls screen.

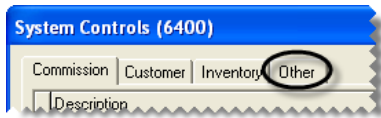
Excluding FET from Sales Tax

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.

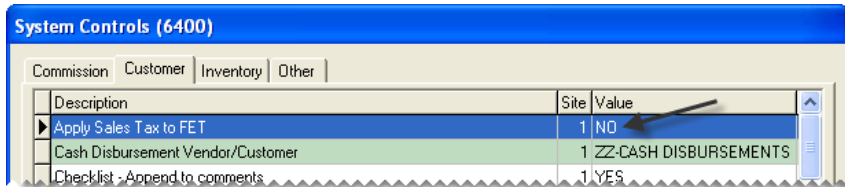
To exclude FET from sales tax

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.

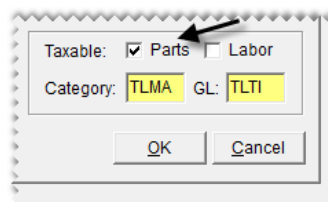
Customer and Inventory Tax Settings

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.

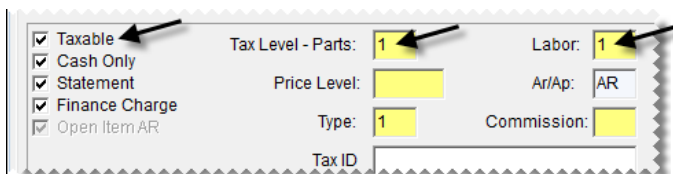
Collecting Tax on an Item's Parts Price

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).

A screenshot of a software dialog box titled 'Inventory Maintenance'. It has a 'Taxable:' section with two checked checkboxes: 'Parts' and 'Labor'. Below this, there are two text input fields: 'Category:' containing 'TLMA' and 'GL:' containing 'TLTI'. At the bottom are 'OK' and 'Cancel' buttons. Two black arrows point to the 'Parts' and 'Labor' checkboxes.

- 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.

A screenshot of a software dialog box titled 'Customer Maintenance'. It has a 'Taxable:' section with several checked checkboxes: 'Taxable', 'Cash Only', 'Statement', 'Finance Charge', and 'Open Item AR'. To the right, there are several fields: 'Tax Level - Parts:' with a dropdown set to '1', 'Labor:' with a dropdown set to '1', 'Price Level:', 'Ar/Ap:' with 'AR', 'Type:' with '1', 'Commission:', and 'Tax ID:'. Three black arrows point to the 'Taxable' checkbox, the '1' in 'Tax Level - Parts:', and the '1' in 'Labor:'.

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).

A screenshot of a software dialog box titled 'Inventory Maintenance'. It has a 'Taxable:' section with two checked checkboxes: 'Parts' and 'Labor'. Below this, there are two text input fields: 'Category:' containing 'TLMA' and 'GL:' containing 'TLTI'. At the bottom are 'OK' and 'Cancel' buttons. Two black arrows point to the 'Parts' and 'Labor' checkboxes.

- 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.

A screenshot of a software dialog box titled 'Customer Maintenance'. It has a 'Taxable:' section with several checked checkboxes: 'Taxable', 'Cash Only', 'Statement', 'Finance Charge', and 'Open Item AR'. To the right, there are several fields: 'Tax Level - Parts:' with a dropdown set to '1', 'Labor:' with a dropdown set to '1', 'Price Level:', 'Ar/Ap:' with 'AR', 'Type:' with '1', 'Commission:', and 'Tax ID:'. Three black arrows point to the 'Taxable' checkbox, the '1' in 'Tax Level - Parts:', and the '1' in 'Labor:'.

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 73). 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 73: 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

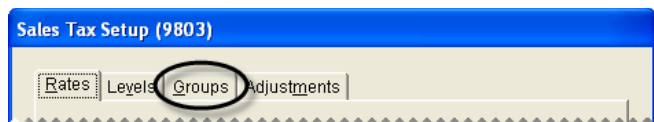
An Inventory tax-adjustment group is a collection of items that need to be taxed at a percentage of the regular tax rate. Inventory adjustment groups can be assigned to tax rate adjustments.

Creating an Inventory Tax-Adjustment Group

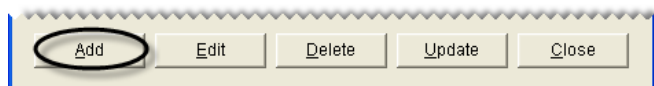
When you create an inventory tax adjustment group, you look up and assign the items that need to be included in that group.

To create an inventory tax-adjustment group

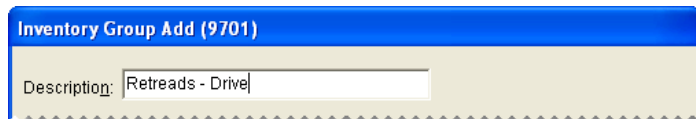
1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. Click the **Groups** tab.



3. Click **Add**. The Inventory Group Add screen appears.





4. Type a description for the inventory tax-adjustment group.

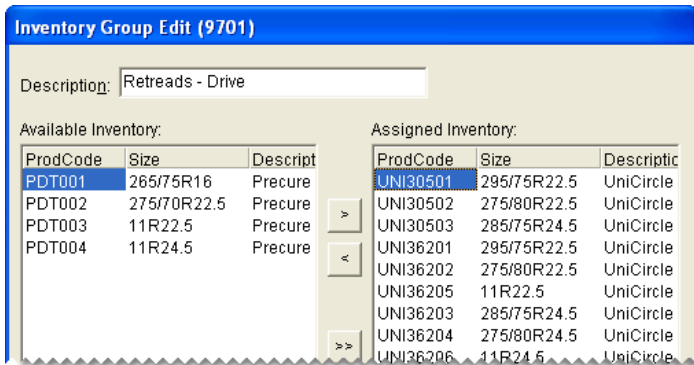




5. Click **Lookup**, and look up items that you want to include in the inventory tax-adjustment group. For more information, see [“Looking Up Inventory Items” on page 175](#).



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 .

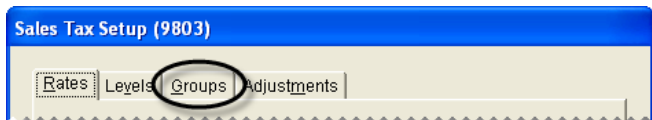
7. To save the new tax adjustment group, click **OK**.

Updating Inventory Tax-Adjustment Groups

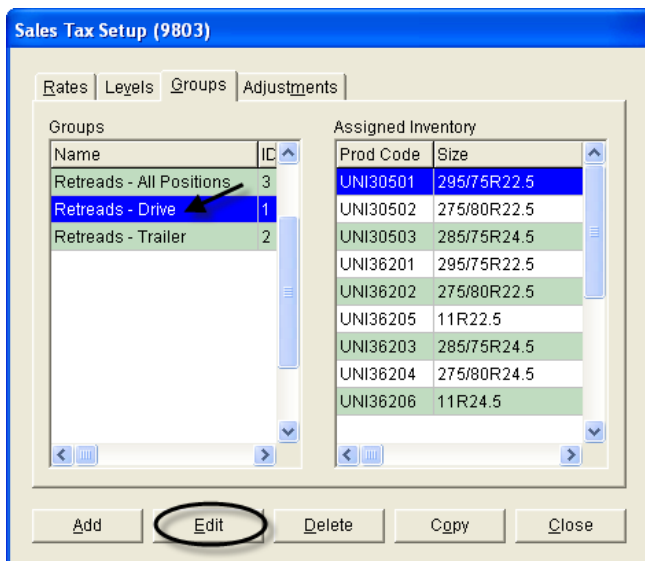
If you need to add or remove items from an inventory tax-adjustment group, you can update the group.

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 175.
- ◆ 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

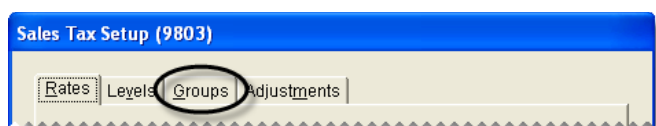
If an inventory tax-adjustment group has *never* been used for a tax rate adjustment, you can delete it. To delete an inventory tax-adjustment group, select **Inventory Maintenance** from the **Setup** menu. Then click the **Groups** tab on the Sales Tax Setup screen, select the group you want to remove, and click **Delete**.

Copying Inventory Tax-Adjustment Groups

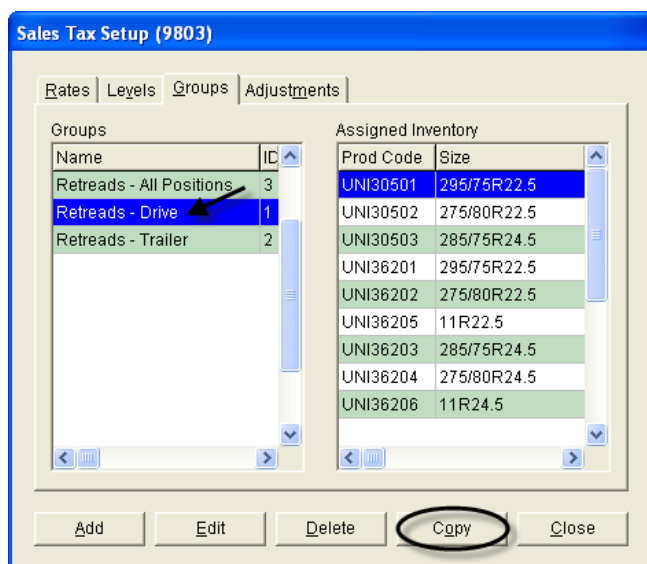
You can create new inventory tax-adjustment groups by copying an existing group. Copying an existing group saves you time if the new group needs to have many of the same settings as an existing group.

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 175.
 - ♦ 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.

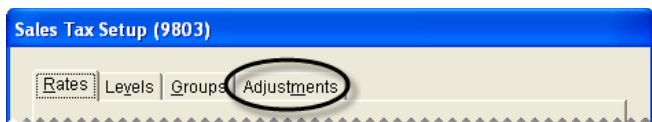
Creating Tax Rate Adjustments

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.

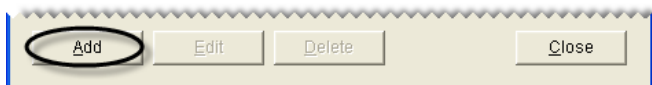
Note: If you need to replace a tax rate that has a tax rate adjustment, make a copy of the adjustment used for the original rate and use it for the new rate.


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 460](#).

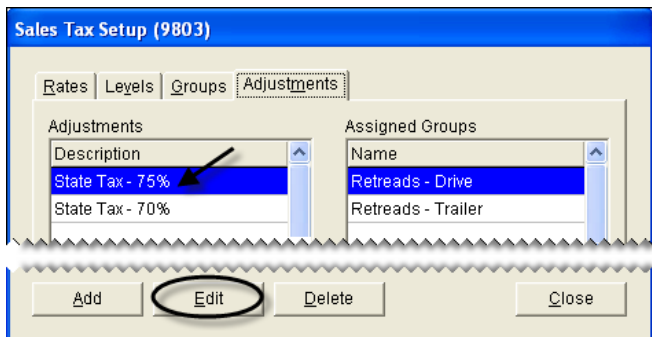
To edit a tax rate adjustment

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.

2. Click the **Adjustments** tab.



3. Select the tax rate adjustment that you want to update and click **Edit**. The Adjustment Edit screen appears.



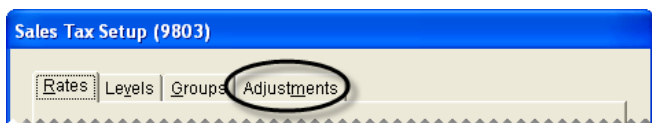
4. Change the description and add or remove inventory tax-adjustment groups as needed:
 - ◆ To add a single inventory tax-adjustment group, select the group, and click **>**. To assign all tax-adjustment groups, click **>>**.
 - Note:** If you assign multiple inventory tax-adjustment groups to a tax-rate adjustment, each item in each of those groups must be unique. If the program detects that the same item is in multiple inventory tax-adjustment groups, you will be required to remove the duplicate item from all but one of the groups before assigning the groups to the tax rate adjustment.
 - ◆ To remove a single inventory tax-adjustment group, select the group, and click **<**. To remove all inventory tax-adjustment groups, click **<<**.
5. To save the updated tax rate adjustment, click **OK**.

Inactivating a Tax Rate Adjustment

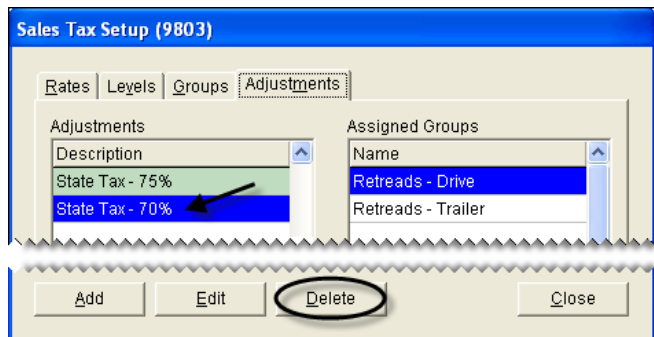
If you no longer need to use a tax rate adjustment, you can make it inactive.

To inactivate a tax rate adjustment

1. From the **Setup** menu, select **Sales Tax Maintenance**. The Sales Tax Setup screen appears.
2. 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 463
- ◆ “Subledgers” on page 470
- ◆ “Conducting Research” on page 472
- ◆ “Fiscal Calendar” on page 474
- ◆ “Setting Up Sites” on page 478

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 74).

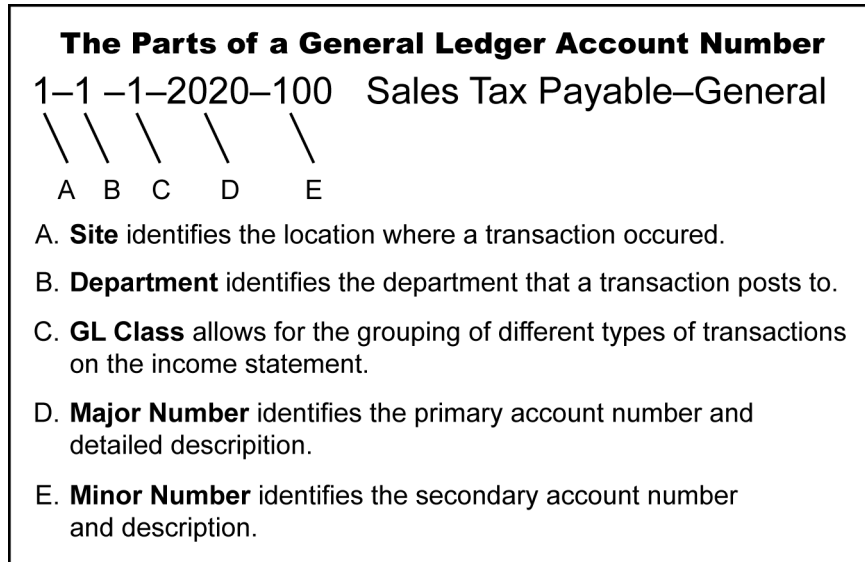


Figure 74: The Parts of a General Ledger Account Number

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 75).

General Ledger	
Debits (left)	Credits (right)
Assets	Liabilities
Expenses	Owner's Equity
	Income
	=

Figure 75: 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.

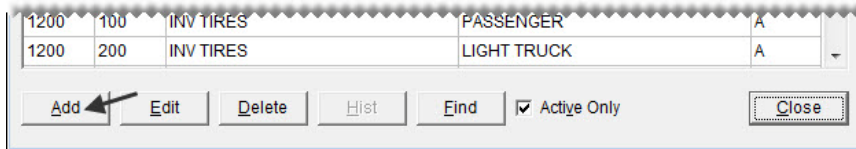
Creating an Asset Account

An asset is something that you own that has a dollar value. Asset accounts include cash, accounts receivable, and inventory accounts.

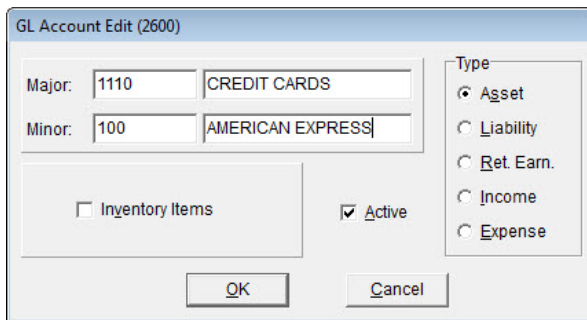
To create an asset account

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 142](#).
7. Make sure the **Active** check box is selected.



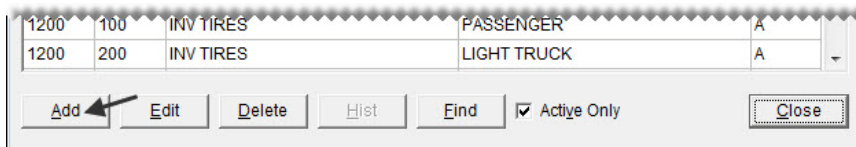
8. Click **OK**.

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

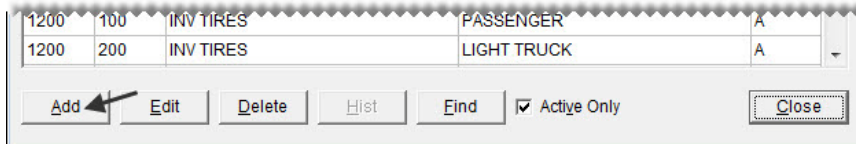
7. Click **OK**.

Creating an Income Account

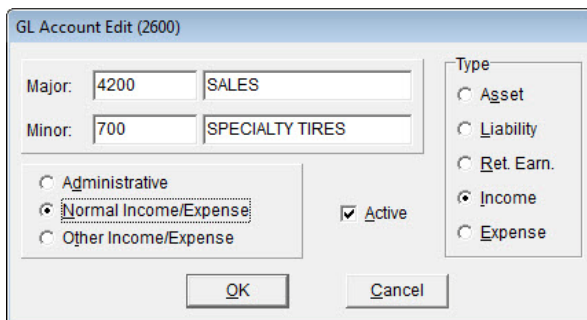
Income is any revenue that comes from the sale of goods and services or from other sources. Your income accounts are mainly sales accounts.

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.

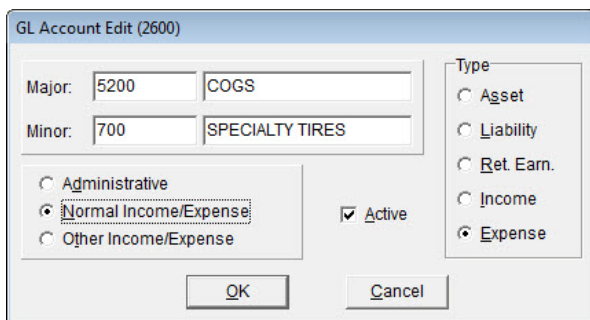
To create an expense account

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

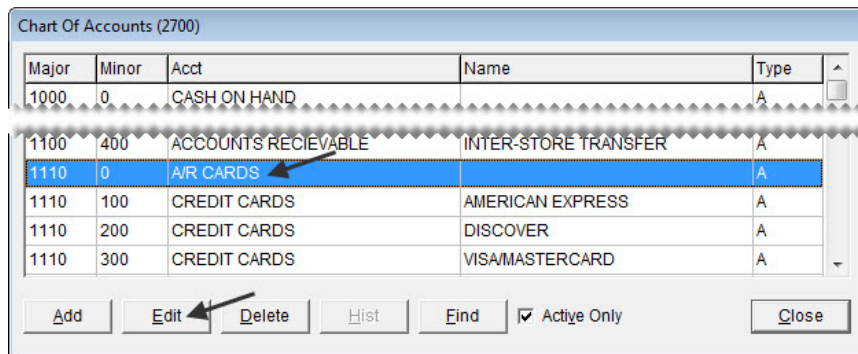
If you no longer use a general ledger account, you can inactivate it. By inactivating an account, you can exclude it from the Chart of Accounts screen.

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.

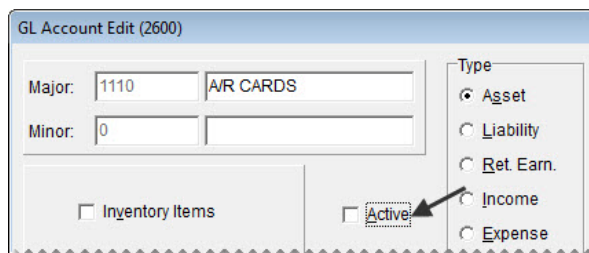
To inactivate a general ledger account

- 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 469.

To delete a general ledger account, open the Chart of Accounts screen. Then select the account you want to remove, and click **Delete**.

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 629.



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.

Item	Description
Add	Creates a line for a new journal entry.
Delete	Removes the selected journal entry line.
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.

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.

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.

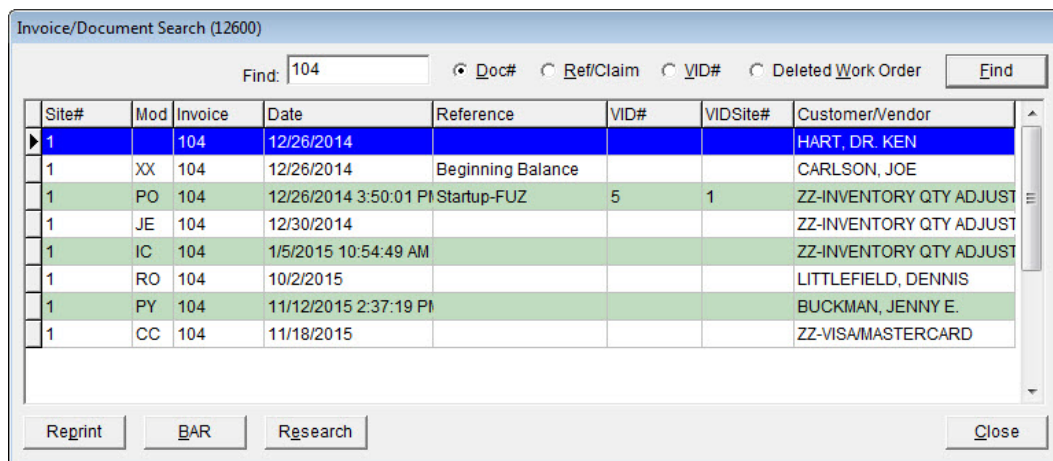


Figure 76: Invoice/Document Search Screen

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.
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

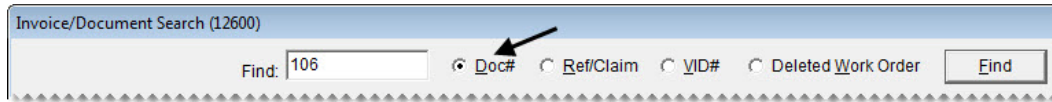
If you need to reprint documents or research transactions, you can look them up with the Invoice/Document Search screen.

To search for a document

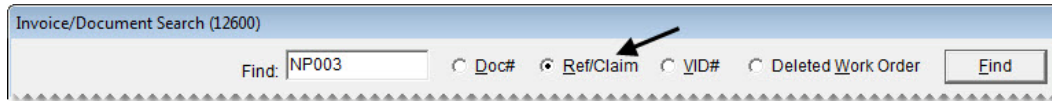
1. From the **General Ledger** menu, select **Invoice & Document Search**. The Invoice/Document Search screen appears.

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:

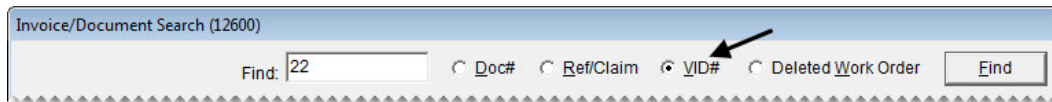
- ◆ **Doc#** to look up a document by the system-generated document number



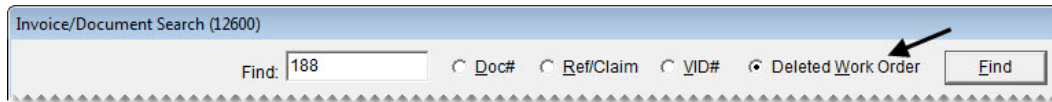
- ◆ **Ref/Claim#** to look up a document by the reference or claim number entered during a transaction



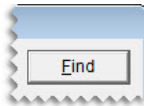
- ◆ **VID#** to look up a document by the system-generated vendor invoice document number



- ◆ **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.

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.

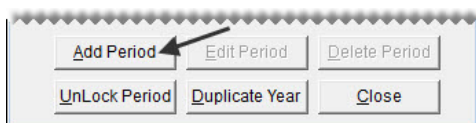
To set the fiscal calendar

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.

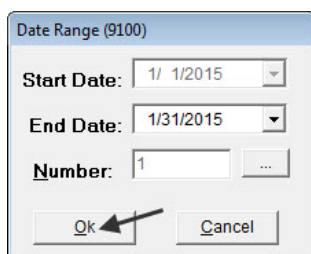



Note: Once you've set up a particular year in the fiscal calendar, you cannot set up any years that come before it. For example, if you type **2012**, you won't be allowed to type **2011** and **2010**.

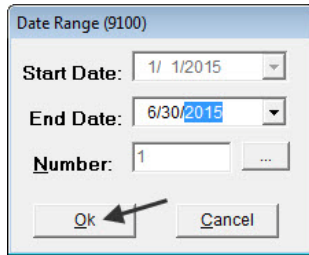
3. Click **Add Period**. The Date Range screen appears.



4. Do one of the following:
 - ♦ To use the default date range, click **OK**.

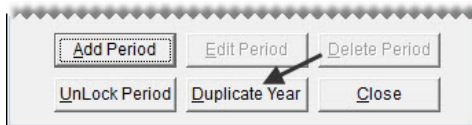



- ◆ To change the date range, click  and select an ending date from the pop-up calendar. Then click **OK**.



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 476](#).

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

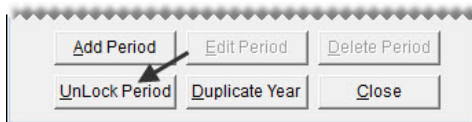
Before you can post an entry to a fiscal period that has been closed, you need to unlock the period on the Fiscal Calendar screen. Once the entry has posted, you can relock the period.

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.

Setting Up Sites

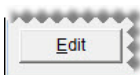
In the settings for sites, you can specify information that prints on some documents, such as invoices, quotes, and work orders.

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.



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 #	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	

9. Leave the settings for the **Disp Name** field, **Sort Order** field, and the **Active** status check box alone. They're for use in multi-store TireMaster environments and those running the Data Exchange application.
10. Disregard assigning a customer. This setting is for use on systems running the Data Exchange application.
11. To save the site information, click **OK**.
12. Close the Site List.

Accounts Receivable

With TireMaster, you can manage accounts receivable account activity for your customers. This chapter includes the following topics:

- ◆ “ROAs” on page 481
- ◆ “Reversing Finance Charges” on page 488
- ◆ “Adjusting a Customer’s AR Balance” on page 489
- ◆ “Issuing Credit Memos” on page 491
- ◆ “Handling Returned Checks” on page 492
- ◆ “Reimbursing Customers” on page 492
- ◆ “Entering Beginning Balances” on page 494

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.

Note:

Open Item Ledger Screen

The Open Item Ledger screen (Figure 77) 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).

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

Figure 77: 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, 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.

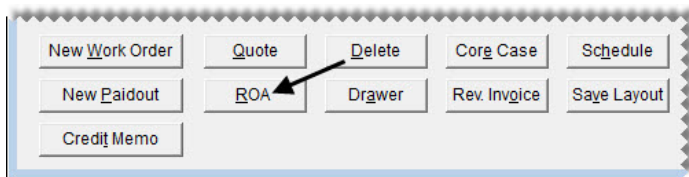
Item	Description
OK	Lets you save your changes and exit the screen.
Cancel	Lets you exit the screen without saving your changes.

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

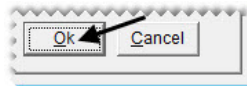
1. Click **Invoicing**. The Open Work Order List appears.
2. Click **ROA**. The Name Lookup/Entry screen appears.



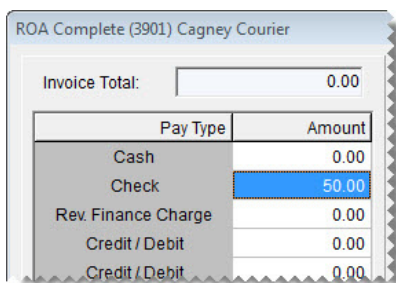
3. Look up the customer who is making the payment. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).

Tip: To check the customer's balance, click the **Aging** tab.

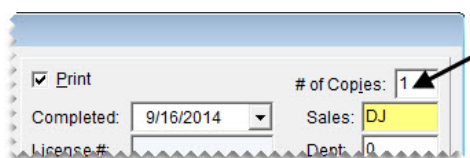
4. Click **OK**. The ROA/Deposit Complete screen appears.



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.



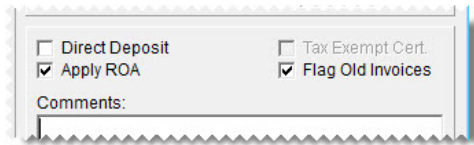
6. To print a different number of copies, change the number in the **# of Copies** field.



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 502.](#)
- ♦ **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 700.](#)

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

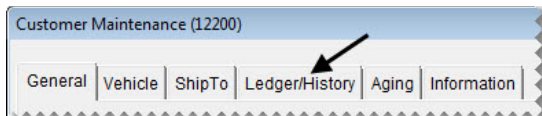
12. Click **OK**. TireMaster prompts you to save your changes.
13. Click **Yes**. TireMaster prompts you to apply the items.
14. If you want to apply the payment to the customer’s balance now, click **Yes**. To apply it later, click **No**. The Report Window opens and displays the ROA document.
15. Print 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

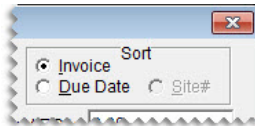
1. Look up the customer whose ROA you want to apply. The Customer Maintenance screen appears. For more information, see [“Looking Up a Customer” on page 65](#).
2. Click the **Ledger/History** tab.



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.

- 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	
1	RO	108		-800.00	0.00	11/13/2015	0.00	-800.00	A	
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	
1		488		444.20	39.37	05/05/2015	0.00	404.83	A	
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.

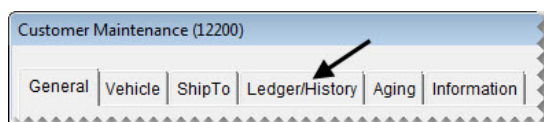
8. Click **OK**. TireMaster prompts you to save your changes.
9. Click **Yes**. TireMaster prompts you to apply the items.
10. To apply the payment to the customer's balance, click **Yes**.

Unapplying ROAs

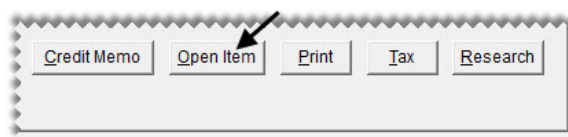
If you make a mistake when entering a customer payment, you can unapply an ROA.

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.

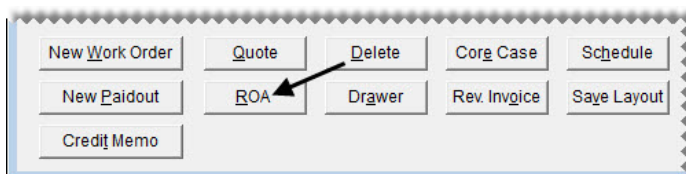
Reversing Finance Charges

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.

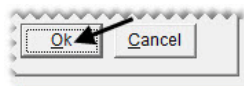
Note: For information about applying finance charges to a customer's account, see ["Finance Charge Edit Report"](#) on page 684.

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**.

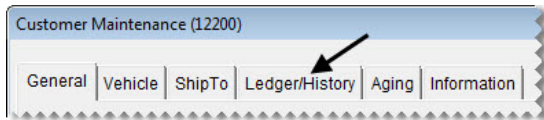
Adjusting a Customer's AR Balance

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.

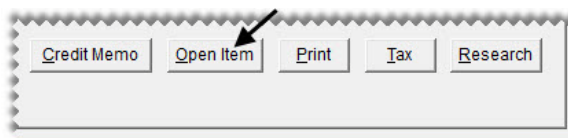
Note: For information about customer historical and AR ledgers, see “Customer Ledger/History Tab” on page 58.

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.



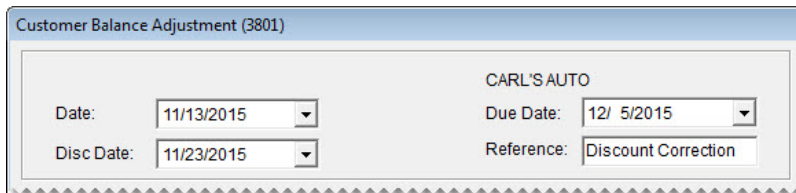
3. Click **Open Item**. The Open-Item Ledger screen appears.



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.



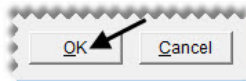
- b. Click the **Major** column, press , and select the preset account for accounts receivable.
- c. Type a description for the entry.

- d. 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 486](#).

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

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 adjust the customer's accounts-receivable balance. If you decide to charge the customer a fee for returned checks, you also need to make an adjustment for that fee in the customer's ledger. For more information, see ["Adjusting a Customer's AR Balance" on page 489](#).

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.

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 a check manually or with your bookkeeping software, and adjust the customer's balance for the amount of the check. For more information, see [“Adjusting a Customer's AR Balance” on page 489](#).

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 499](#).
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 78) 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.

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 78: 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.

Item	Description
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.
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

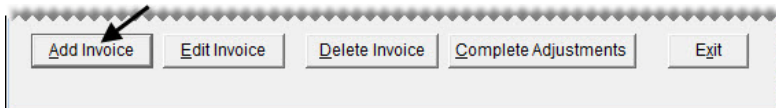
With the Cbal utility, you can enter outstanding customer balances from your previous system into TireMaster. You can make entries into Cbal in one of the following ways:

- ◆ 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.

- 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

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

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

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 650](#).

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 499
- ◆ “Setting Up Credit Cards” on page 504
- ◆ “Setting Up Debit Cards” on page 507

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.

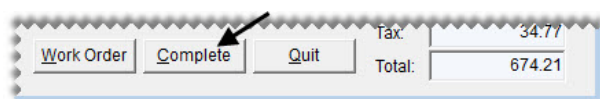
Note: For automatic payment card processing, you can integrate TireMaster with a third-party card processing application. For more information, contact your account manager.


Completing Credit Card and Debit Card Sales

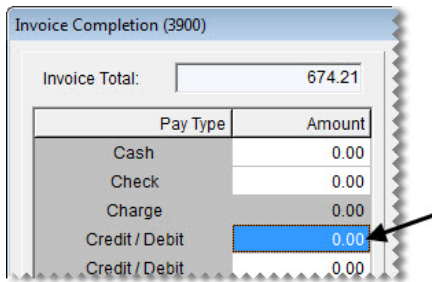
When a customer pays for a purchase with a debit or credit card, you need to identify which card is being used and provide the customer’s account information to complete the sale.

To complete a credit card or debit card sale

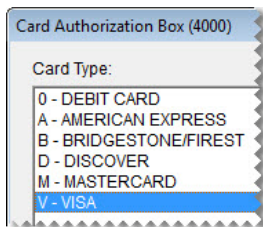
1. On the Open Work Order List, select the work order you want to complete and click **Select**. The Invoice Entry screen appears.
2. Click **Complete**. The Invoice Completion screen appears.



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.

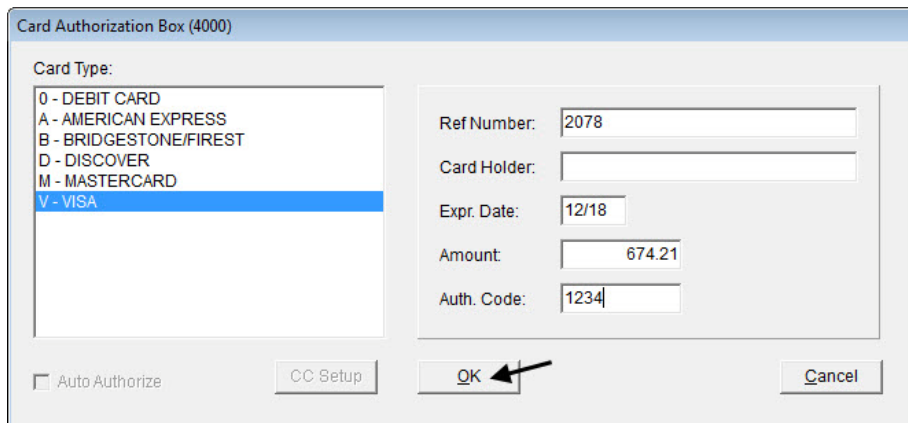


4. Select the card type.



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

OK

- ◆ 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

OK

6. Complete the invoice and print a copy for the customer to sign. For more information, see [“Completing an Invoice” on page 312.](#)

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 316](#) and [“Reversing Credit Card Invoices” on page 493.](#)

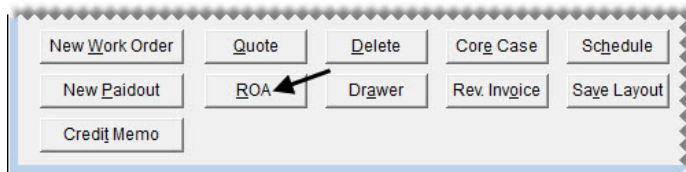
Recording Payments from Credit Card Companies

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:

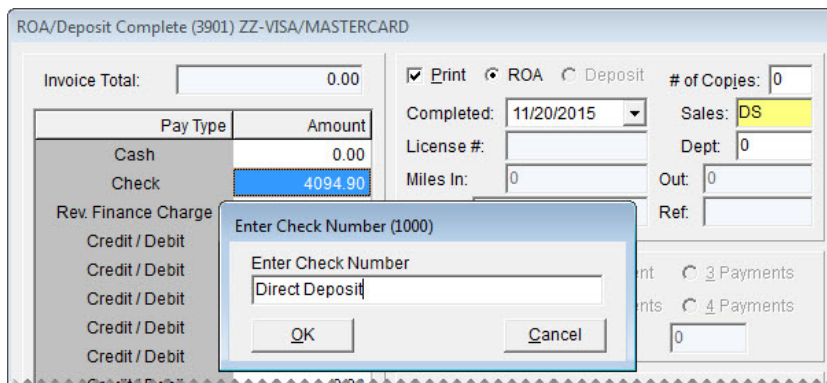
- ◆ If the fees will be withdrawn from your checking account *after* you receive the payment, the ROA will be the full amount charged by customers. In this scenario, you need to record the merchant fees in the check register for your checking account.
- ◆ If the credit card company deducted the merchant 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 check register for your accounting program.

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. 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.

To add a credit card customer

1. Select **Maintenance** from the **Customers** menu. The Name Lookup/Entry screen appears.

- Click **Cancel** to close the Name Lookup/Entry screen.

Name Lookup/Entry (2300)

Enter Name:

License #: Phone # (Last 4):

Customer #: Unit #:

VIN #:

Active Only
 Search All Site

- Click **Add**. TireMaster prompts you for the credit card company's name.

- Type the name of the credit card and click **OK**. The Customer Maintenance screen appears.

Name Lookup/Entry (2300)

Enter Name:

Active Only
 Search All Site

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).

- Enter messages reminding other users that this customer should not be deleted or used for invoicing in the address fields.

Customer Maintenance (12200)

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


Name:

Address:

Address2:

- Clear the **Taxable**, **Statement**, and **Finance Charge** check boxes.

Taxable
 Cash Only
 Statement
 Finance Charge
 Open Item AR

- Click the **Type** field, and press . Then select type **Z** (Bank Cards/ Check Cashing/Etc.) from the list that appears and click **OK**.

- Fill in additional customer information as needed.
- 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.

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 507](#) instead.

To set up a credit card code

- From the **Setup** menu, select **Credit Cards**. The Credit Card Controls screen appears.
- Click **Add**. The Credit Card Edit screen appears.

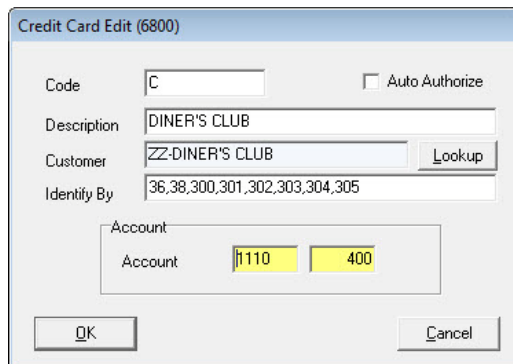
CARDCODE	DESCR
0	DEBIT CARD
A	AMERICAN EXPRESS
B	BRIDGESTONE/FIREST
D	DISCOVER
M	MASTERCARD

- 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.
- To enable automatic card authorization, select the **Auto Authorize** check box. Otherwise, leave it alone.
- Type the name of the credit card in the **Description** field.
- Click **Lookup**, and look up the customer record for the credit card. For more information, see [“Looking Up a Customer” on page 65](#).
- 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 507](#).

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 preset account **1110-0**.



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 11).

Table 11: 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 506](#) for instructions.

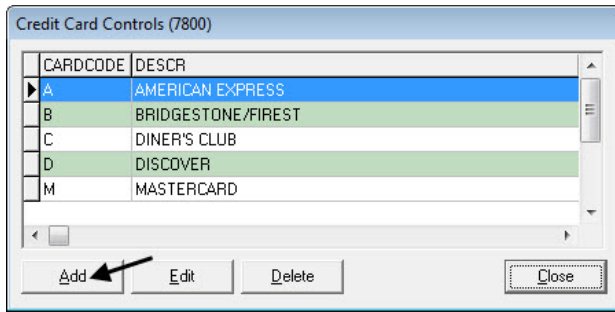
To process debit cards automatically, complete the steps below. Regardless of whether you process debit cards manually or automatically, you need only one debit-card setting.

Note: Cash back for debit cards is not supported in this version of TireMaster.

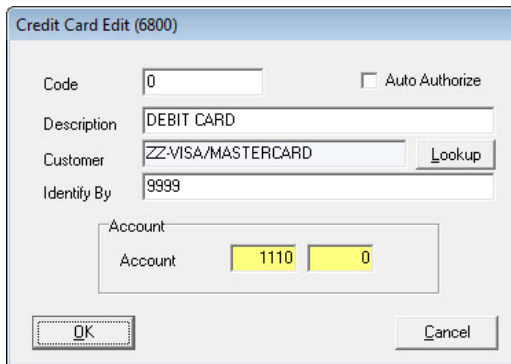
To set up a debit card

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 preset 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 509
- ◆ “National-Account Sales” on page 515
- ◆ “Government-Support Sales” on page 521
- ◆ “Adjustment Sales” on page 527
- ◆ “Credit Reconciliation” on page 531
- ◆ “Sales Commission Adjustments” on page 534
- ◆ “National-Account Reconciliation Report” on page 540

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 79).

National Recon Code Edit (8600)

RecCode:

Description:

Vendor:

Accounts

National AR:	<input type="text" value="2000"/>	<input type="text" value="999"/>
Government AR:	<input type="text" value="2000"/>	<input type="text" value="999"/>
Adjustment AR:	<input type="text" value="2000"/>	<input type="text" value="999"/>
Commission Sales:	<input type="text" value="4510"/>	<input type="text" value="0"/>
Cost Offset:	<input type="text" value="4500"/>	<input type="text" value="0"/>
Profit Offset:	<input type="text" value="4500"/>	<input type="text" value="0"/>

Commission Percentages

National %: Government %: Adjust %:

Calculate Commission on FET

GL Class

National: Government: Adjust:

Active

Figure 79: 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.
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.

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.


Note: This vendor is the local or regional distributor for the national vendor.

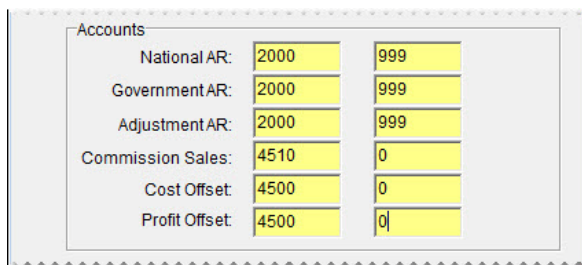
4. Click each account field, press , and select the following preset accounts:
 - ♦ **National AR** 2000–999
 - ♦ **Government AR** 2000–999
 - ♦ **Adjustment AR** 2000–999
 - ♦ **Commission Sales** 4510–0
 - ♦ **Cost Offset** 4500–0
 - ♦ **Profit Offset** 4500–0

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:
 - a. Click the field for a sale type, and press . The GL Class Options screen appears.
 - b. Select GL class 3 and click **OK**.



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**.

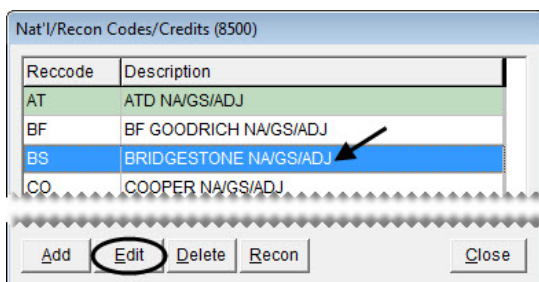
The new code can be assigned to items in the vendor's product line and customers who have national-account or government-support agreements with the vendor.

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.



Reccode	Description
AT	ATD NA/GS/ADJ
BF	BF GOODRICH NA/GS/ADJ
BS	BRIDGESTONE NA/GS/ADJ
CO	COOPER NA/GS/ADJ

Buttons: Add, Edit, Delete, Recon, Close

3. Make the needed changes. For information about the settings on this screen, see [“National Recon Code Edit Screen” on page 509](#).
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 514](#).

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**.



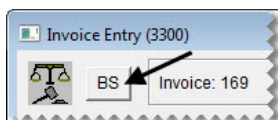
4. Close the Nat'l/Recon Codes/Credits screen.

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 312](#).

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 521](#).

Here’s what happens in a national-account sale (Figure 80). 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.

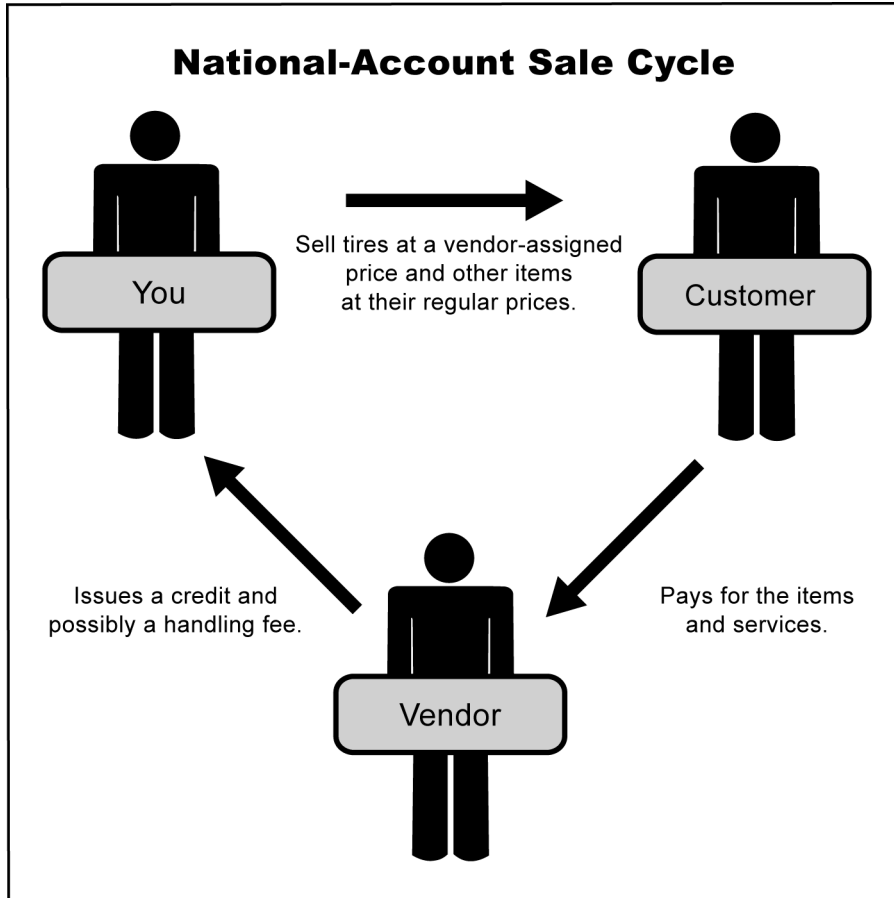


Figure 80: National-Account Sale Cycle

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 81).

Invoice Entry (3300)

GY Invoice: 201 9/16/2014 Sales

Sold To: NATIONAL ACCOUNT CUSTOMER Contact

Ship To: 555-333-1616

Vehicle: 13 F-150 FORD (0) SVC

Needs OC Parent Item

Quantity	Size	Description	Parts	Labor
1.00	265/60R18	Bridgestone Dueler HL Alenz	100.00	0.00
1.00	.	COMPUTER BALANCE - LT	0.00	9.95
1.00	.	VALVE STEM	2.50	0.00

The tire is added to the work order at your cost.

Figure 81: National-Account Sale Work Order

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 82).

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 82: National-Account Sale Credit and Handling Fee

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.

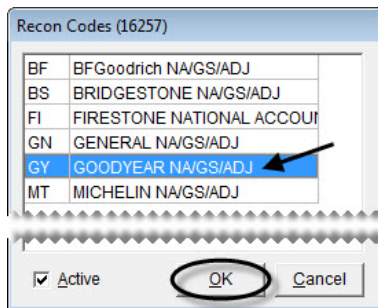
Note: To use price levels for national-account customers, price levels must be enabled in the settings for the national-account customer type. For more information, see [“Using Price Levels for National-Account Customers”](#) on page 521.

- 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.

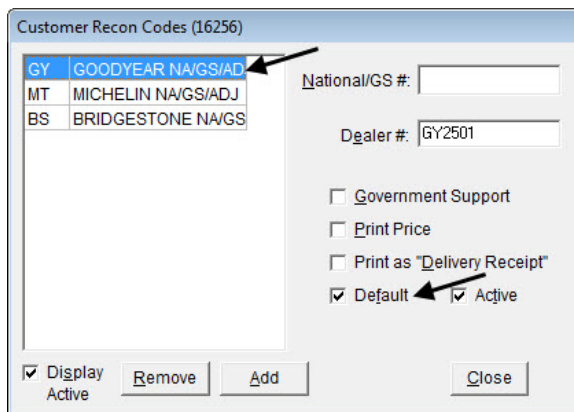
- c. Select the customer's reconciliation code and click **OK**.



- 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.

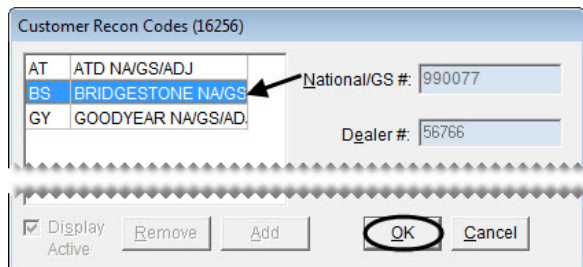
Tip: For a list of all the national-account settings assigned to a customer, print the Customer Recon Codes Report. For more information, see [“Customer Recon Codes Report”](#) on page 657.

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 305](#).
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 521](#).

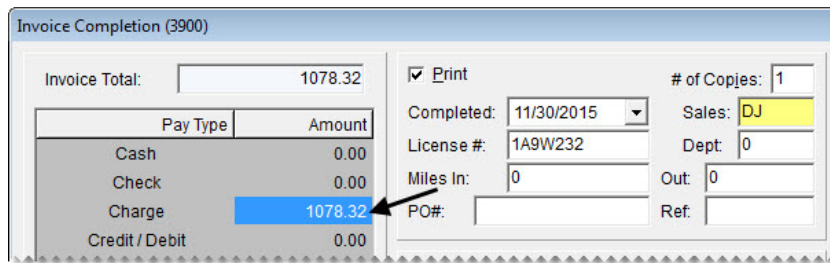
4. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts, Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press  repeatedly to make your selection.

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 700](#).

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 700](#).

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 312](#).

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 83).

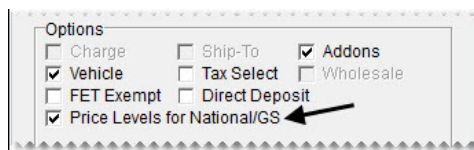


Figure 83: Enabling National-Account Price Levels

- ◆ 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 84). 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.

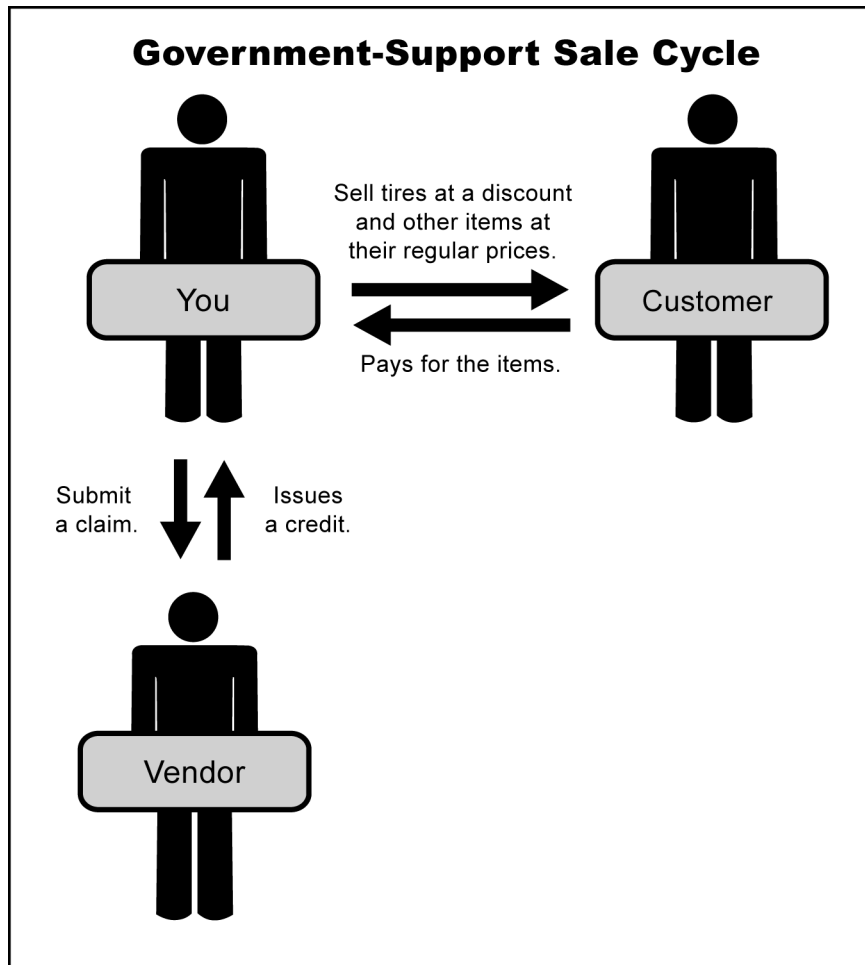


Figure 84: Government-Support Sale Cycle

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 85).

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

Figure 85: Government-Support Work Order

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 86).

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 86: Government-Support Credit and Handling Fee

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 527.](#)

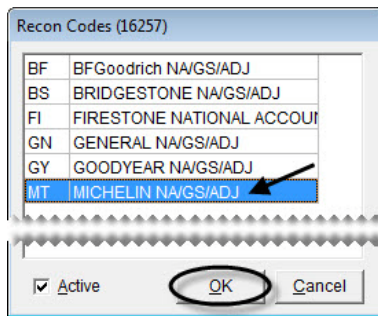
- d. Click the **Type** field, and press . Then select the government-support customer type (S) from the list that appears.

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 78.](#)

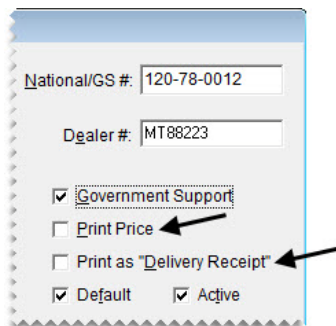
- 4. Click **OK** to save the new customer.
- 5. To assign reconciliation codes to the customer, do the following:
 - a. Click **Recon Codes**. The Customer Recon Codes screen appears.

- b. Click **Add**. The Recon Codes screen appears.

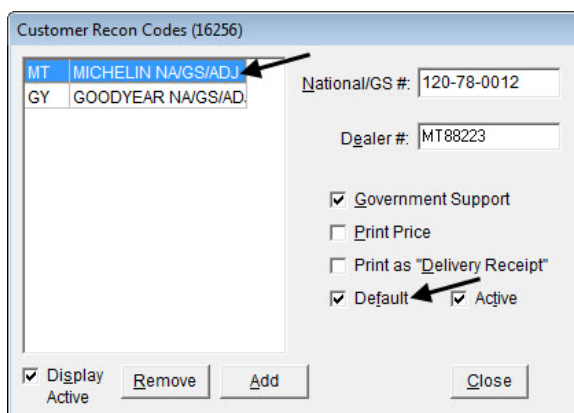
- c. Select the customer's reconciliation code and click **OK**.



- 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.



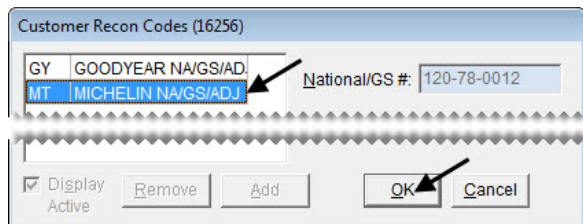
- i. Close the Customer Recon Codes screen.
6. Add vehicles and shipping addressees for the customer if needed.
7. Close the Customer Maintenance screen.

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 305.
2. When the Customer Recon Codes screen appears, select the vendor's reconciliation code, and click **OK**. The Invoice Entry screen appears.

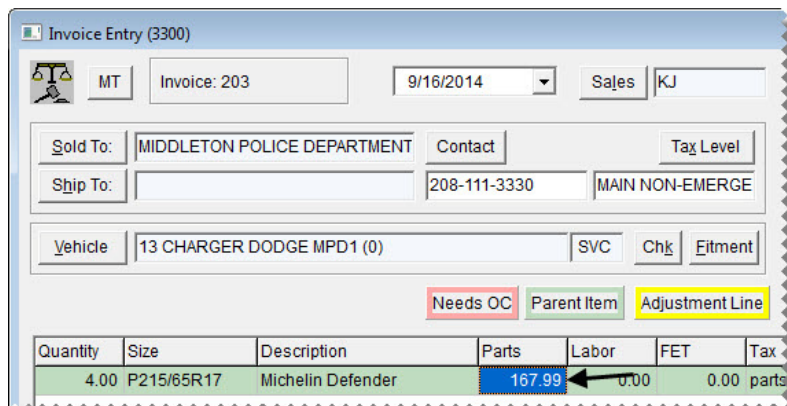



Note: If this is an instance when you need to create a regular work order for a government-support customer, click **Cancel** on the Customer Recon Codes screen.

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.

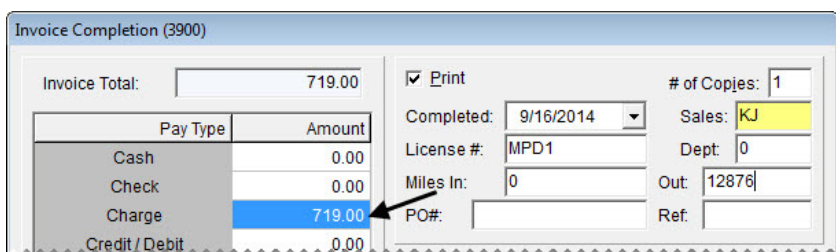


5. If you need to collect sales tax for an item, make sure the entry in the **Tax** field is **Parts**, **Labor**, or **Both**. If you need to change the entry, click the **Tax** field and press  repeatedly to make your selection.

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 700.

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 312](#).

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 83).

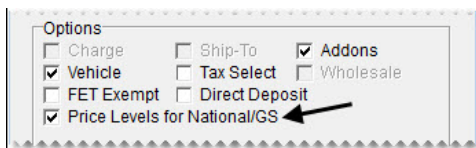


Figure 87: Enabling Government-Support Price Levels

- ◆ 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 88). 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.

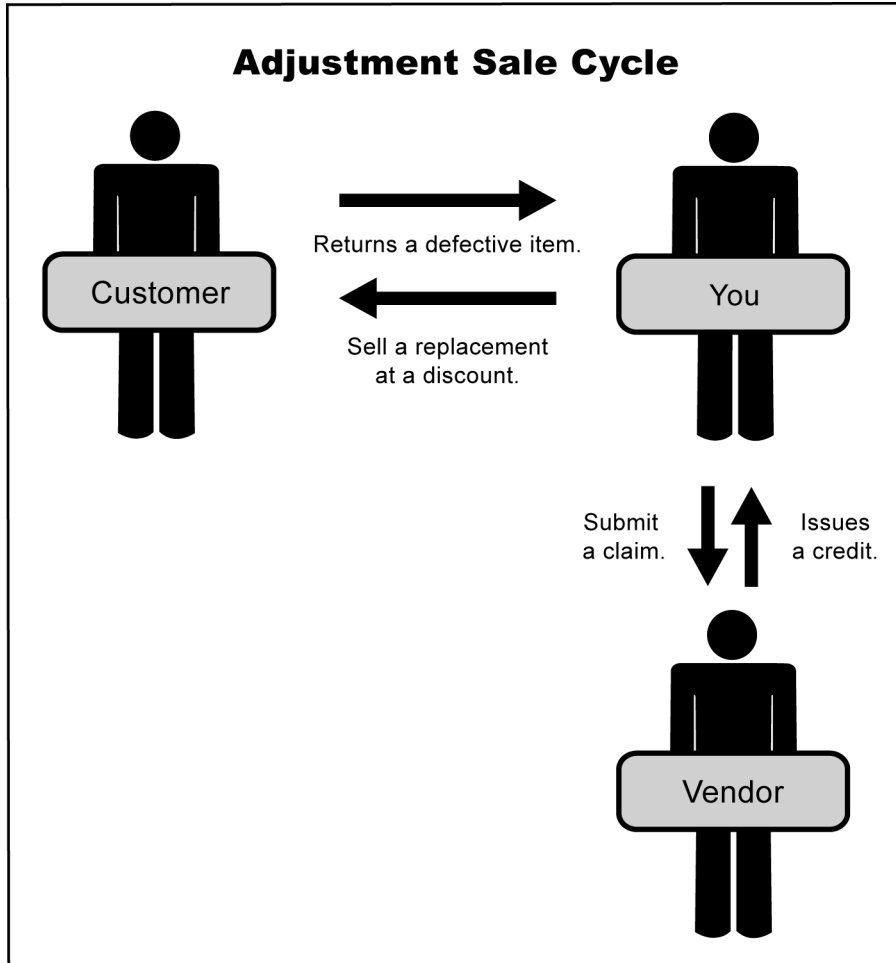


Figure 88: Adjustment Sale Cycle

Adjustment Sale Requirements

To perform adjustment sales, you need to complete the following settings:

- ◆ Set up a reconciliation code for each of your vendors.
- ◆ Assign a reconciliation code to each of the items distributed by your vendors.

Adjustment Sale Example

When you perform an adjustment sale, the tire is added to the work order at its regular price. You need to replace this amount with the adjusted price.

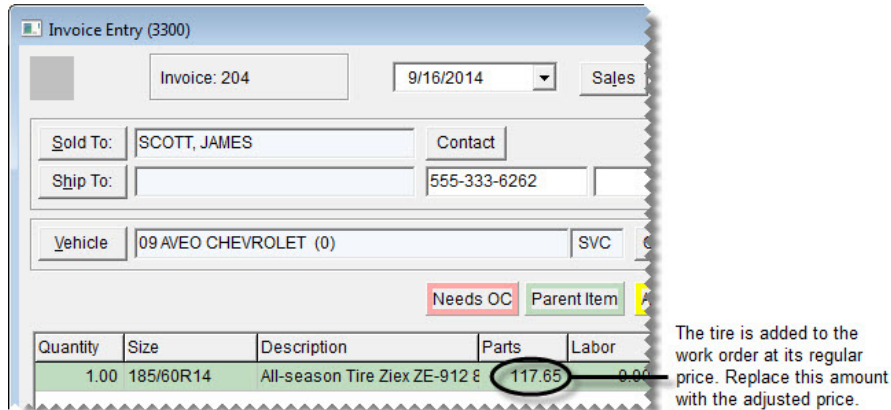


Figure 89: Adjustment Work Order

When you receive an invoice from the vendor, it includes the amount of the actual credit and it might include a handling fee (Figure 90).

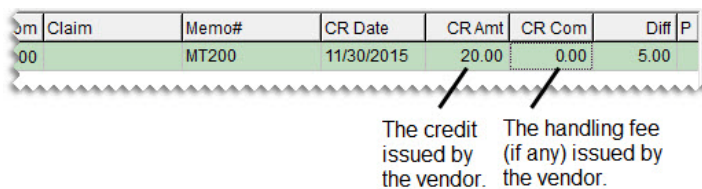


Figure 90: Adjustment Sale Credit and Handling Fee

Creating Adjustment Work Orders

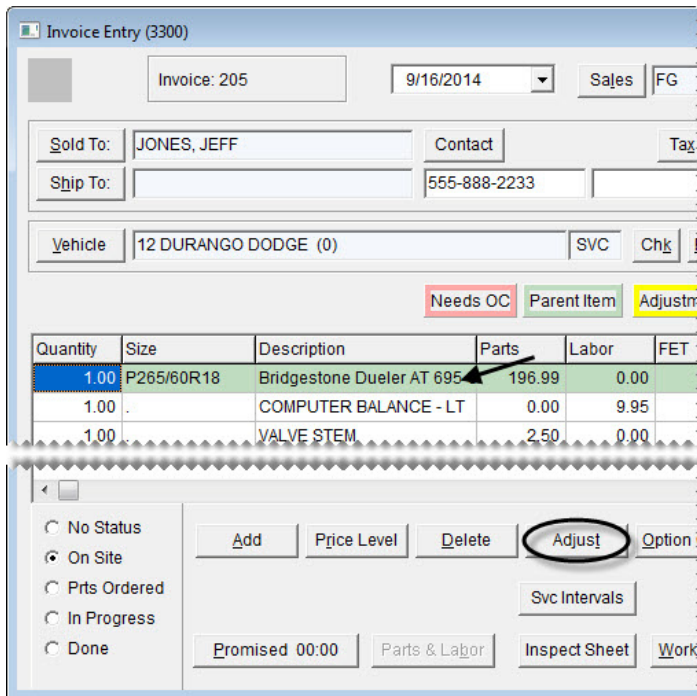
When a customer returns a defective item, you can sell a replacement at a reduced price. In this scenario, you need to create an adjustment work order.

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 512](#).

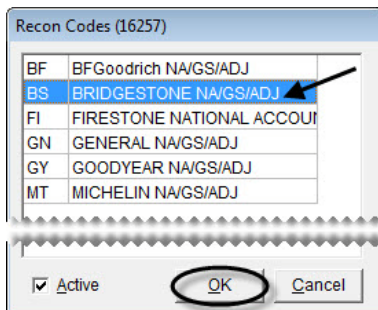
To create an adjustment work order

1. Start a work order as you normally would for a regular sale. For more information, see [“Starting Work Orders” on page 305](#).
2. Add the replacement item and its add-ons to the work order.

3. Make sure the line for the replacement item is selected and click **Adjust**. The Nat'l/ReconCodes/ Credits screen appears.



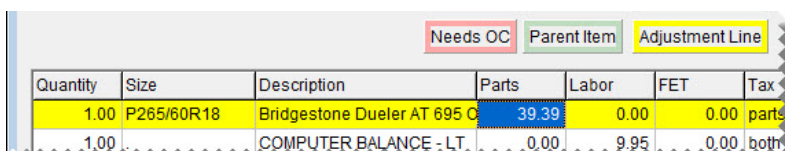
4. Select the reconciliation code for the vendor who distributes the item and click **OK**.



5. 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.”

6. Click **OK**.
7. Type the price for the replacement item in the **Parts** column.



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 312.](#)

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.

National Credits (11100)

BS BRIDGESTONE NA/GS/ADJ

Invoice Claim Start Date 10/31/2015 Show Processed

Exact Match

Date	Site	Mod	Invoice	Amount	Com	Claim	Memo#	CR Date	CR Amt	CR Com	Diff	P
11/30/2015	1	GS	169	0.00	0.00		BSGS003	11/30/2015	610.72	40.00	650.72	
11/30/2015	1	NA	171	137.04	0.00		BSNA006	11/30/2015	135.99	1.00	-0.05	
11/30/2015	1	NA	174	1078.32	0.00				0.00	0.00	-1078.32	
11/30/2015	1	NA	176	757.44	0.00				0.00	0.00	-757.44	
11/30/2015	1	GS	177	0.00	0.00				0.00	0.00	0.00	

Expected (as listed): -1972.80

Figure 91: 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. 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.
Claim	Displays the reference number entered on the invoice.
Memo#	Lets you enter the vendor-assigned credit memo number. Note: This number is displayed in the Ref field on the AP Payments screen and the vendor's ledger.
CR Date	Lets you enter the date that the actual credit posted to the general ledger. When entering the date, use the MM/DD/YYYY format.
CR Amount	Lets you enter the amount of the credit received from the vendor. Typically, this amount is the total of the line-item credits without any commission. Note: If you want to include the commission in the credit amount, the reconciliation code needs to be set up so the commission gains and losses post to the same general ledger account.
CR Com	Lets you enter the amount of the actual commission received for a vendor credit, if any. This amount posts to the commission sales account assigned to the reconciliation code.
Diff	Displays the total gain or loss for the credit and commission. Gains are shown as positive amounts and losses are shown as negative amounts.
P	Identifies which credits have been processed.
Expected (as listed)	Displays the total of the expected credits.

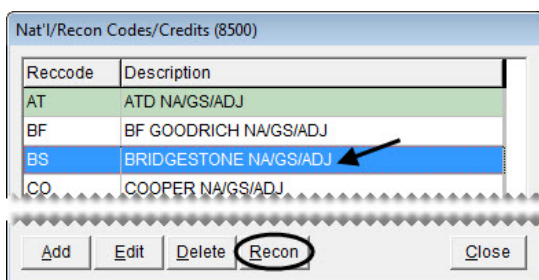
Item	Description
Process Credit on Selected Line	Lets you update the information about the selected vendor credit.
Reconcile Report	Lets you print the Reconciliation Report.

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.

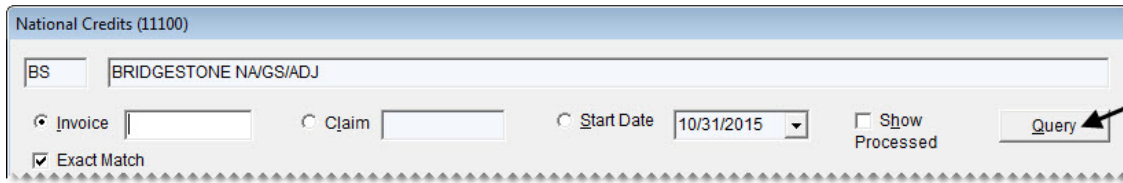


3. Retrieve the invoice associated with the credit:
 - ◆ Click **Invoice** and type the number of the invoice you want to view. For a specific invoice, make sure the **Exact Match** check box is also selected.

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.

- Click **Query**. All available credits for the vendor appear.



- Fill in the following information for the credit you want to reconcile:

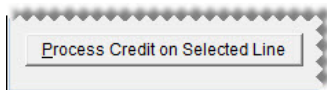
- ◆ **Memo#:** This number should appear on the vendor credit memo you receive.
- ◆ **CR Date:** This date is when the credit actually posted.

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	

- Click **Process Credit on Selected Line**.



- 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.

- 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.

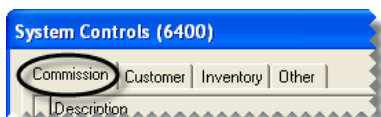
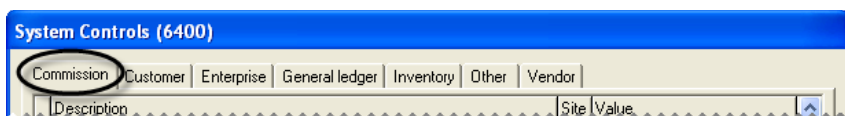
Note: To adjust sales commissions for national-account, government-support, and adjustment sales, you need to set the **Adjust National Commission** control to **Yes**. This setting is on the **Commissions** tab of the System Controls screen.

Enabling Sales Commission Adjustments

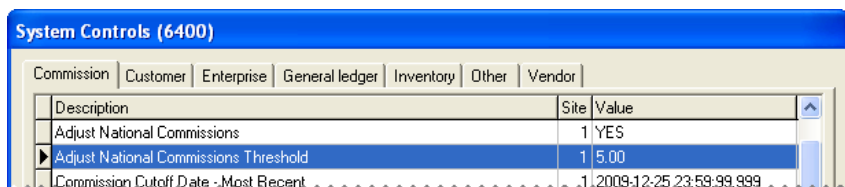
Before you can adjust the amount of sales commission paid to the primary salesperson for a national-account, government-support, or adjustment sales, you need to complete a pair of settings in System Controls.

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 92). 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 92: 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 93). TireMaster displays a suggested amount for adjusting the sales commission for an invoice, or you can type your own amount.

The screenshot shows the 'Sales Commission Adjustments (16255)' window. It includes a 'Salesperson' field with 'FG - Grant, Fred' and an 'Invoice' field with '1-NA-145 - NATIONAL AUTO RENT'. Below these is a table of items:

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

Below the table are several input fields: 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), and Sales Commission Comment. At the bottom are 'OK' and 'Cancel' buttons.

Figure 93: 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.

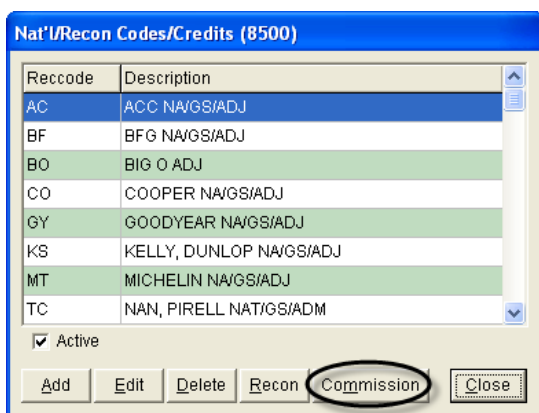
Adjusting Sales Commission for Special Sales

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

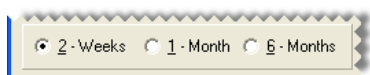
1. On the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.

- 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.

The screenshot shows a dialog box titled "National Sales Commission List (16258)". It contains a table with the following data:

Invoice	Mod	Site	Credit Date	Invoice Date	Ex Credit	Cr Amount	Diff	Adjustment	Claim #
132	NA	1	01-10-2010	01-01-2010	517.66	510.00	-7.66	-0.02	
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	NA	1	01-11-2010	01-05-2010	111.11	110.00	-1.11		10589
154	NA	1	01-11-2010	01-05-2010	1141.72	1136.00	-5.72		
155	NA	1	01-11-2010	01-05-2010	1052.01	1047.00	-5.01		
156	NA	1	01-12-2010	01-05-2010	1125.72	1120.00	-5.72		

Below the table are three radio button options: "2 -Weeks" (selected), "1 - Month", and "6 - Months". At the bottom right, the "Adjust Commission" button is circled in red, along with a "Close" button.

- 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 543
- ◆ “Commission Building Blocks” on page 544
- ◆ “Setting the Commission Controls” on page 549
- ◆ “The Commission Matrix” on page 550
- ◆ “Calculating Commissions for Payroll” on page 553

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.

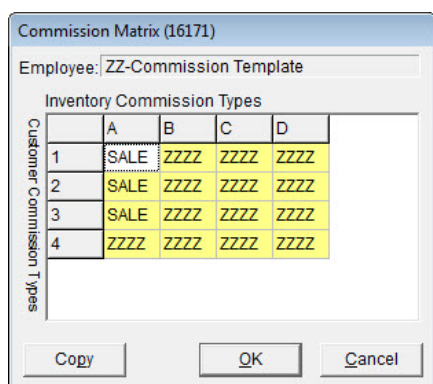


Figure 94: The Commission Matrix

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.

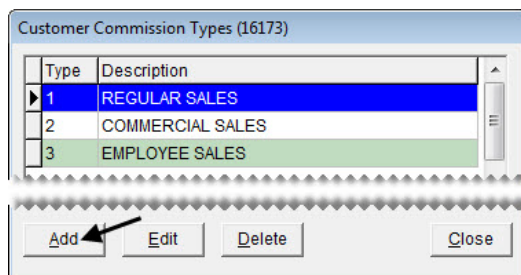
Creating Customer Commission Types

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 549](#).

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).

The screenshot shows a dialog box titled "Customer Commission Type Edit (16176)". It has two input fields: "Type:" with the value "4" and "Description:" with the value "NON COMMISSION SALES". At the bottom, there are two buttons: "OK" and "Cancel".


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 545](#).

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 549](#).

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.

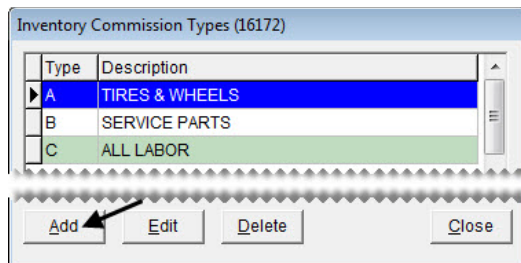
Creating Inventory Commission Types

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.

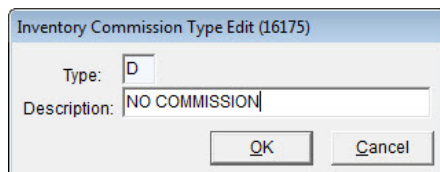
Note: You also need to set up customer commission types and assign them to your customers. For more information, see [“Creating Customer Commission Types” on page 544](#).

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 .

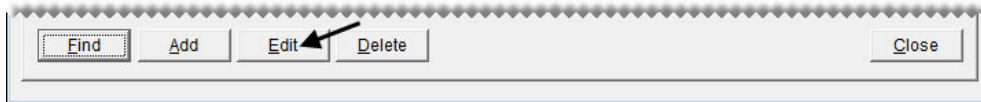
Assigning an Inventory Commission Type


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.

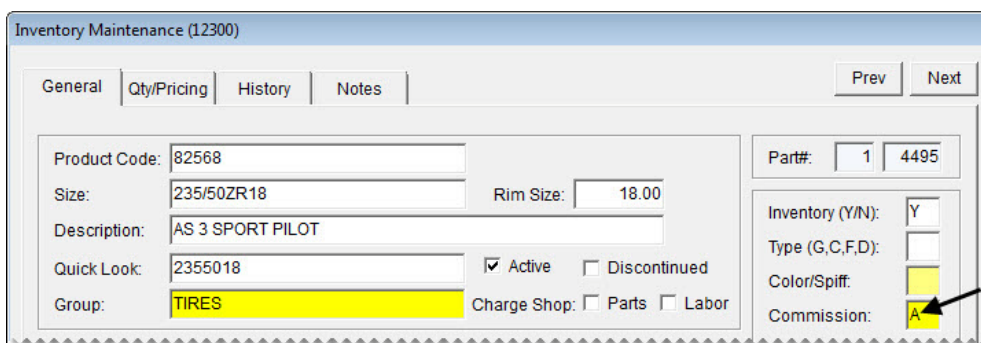
Note: You can set a default inventory commission type in System Controls. For more information, see [“Setting the Default Inventory Commission Type” on page 547](#).

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 175](#).
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 549](#).

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:

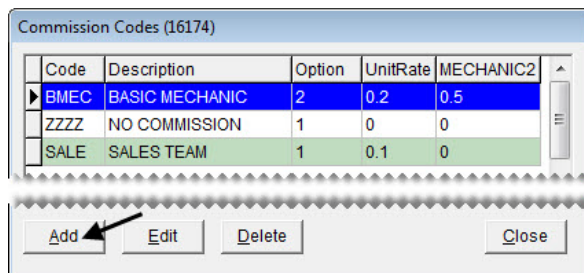
- ♦ **Unit Rate** is the primary rate for the commission. This value can be either a percentage or a flat dollar amount.

- ♦ **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 customers buy certain items. For instructions, see [“Setting Up an Employee Commission Matrix” on page 550](#).

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 549](#).

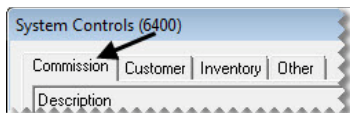
Setting the Commission Controls

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.

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

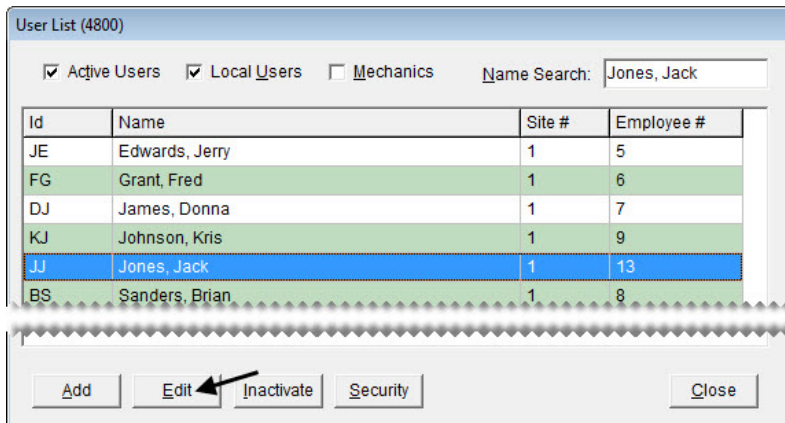
To set up an employee's commission matrix, you need to assign a commission code to each combination of customer and inventory commission types. The number of combinations available, along with the number of codes you need to assign, depends on how many customer and inventory commission types you've set up.

You can reduce the amount of time needed to set up a commission matrix in two ways:

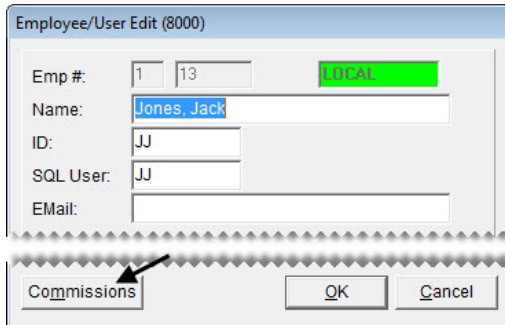
- ◆ Copy another user’s matrix into the one you’re setting up, and make any needed changes.
- ◆ Copy a commission matrix template into the one you’re setting up, and make any needed changes. For more information, see “[Creating Commission-Matrix Templates](#)” on page 552.


To set up an employee commission matrix

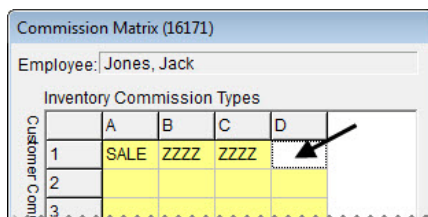
1. From the **Setup** menu, select **Users & Permissions**. The User List appears.
2. Select the user whose matrix you want to set up, and click **Edit**. The Employee/User Edit screen appears.



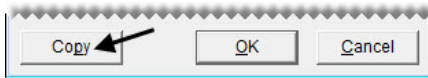
3. Click **Commissions**. The Commission Matrix screen appears.



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.

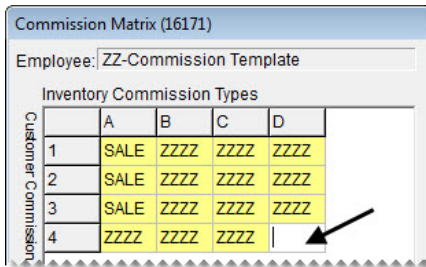
 A screenshot of the 'Employee/User Edit (8000)' form. It has the following fields:

Emp #:	1	12	<input type="checkbox"/>
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.



- b. Enter a commission code into each cell of the matrix. Click the cell you want to update, press , and select a commission code from the list. Repeat this process until all cells in the matrix are filled.



- c. To save the changes to the matrix, click **OK**.
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 615.

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 555](#)
- ◆ [“Calculating Mechanic Productivity” on page 556](#)

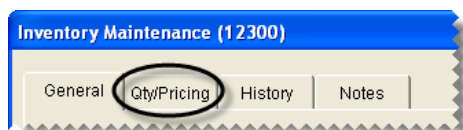
Setting an Item’s Flat Rate

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.

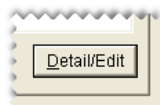
Note: For a list of items whose flat rates have already been set, generate the Inventory Flat Rate Report. For instructions, see [“Inventory Flat Rate Report” on page 669](#).

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 175](#).
2. On the Inventory Maintenance screen, click the **Qty/Pricing** tab.



3. Click **Detail/Edit**. The Site Prices & Quantity screen appears.



4. Type the average number of hours needed to complete the job in the **Flat Rate** field.

Inventory Maintenance screen showing the following fields:

- Last FET: 0.0000
- Next FET: 0.0000
- Parts: 0.0000
- Labor: 75.0000
- EDL: 75.0000
- Relief %: []
- Flat Rate: 3.0000 (highlighted)

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

Buttons: OK (highlighted), Cancel

6. 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

1. Start a work order. For more information, see [“Starting Work Orders” on page 305](#).
2. 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	

3. 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.
4. 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 312](#).
7. Generate a flat rate report. For more information, see [“Mechanic Flat Rate Report” on page 627](#). 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 559](#)
- ◆ [“Preparing to Track Casings” on page 562](#)
- ◆ [“Adding Casings to the Casing Manager” on page 565](#)
- ◆ [“Sending Casings to a Retreader” on page 568](#)
- ◆ [“Marking Casings as Defective” on page 569](#)
- ◆ [“Recording Retreading Service Fees” on page 571](#)
- ◆ [“Issuing Casing Credits to a Customer” on page 573](#)
- ◆ [“Issuing Dual Casing Credits” on page 575](#)
- ◆ [“Generating Casing Manager Reports” on page 577](#)

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

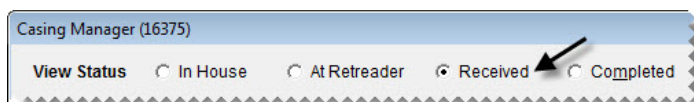
You can use the Casing Manager to facilitate retreading services for your customers. In other words, you're the middleman who ensures that a customer's casings are sent to a retreader and then returned to the customer once the recapping and repairs are finished.

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.

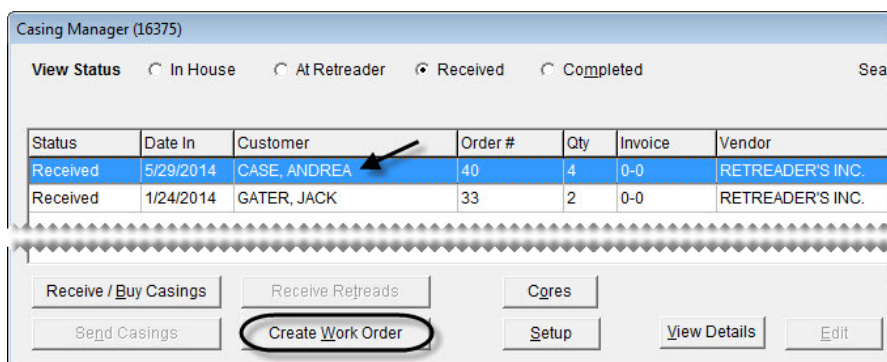
To facilitate retreading services

1. Add the customer's casings to the Casing Manager. For more information, see [“Adding Casings to the Casing Manager” on page 565](#).
2. Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 568](#).
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 569](#).
 - ◆ 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 571](#).
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 305](#).
 - Complete the invoice and collect the payment from the customer. For more information, see [“Completing an Invoice” on page 312](#).

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 565](#).
- Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 568](#).
- 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 569](#).
 - 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 573](#).

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 560](#).

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 565](#).
2. Send the casings to the retreader. For more information, see [“Sending Casings to a Retreader” on page 568](#).
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 569](#).
 - ◆ 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 575](#).
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 560](#).

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 721](#).

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.

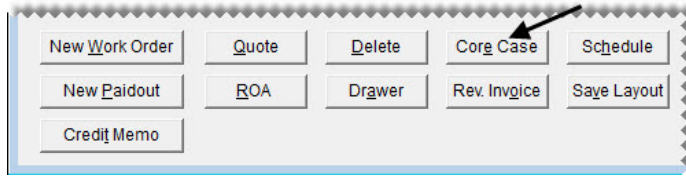
3. Add GL codes that will be assigned to the inventory items used for tracking retread activity. Each GL code should be assigned a unique expense account. For information about the recommended accounts for handling Casing Manager activity, see [“GL Codes for the Casing Manager” on page 723](#).
4. Add 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 727](#).
 - ◆ 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.

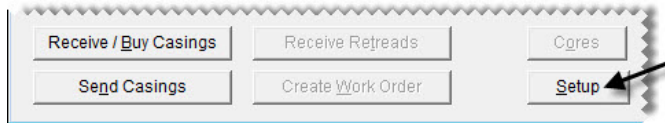
For more information, see [“Adding Items to the Inventory” on page 142](#).

5. Open the casing setup screen.
 - a. Click **Invoicing**. The Open Work Order List appears.

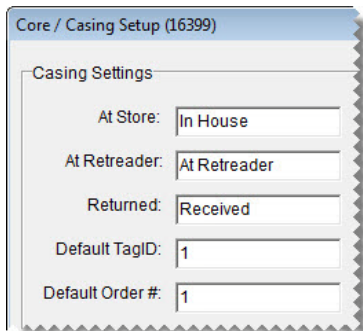
- b. Click **Core Case**. The Casing Manager screen appears.



- 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 581](#).
11. Save the entries that you made in the Core/Casing Setup screen. Then close it.

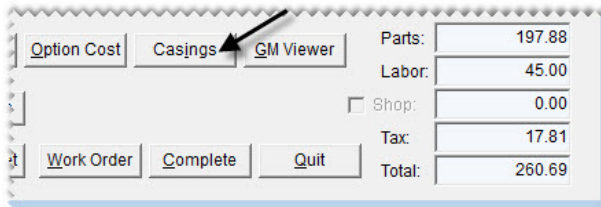
Save Close

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 305](#).



- ◆ 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.

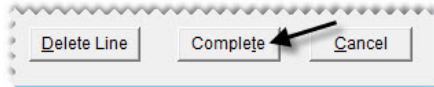
To update information about a casing, click the cell that the information is in. Then click the cell again to make the text editable, and type your changes.

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**.



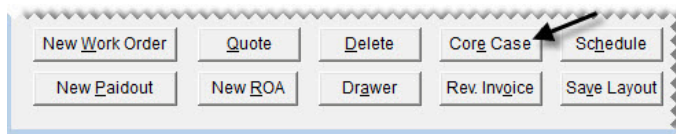
- Close the Casing Manager screen.

Sending Casings to a Retreader

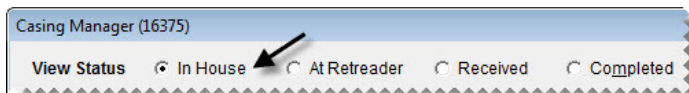
Once you've sent casings to a retreader, update the entries in the Casing Manager so you know that these items are no longer at your store.

To send casings to a retreader

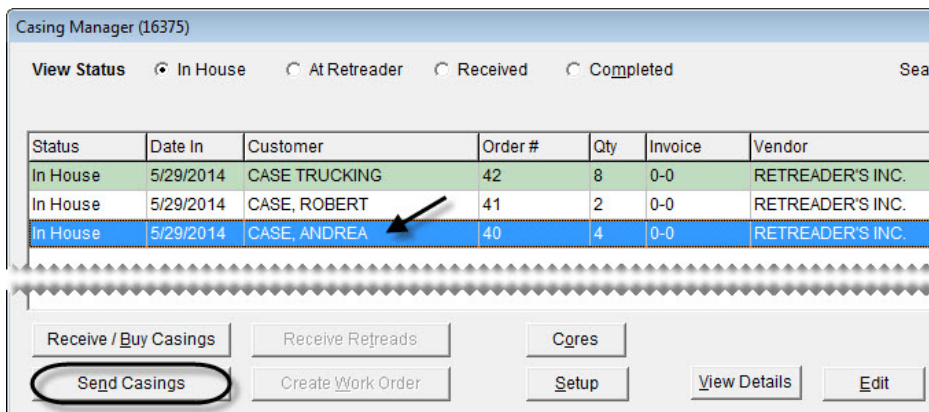
- Open the Casing Manager.
 - Click **Invoicing**.
 - Click **Core Case**. The Casing Manager screen appears.



- 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.

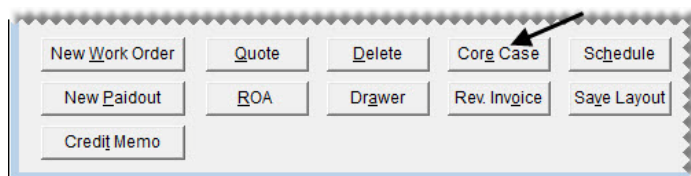
Tip: To select or clear the **Buy** check boxes for all casings, select **Mark/Unmark All - Buy from Customer**.
7. Click **Complete** to finish sending the retreads.
8. To send additional casings to a vendor, repeat steps 3 through 7.

Marking Casings as Defective

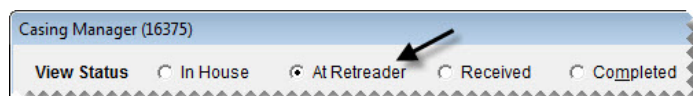
If a retreader refuses to recap a casing, you can mark it as defective in the Casing Manager. You can also record any costs you've incurred or charges you plan to pass on to the customer for handling the defective casing.

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.

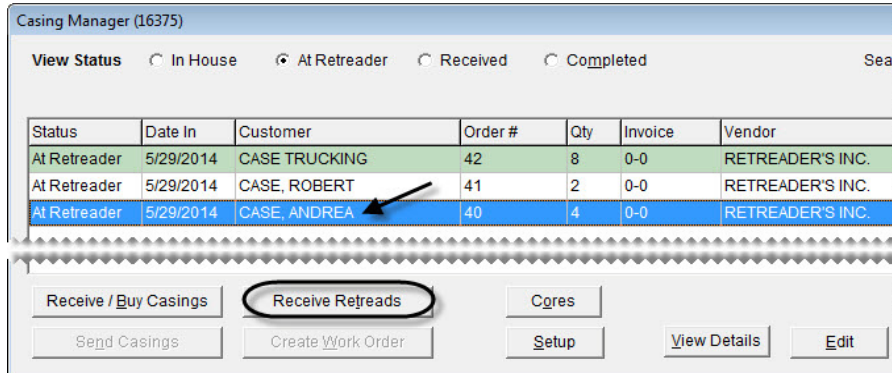


2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

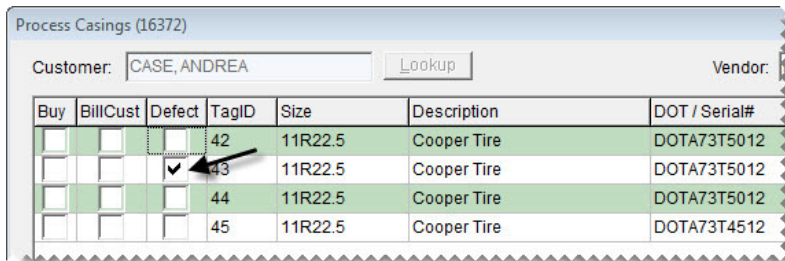


Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**.

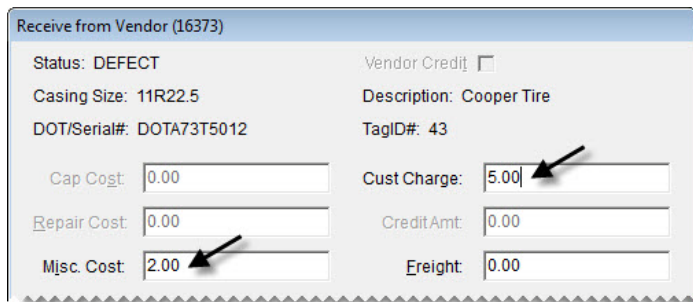
- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen appears.



- 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.

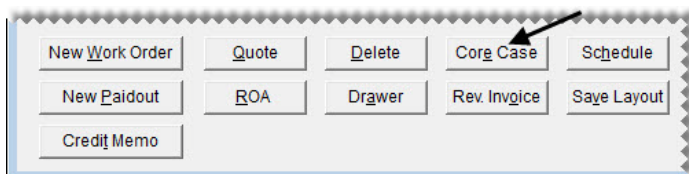
Note: If all of the casings on an order are defective, create a work order so you can collect a fee from the customer who originally brought you the casings. For more information, see [“Facilitating Retread Services” on page 560](#) (step 4).

Recording Retreading Service Fees

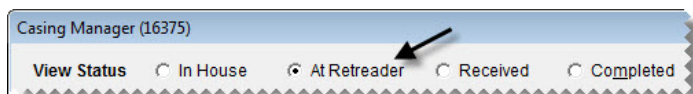
When you facilitate retreading services for a customer, you can offset the recapping and repair costs that the retreader charges you by passing a service fee on to the customer. You need to record the service fee, along with your costs, for each casing that becomes a finished retread.

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.

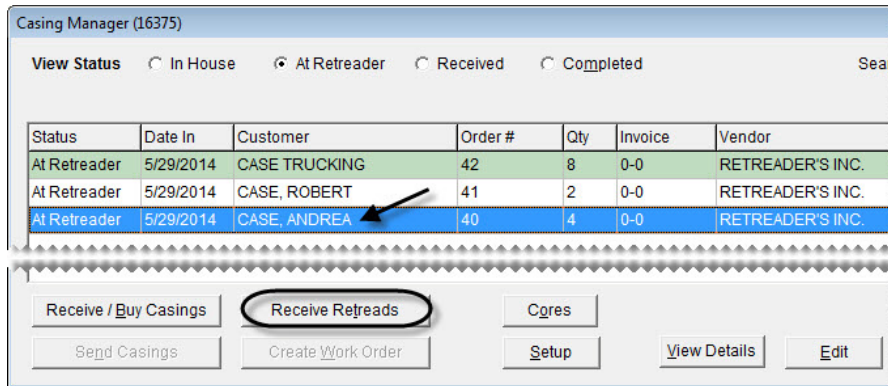


2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.

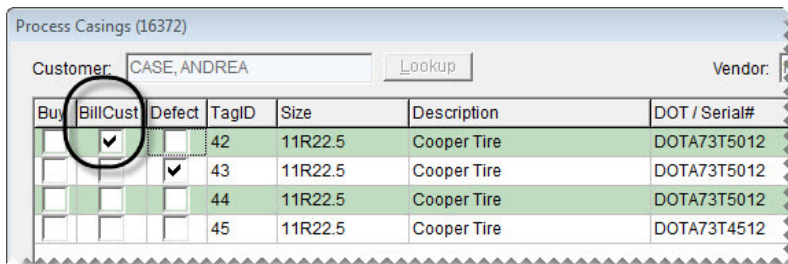


Tip: If you know the order number, tag ID, or number for a casing in the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **Search All** check box.

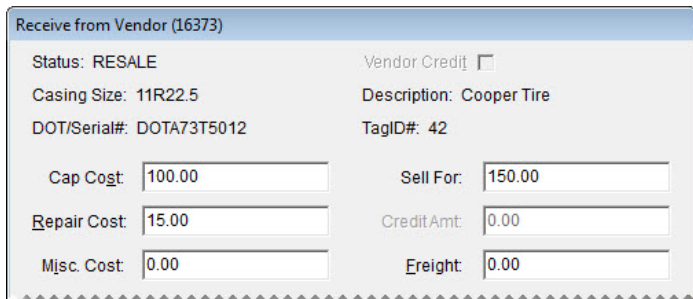
- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen appears.



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**.



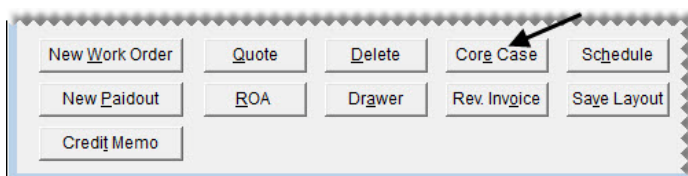
9. Do one of the following:
- ♦ If you're ready to finish recording the service fee, click **Complete**. When the Report Window opens, print the Charge Edit Report. The number of Charge Edit Reports generated, depends on the number of completed retreads in an order.
 - ♦ If you need to wait until later to finish recording the service fee, close the Process Casings screen.

Issuing Casing Credits to a Customer

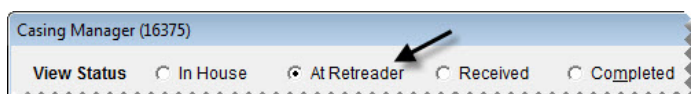
If you want to add finished retreads to your inventory, you can issue a credit to the customer who originally brought the casings to you.

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.

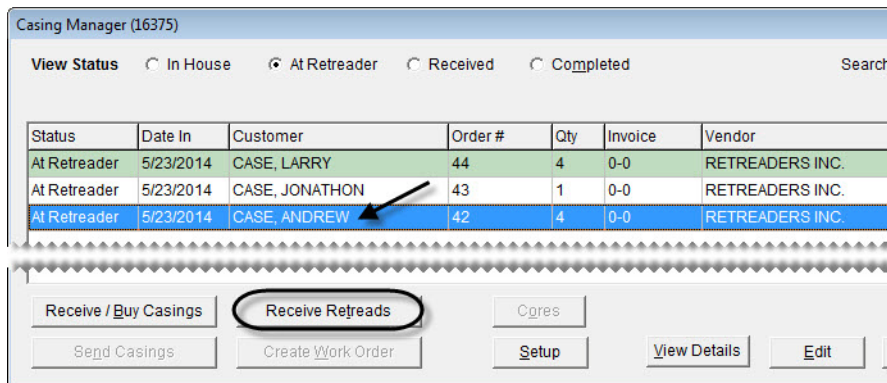


2. Look up the customer's order.
 - a. Display only the orders that have been sent to a retreader. If you're using the Casing Manager's default status settings, make sure **At Retreader** is selected.



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**.

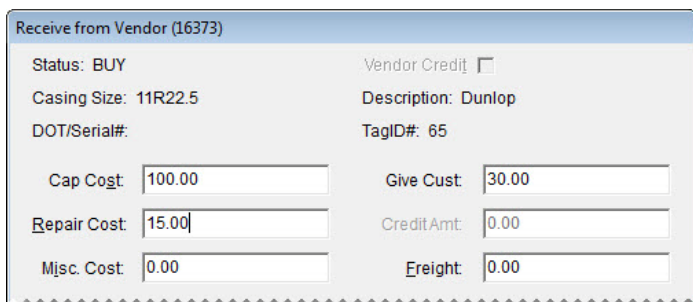
- b. Select the customer's order, and click **Receive Retreads**. The Process Casings screen appears.



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.
- 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 562](#).
 - Look up the cap item or cap and casing items.
 - Repeat steps 11a and 11b until you are no longer prompted to print credit memos or look up items. The Receiving Document screen appears.

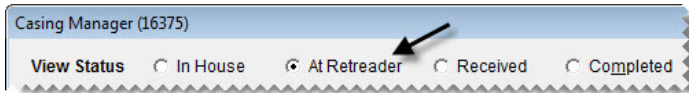
Note: The negative numbers on the receiving document represent the credits you’re giving the customer who originally brought you the casings that are now finished retreads.
12. Receive and price the finished retreads.
- Click **Receive**. TireMaster prompts you to price the items.
 - Click **Yes**. The Vendor Invoice screen appears.
 - Click **Complete**. The Report Window opens and displays a copy of the vendor invoice document.
 - 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).

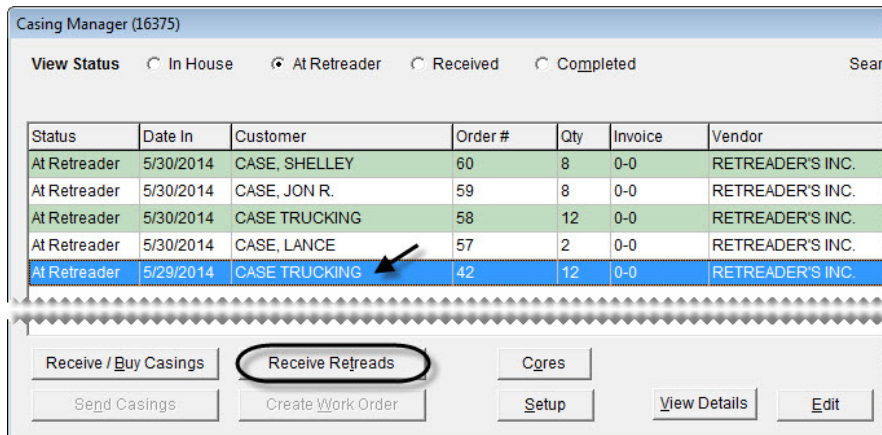
To issue dual casing credits

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.

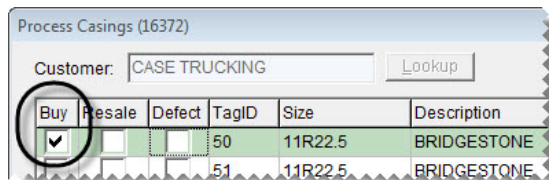


Tip: If you know the order number, tag ID, or number for a casing on the order, you can locate the order with the **Search by** drop-down list. Select the parameter you want to use (such as number), then type the number or ID and click **Find**. To include all orders, regardless of status, select the **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

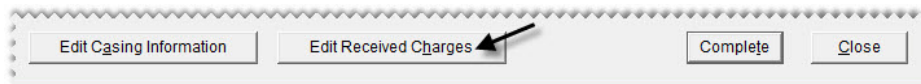
Repair Cost: 0.00 CR Retreader: 70.00

Mjsc. 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

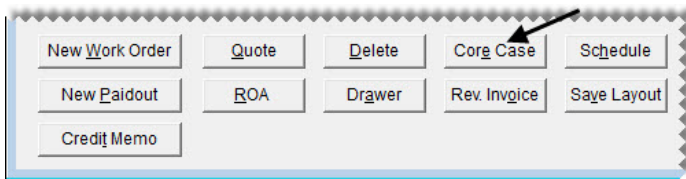
With TireMaster, you can generate the following information about the casings you've tracked:

- ◆ 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

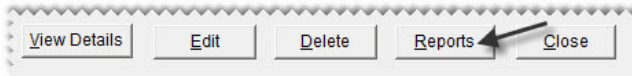
- ◆ A list of casings that can be picked up by customers
- ◆ A list of customers organized by item (casing)
- ◆ A list of casings organized by customer
- ◆ A duplicate credit memo (customer receipt)

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 579
- ◆ “Preparing to Track Core Items” on page 579
- ◆ “Working with Core Items” on page 580
- ◆ “Preparing to Track Cores” on page 581
- ◆ “Managing Core Charges” on page 582
- ◆ “Generating Core Manager Reports” on page 594

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:

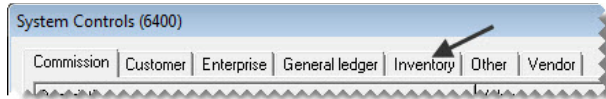
- ◆ You have high-value core items that you wish to track in your inventory, and you want to receive and invoice the items and their associated cores.
- ◆ Your service department replaces an item, such as a water pump, in a customer’s vehicle. In this scenario, the core is in your possession and the 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

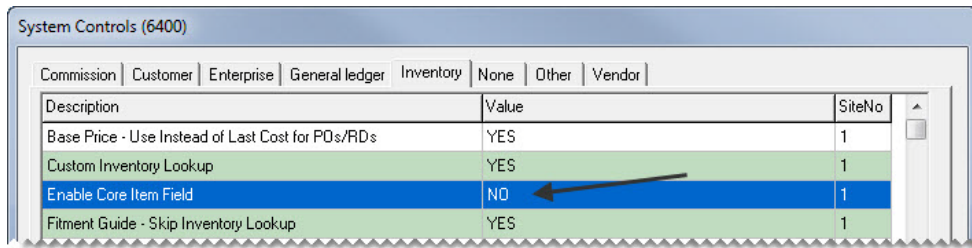
The **Core Item** field in Inventory Maintenance allows you to track high-value cores as inventory items. When a core item is assigned to a parent item, you can invoice or receive the parent item and automatically put the associated core item on the same document.

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.

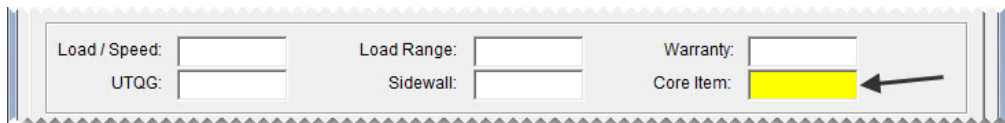


- c. Click **Enable Core Item Field** and press **Enter**.



- 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.

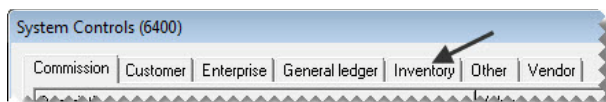
Preparing to Track Cores

Before you can track cores, you need to complete a variety of settings.

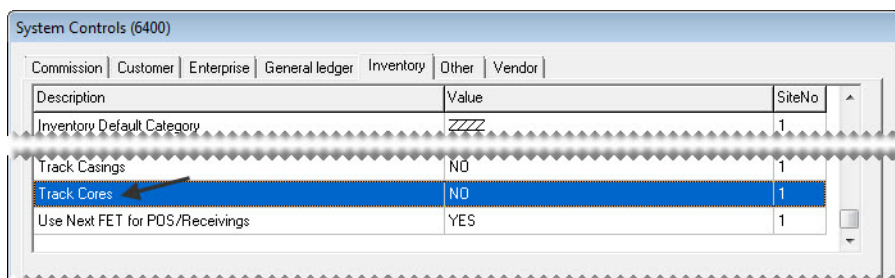
Note: The Core Manager and the Casing Manager both use the same setup screen. If you're running a TireMaster Point of Sale system, ask TireMaster Support to assist you with your core tracking setups.

To prepare to track cores

1. Enable the Core Manager.
 - a. From the **Setup** menu, select **System Controls**.
 - b. Click the **Inventory** tab.



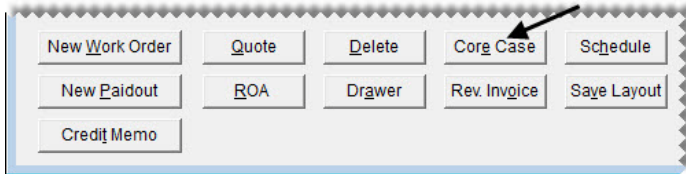
- c. Select **Track Cores** and press **Enter**.



- 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 466](#) or [“Creating an Expense Account” on page 468](#).
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 579](#).

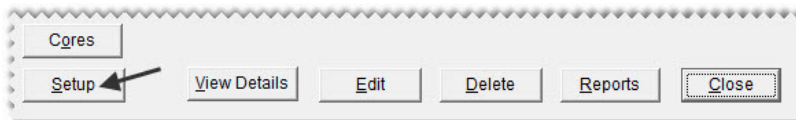
Note: When you add the core charge item, disregard setting prices for it.

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.

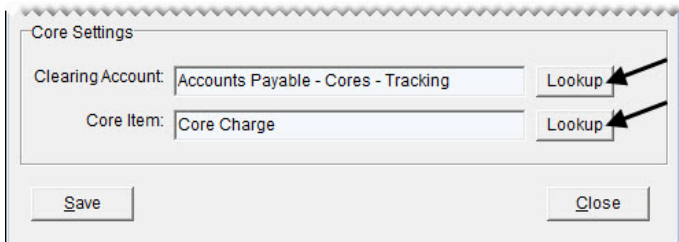


Note: You access the Core Manager via the Casing Manager.

- 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 562.](#)

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 584](#). 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 269](#) and ["Creating a Receiving Document" on page 287](#).
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 305](#).

2. Add the replacement part to the work order, and define the quantity.

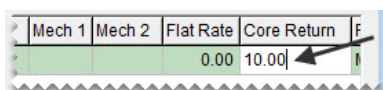
Note: If you entered the item's core cost when it was received or manually defined it in Inventory Maintenance, the Add Cores screen will appear with the core cost information.

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.

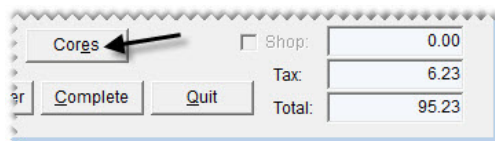
- a. Do one of the following to define the core charge amount:

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 312](#).

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.

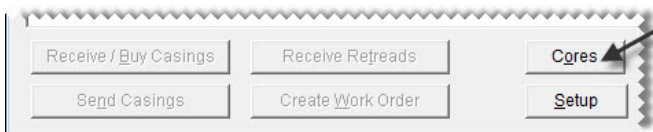
To process core credits

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.

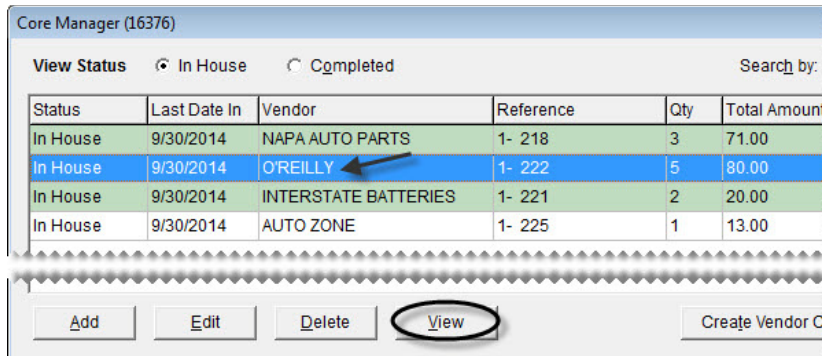


Note: You access the Core Manager via the Casing Manager.

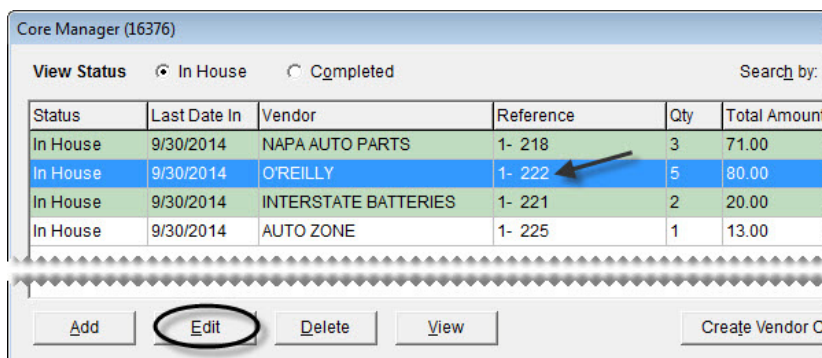
- c. Click **Cores**. The Core Manager opens. For each vendor, it lists the number of cores collected and total credit amount for those cores.



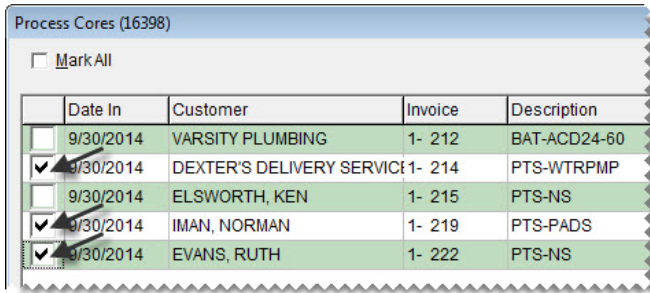
2. To view a list of cores for a vendor, do one of the following:
 - ◆ Select the row for the vendor and click **View**.



- ◆ Generate a hard copy of outstanding cores. For more information, see [“Generating Core Manager Reports” on page 594](#).
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 589](#).
 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 589](#).
 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.

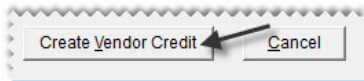


- b. Select the check box for each core charge for which you're receiving a credit. The total vendor credit amount is shown at the bottom of the screen.

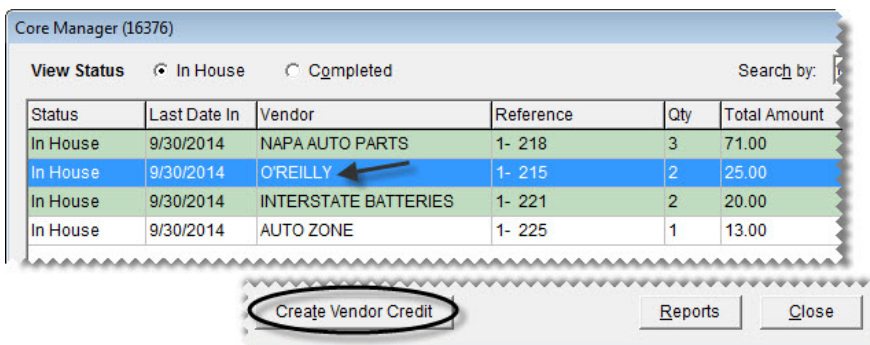


Tip: If the vendor has several core charges, it might be easier to select the **Mark All** check box (upper-left of the screen) and then clear the check boxes for the cores you're not processing at this time.

- 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.



- 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.

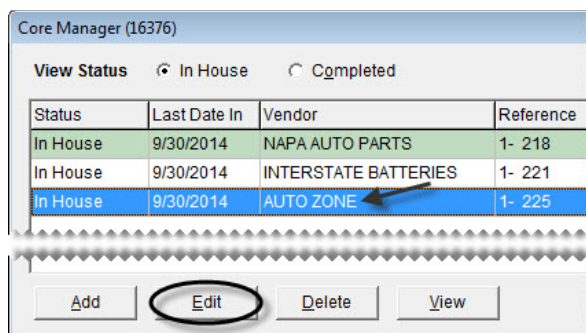
Updating Core Charges

If the information for a core charge is incorrect, you can update it.

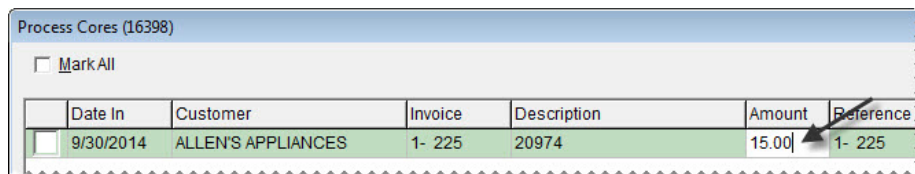
To update a core charge

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.

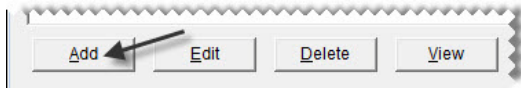
Adding Core Charges from the Core Manager Screen

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 'Qty' field has '1' entered. The 'Vendor Core Charge' field has '9.00' entered. The 'Customer Core Charge' field is empty. Below these fields is a note: '* Core charge amounts are per item.' The 'Vendor' field has 'NAPA AUTO PARTS' entered. The 'Reference' field has 'Manual 001' entered. The 'Description' field has 'Water Pump' entered. The 'Note' field is empty and labeled '(optional)'. The 'Customer' field is empty. At the bottom, there are 'OK' and 'Cancel' buttons, and a checkbox labeled 'Add Core Line to POS' which is currently unchecked.

9. To save the new core charge, click **OK**.

Adding Core Charges from the Process Cores Screen

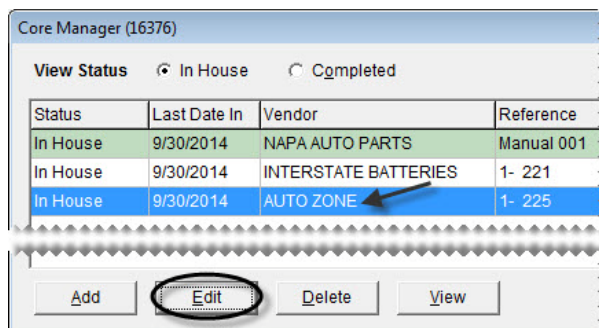
Missing core charge information can be added from the Process Cores screen, which lists individual core charges for a selected vendor.

Note: When you add core charges in this scenario, customer names and invoice numbers cannot be defined.

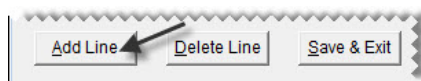
To add missing core charge information

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.

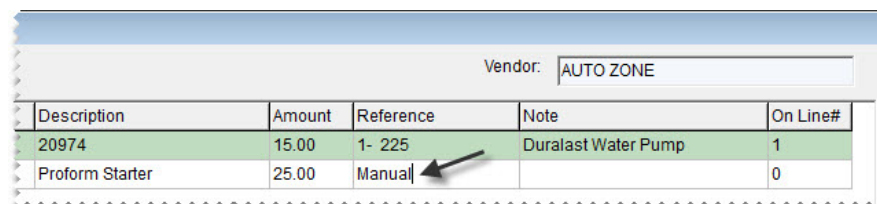
Note: You access the Core Manager via the Casing Manager.
 - c. Click **Cores**. The Core Manager opens.
2. Select the row for the vendor for whom a core charge is missing, and click **Edit**.



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.



- To save the new core charge, click **Save & Exit**.

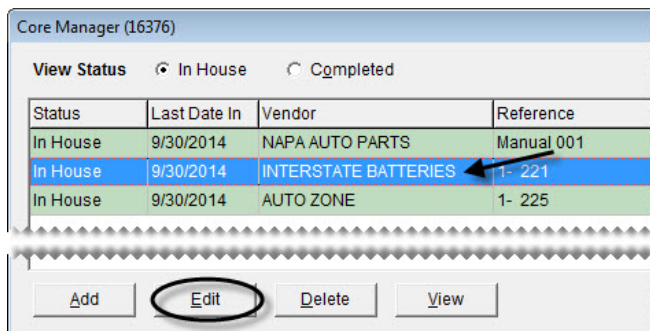


Deleting Uncompleted Core Charges

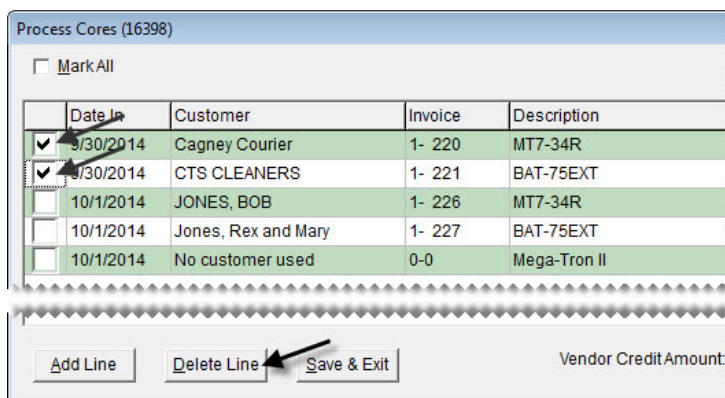
If one or more core charges was added for a vendor in error, you can remove them from the Core Manager. All of the cores can be removed as a group, or you can remove individual charges.

- If the Core Manager isn't already open, do the following:
 - Click **Invoicing**. The Open Work Order List appears.
 - Click **Core Case**. The Casing Manager screen appears.

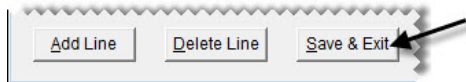
Note: You access the Core Manager via the Casing Manager.
 - Click **Cores**. The Core Manager opens. For each vendor from whom you've collected cores, it lists the number of cores you've collected and the total credit amount for those cores.
- Delete individual core charges, as needed. If you want to delete the entire group of core charges for a vendor, go to step 3 instead.
 - Select the row for the vendor whose core charges you want to remove, and click **Edit**. The Process Cores screen appears.



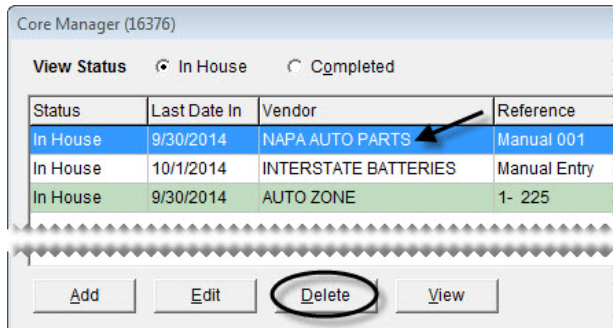
- Select the check box for each core charge you want to remove. Then click **Delete Line**.



- 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**.

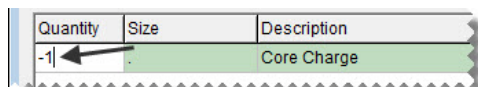
4. Close the Core Manager and Casing Manager screens.

Refunding Customer Core Charges

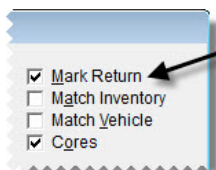
When a customer purchases a part from you and performs the installation off site, you can refund the core charge *you* assessed when the customer returns with the original core.

To refund a core charge

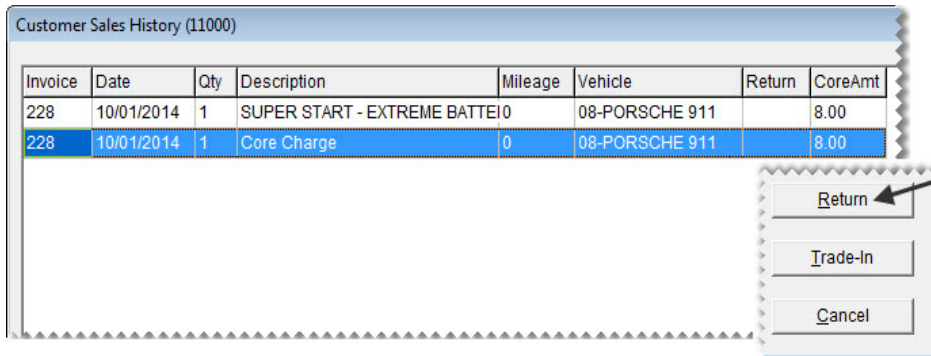
1. Start a work order for the customer. For more information, see [“Creating a Regular Work Order” on page 305](#).
2. Add the core charge item to the work order.
3. Enter the quantity for the core charge as a negative amount (-1) and press **Enter**. The Customer Sales History screen appears.



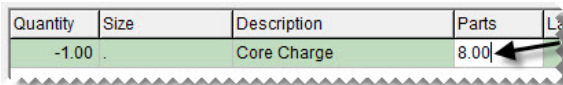
4. Make sure the **Mark Return** check box is selected.



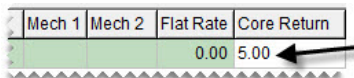
5. Select the row for the core charge and click **Return**.



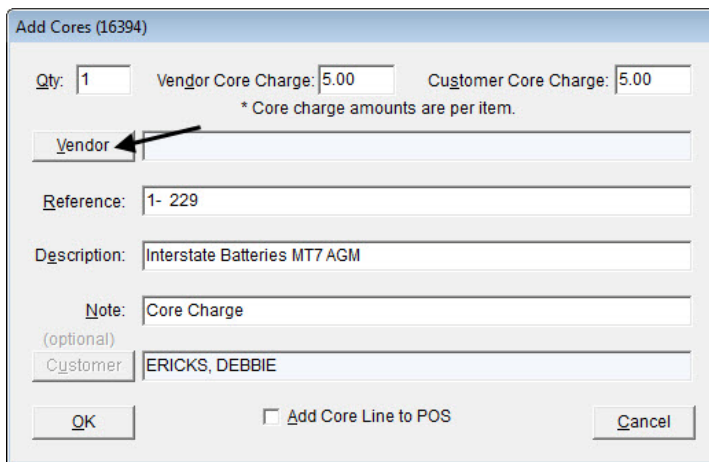
6. Type the core charge amount that you passed on to the customer (the amount you're refunding) in the **Parts** field.



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 312.

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

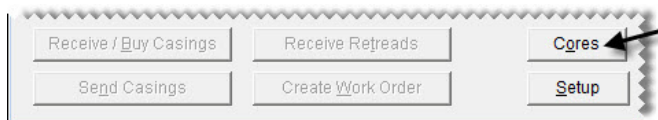
To generate Core Manager reports

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.

Closing

The various closing procedures for TireMaster each serve a specific purpose. This chapter includes the following topics:

- ◆ “Managing Tills” on page 597
- ◆ “Closing a Shift” on page 599
- ◆ “Closing a Day” on page 600
- ◆ “Reports for Closing” on page 604
- ◆ “Generating Customer Statements” on page 605

Managing Tills

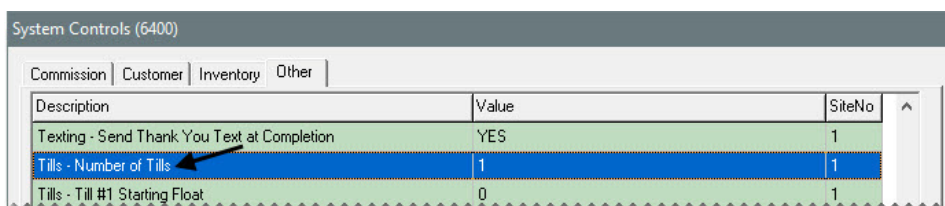
You have the option to use a single till or as many as four tills at a store. The starting till float amount can be the same for all of your tills or it can differ for each of them.

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.
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

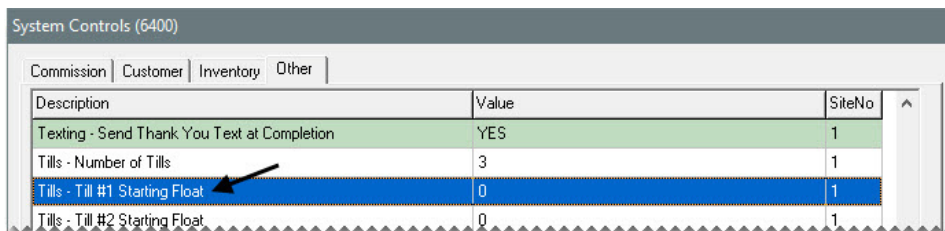
4. Select one of the choices, and click **OK**.
5. Close the System Controls screen.

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.
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

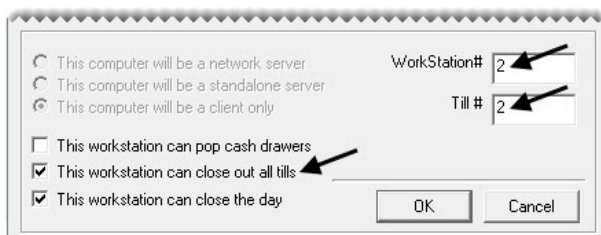
Till numbers are assigned to workstations during the TireMaster client installation, and they can be updated later if needed.

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

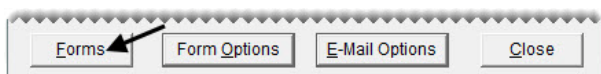


Updating the Till Number

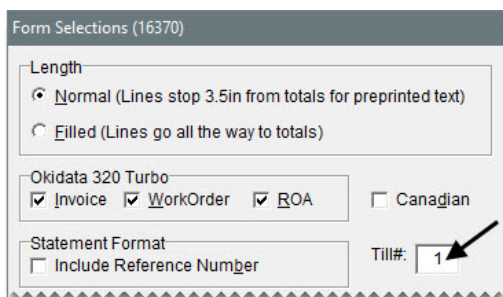
When you need to update the till number for a workstation, change an entry in the settings for your forms.

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 95).

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

Figure 95: 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.
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).

Item	Description
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

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 [Select 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.

Deleting Expired Quotes

From time to time, you might want to delete expired quotes. Although deleting expired quotes is not required, 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.

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**.

Reports for Closing

TireMaster Point of Sale includes several reports that you might want to refer to on a daily or monthly basis.

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 611](#).

Accounts Receivable Reports

The report listed below provides information about your accounts receivable.

Note: The information displayed on reports identified with a check mark (✓) changes with activity. Therefore, you might want to print these time-sensitive reports before you perform transactions in a new fiscal period.

Table 12: Accounts Receivable Report

Time - Sensitive	Report and Description
✓	Customer Balance Report displays all customers with balances and shows aged balances for those customers.

Inventory Reports

The reports listed below (Table 13) provide information about your inventory. You can refer to these reports when taking a physical count.

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 13: Inventory Reports

Time -Sensitive	Report and Description
	Inventory Counting Deck lists inventory items and includes blank lines for noting the actual quantities of items.
✓	Consignment Inventory displays all consignment items as well as their quantities and costs.
✓	Inventory Value Report displays the value of inventory items sorted by category and group.
	Inventory Reconciliation Report displays inventory quantities and the transactions that increased or decreased those quantities during the selected date range.
✓	Open Work Order - Item List shows all items that are currently on open work orders sorted by site and product code.
✓	Open Work Order - Qty lists all items that are currently on open work orders sorted by site and invoice.

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 96).

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	Past Due 61 - 90	91 - 120	Total Due
0.00	150.36	0.00	0.00	0.00	150.36

Figure 96: 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.

Item	Description
Balance Owing	Displays the amount owed to you for transactions affecting the customer's balance since the last statement.
Previous Balance	<p>Displays the balance from the previous month's statement.</p> <p>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.</p>
Current Charges	<p>Displays the amount of any in-house charges and AR journal entries posted to the customer's account since the last statement cutoff.</p> <p>Note: This amount is the total of the Balance Owing column for the statement's Current period activity section.</p>
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.
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	Displays any balances due from previous statements. This amount is based on the due date of invoices.
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 700](#).

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 488](#).

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 650](#).

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 486](#).

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.

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 corresponding "Lookup" buttons:

- Begin Person:** An empty text box with a button labeled "1 Lookup".
- Ending Person:** An empty text box with a button labeled "2 Lookup".
- Customer Type:** A text box containing "1,2,3,4,E,N,S,T,U,Z" with a button labeled "3 Lookup".

At the bottom of the dialog 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. Click **Print**. The Report Window appears.
4. Print the statements. Then close the Report Window.

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 611](#)
- ◆ [“Reports by Tab” on page 613](#)
- ◆ [“Unlisted Reports” on page 683](#)
- ◆ [“Report Window” on page 686](#)
- ◆ [“Report Overrides” on page 687](#)
- ◆ [“Sales Report Options” on page 687](#)

Report List

The Report List (Figure 97) displays most of the reports available in TireMaster and any custom reports you’ve purchased.

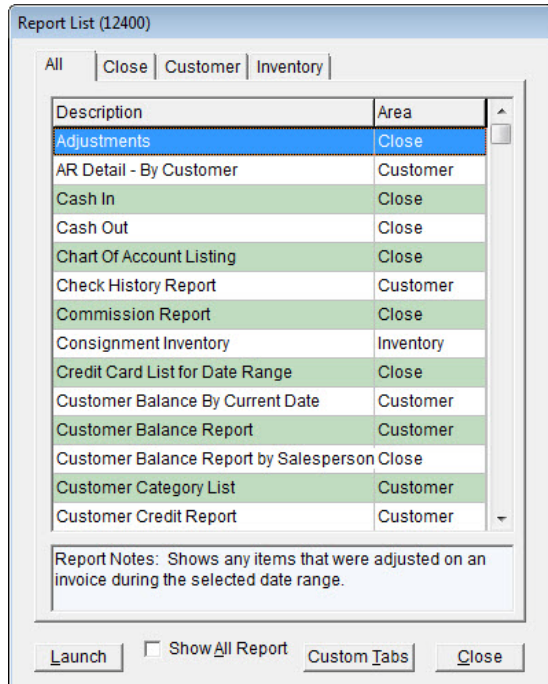


Figure 97: Report List

Item	Description
All	This tab displays all reports that can be generated from the Report List.
Close	These reports are useful for day-end, month-end, and year-end activities.
Custom	These reports are developed on special request. Note: If you have not requested any custom reports, this tab is not available.
Customer	These reports display customer-related information, including accounts-receivable activity and outstanding balances.
Inventory	These reports let you track and manage your inventory.
Launch	Does one of the following, depending on the selected report: <ul style="list-style-type: none"> ◆ Opens the screen for generating the report ◆ Displays the document 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 Customer Balance Report and Customer History Report are listed on the Customer tab. These two reports are also assigned to the Sales security group. User Fred Grant belongs to the Sales security group. Therefore, the Customer tab is available to Fred 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 687](#).

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.

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 **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select **Chart of Accounts Listing** and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

Commission Report

This report displays the sales commissions and spiffs for an individual employee or all employees for a specific date range. The information included on the Commission report is described in Table 14.

Table 14: 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.
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.

Credit Card List for Date Range (16330)

Start Date: 1/25/2012

End Date: 1/31/2012

Credit Card: AMERICAN EXPRESS, BRIDGESTONE/FIREST, DEBIT CARD, DISCOVER, **MASTERCARD**, VISA

Print Show Detail Close

- 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.

Customer Balance Report By Salesperson (...)

Customer Balance By Salesperson

Beginning Salesperson: BROWN, SAM

Ending Salesperson: JACKSON, BETTY

Print Close

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.

6.

Select **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 include invoice information, select the **Show Detail** check box. For invoice totals and averages only, 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. Click **OK**. The Report Window appears.
8. 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.
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 3.8.1 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.

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.

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.

The screenshot shows a dialog box titled "Report Options (13300)". It contains the following fields and controls:

- Start Date:** 6/1/2012 (dropdown menu)
- End Date:** 6/23/2012 (dropdown menu)
- Group By:**
 - Category
 - Group
- Show all Details
- OK** button
- Cancel** button

6. Click **OK**. The Report Window appears.
7. Print the report and close the Report Window.

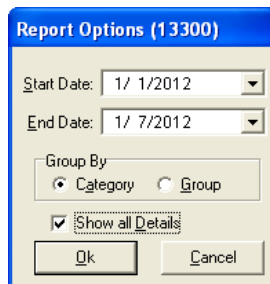
Historical Sales

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 207](#).

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**
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.

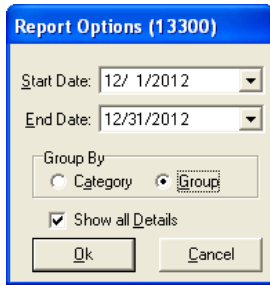
Historical Sales by Zip Code

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 624](#).

To generate a Historical Sales by Zip Code Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Historical Sales by Zip Code 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**

- 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 147](#).

To generate an Invoice Averages by Date Report

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Invoice Averages by Date and click **Launch**. The Invoice Averages by Date screen appears.
- Select the starting and ending dates for the report’s date range.
- Click the **Lookup** button next to the **Inventory Product Code** field, and look up the item that you want to base the report on.
- 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.

- To include individual invoice totals, leave the **Show Detail** check box selected. For a summary of the invoice averages, clear the check box.

- Click **Print**. The Report Window opens.
- 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

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Invoice Detail and click **Launch**. The Date Range screen appears.
- Select the starting and ending dates for the report's date range.
- Click **OK**. The Report Window appears.
- 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 556.

To generate a Mechanic Flat Rate Report

- Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
- Select Mechanic Flat Rate Report and click **Launch**.
- Select the starting and ending dates for the report's date range.
- To generate the report for all employees, leave the **Employee** field blank. For a single employee, click the **Employee** field, press , and select a name from the list that appears.

Tip: To limit the User List to mechanics only, select the **Mechanics** check box at the top of the screen.

5. Select one of the following methods for organizing items on the report:
 - ♦ **Category**
 - ♦ **Group**
 - ♦ **Invoice**
6. To print information for each mechanic on a separate page, make sure the **Page Break** check box is selected. For one continuous document, clear the check box.
7. To include the time spent on each job, make sure the **Show All Details** check box is selected. For subtotals only, clear the check box.
8. To exclude gross profit percentages, select the **Suppress profit information** check box. To include the information, clear the check box.

9. Click **OK**. The Report Window appears.
10. Print the report and close the Report Window.

Mechanic Report

This report lists sales totals, costs, and gross profit by mechanic. It can be generated at the end of the month to help you determine commission amounts for mechanics.

To generate a Mechanic Report

1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Mechanic 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:
 - ♦ **Category**
 - ♦ **Group**

5. To include information about each item sold, make sure the **Show All Details** check box is selected. For category or group subtotals, clear the check box.
6. Do one of the following in the **Employee Range** area:
 - ◆ For all mechanics, leave the **From** and **To** fields blank.
 - ◆ For a range of mechanics, select the employees for the beginning (**From** field) and end (**To** field) of the range. To select an employee, click a field and press . Then choose a name from the list that appears.
 - ◆ For a single mechanic, click the **From** field and press . Then choose a name from the list that appears.

The screenshot shows a dialog box titled "Report Options (13300)". It contains the following fields and controls:

- Start Date: 2/1/2012 (dropdown menu)
- End Date: 2/15/2012 (dropdown menu)
- Group By: Category Group
- Show all Details
- Employee Range:
 - From: SB
 - To: GR
- Buttons: OK, Cancel

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 209](#).

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

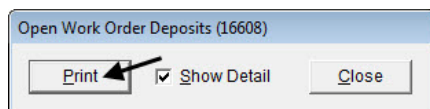
1. Select **Reports** from the **Closing** menu. The Report List appears with the **Close** tab selected.
2. Select Open Work Order - Qty and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

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.

Purchase Order Report

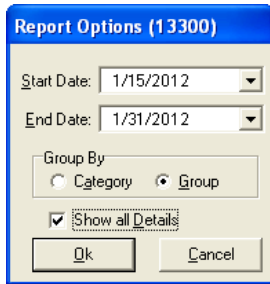
This report shows purchases by inventory category or group for the selected date range.

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.



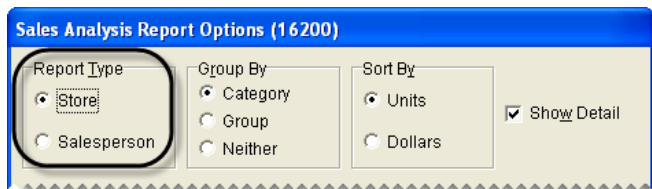
6. Click **OK**. The Report Window appears.
7. Print the report and close the Report Window.

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.

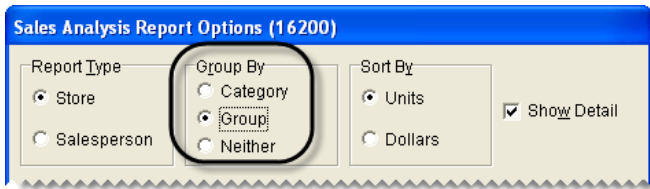
To generate a Sales Analysis Report

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



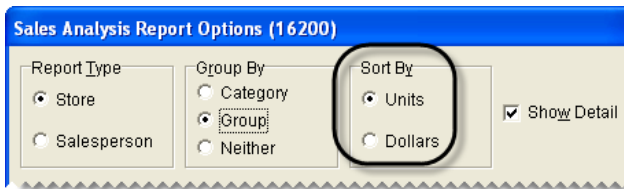
4. Select one of the following methods for organizing items on the report:
 - ◆ **Category**
 - ◆ **Group**

- ◆ **Neither**

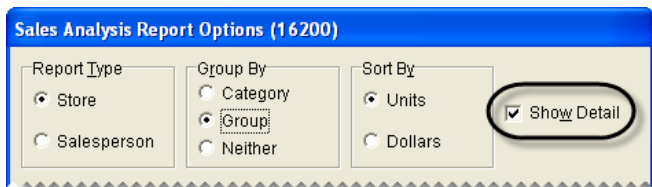


5. Select one of the following in the **Sort By** area:

- ◆ **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

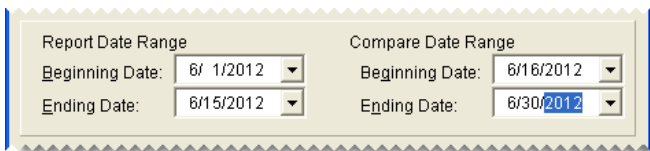


6. To include items sold on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.



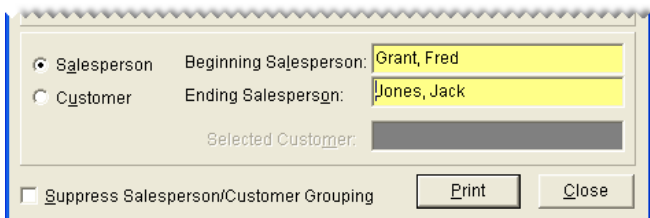
7. Choose the following date ranges:


- 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.



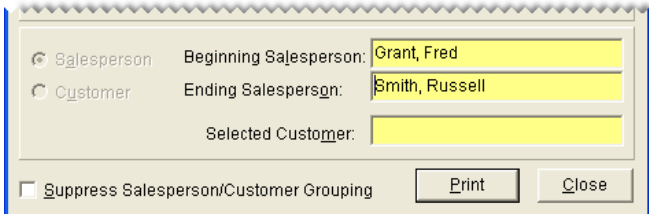
8. Define whether to display the sales figures in report subgroups:

- ◆ 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.



The screenshot shows a configuration window with the following fields and controls:

- Salesperson: Beginning Salesperson: Grant, Fred
- Customer: Ending Salesperson: Smith, Russell
- Selected Customer: (empty field)
- Suppress Salesperson/Customer Grouping
- Print button
- Close button

- ◆ If you don't want to display the information subgroups, select **Suppress Salesperson/Customer Grouping**.



The screenshot shows the configuration window with the following fields and controls:

- Suppress Salesperson/Customer Grouping
- Print button
- Close button

9. Click **Print**. The Report Window appears.

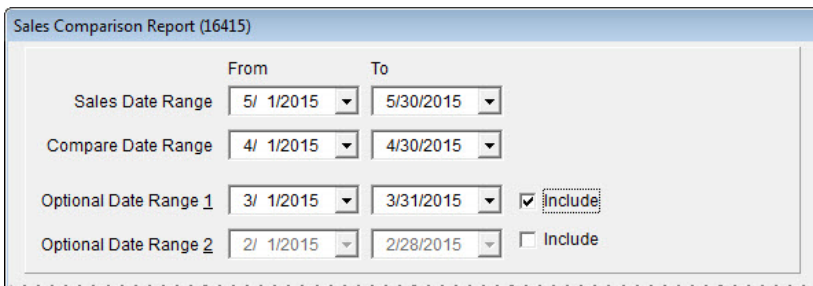
10. Print the report and close the Report Window.

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.

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**.



The screenshot shows the Sales Comparison Report configuration window with the following fields and controls:

	From	To	
Sales Date Range	5/ 1/2015	5/30/2015	
Compare Date Range	4/ 1/2015	4/30/2015	
Optional Date Range 1	3/ 1/2015	3/31/2015	<input checked="" type="checkbox"/> Include
Optional Date Range 2	2/ 1/2015	2/28/2015	<input type="checkbox"/> Include

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**, and **Salesperson** fields blank.

5. Choose which items you want to include on the report by doing one of the following:
 - ◆ For a single item or a group of items, click **Inventory** and look up the item or items. For more information, see [“Looking Up Inventory Items” on page 175](#).
 - ◆ For all items, disregard looking up any inventory.

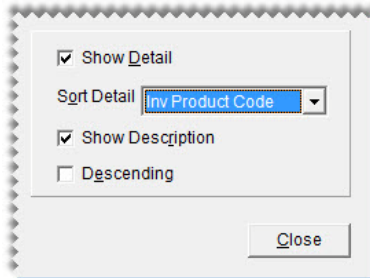
Product Code	Size	Description
001628	155/60R20	EP500 ECOPIA
001475	155/70R19	EP600 ECOPIA
001619	155/70R19	EP500 ECOPIA
001629	175/55R20	EP500 ECOPIA
001476	175/60R19	ECOPIA EP600

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.

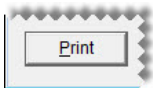
Note: Disregard the **Name**, **Sales**, and **GP** options for each group.

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 687](#).

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 175](#).

- ◆ For all items, leave the **Inventory** field blank.

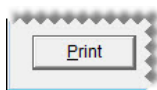
Inventory	Product Code	Size	Description
	740036515	LT195/75R14/6	AT WRANGLER
	744154900	LT215/75R15/8	HT WRANGLER
	744821900	LT215/85R16/10	HT WRANGLER
	744830900	LT225/75R16/10	HT WRANGLER
	744826802	LT235/75R15/6	HT WRANGLER
	744725502	LT235/85R16/10	HT WRANGLER

- 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 642.

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 checkbox labeled "Show Detail" which is checked. 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		

- 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.

- 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		

- 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		

- 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.

- 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.

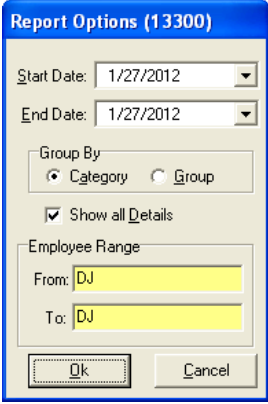
Salesperson Report

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.

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

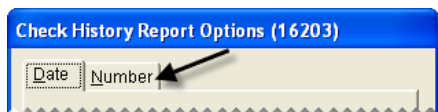
1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select AR Detail - By Customer and click **Launch**. The Customer Range screen appears.
3. Select one or more customers:
 - ♦ For one customer, click **1 Lookup** and look up the customer's 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.

The screenshot shows a dialog box titled "Customer Balance Reports (16377)". It contains three input fields: "Beginning Customer" with the value "NATIONAL AUTO RENTAL", "Ending Customer" with the value "NATIONAL AUTO RENTAL", and "Customer Types" with the value "1,2,3,4,F,N,S,T,Z". At the bottom of the dialog 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 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.

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

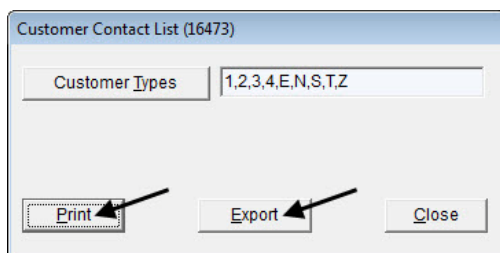
1. Select **Reports** from the **Customers** menu. The Report List appears with the **Customer** tab selected.
2. Select Customer Category List and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

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.

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.

The screenshot shows a dialog box titled "Customer History Report (16378)". It contains the following fields and controls:

- Customer:** A text field containing "DENNISON LONG HAUL".
- Checkboxes:** "All Customers" (unchecked) and "Show Details" (checked).
- Beginning Date:** A date picker showing "1/ 1/2012".
- Ending Date:** A date picker showing "6/15/2012".
- Buttons:** "Print" and "Close".

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.

Customer Balance Reports (16377)

Beginning Customer	CARL'S AUTO	Line Number
Ending Customer	CTS CLEANERS	
Customer Types	1,2,3,4,F,N,S,T,Z	

Print 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.

Customer Balance Reports (16377)

Beginning Customer	
Ending Customer	
Customer Types	1,2,3,4,F,N,S,T,Z

Print 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 175](#).
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

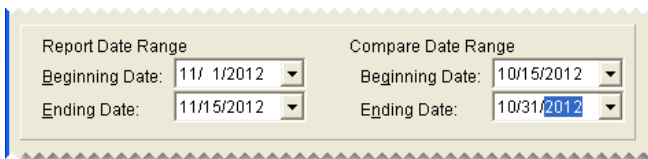
- ◆ **Dollars** to display items from the highest to lowest dollar amount sold



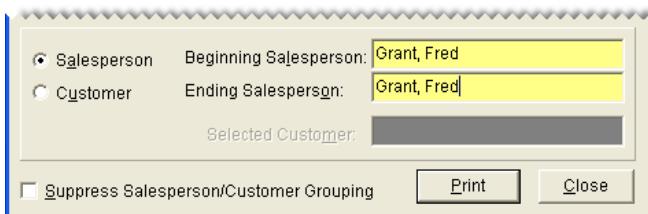
6. To include items sold on the report, make sure the **Show Detail** check box is selected. For totals only, clear the check box.




7. Select dates whose sales totals you want to compare:
 - a. Select the date or date range for current sales from the **Report Date Range** pop-up calendars.
 - b. Select the date or date range that you want to compare your current sales to from the **Compare Date Range** pop-up calendars.



8. Define whether you want to display sales figures in report subgroups:
 - ◆ If you selected the store report type (step 3), select **Salesperson** or **Customer**. Then, look up one salesperson, a range of salespeople, one customer, or all customers.



Note: To look up the name of a salesperson or customer, click the **Beginning Salesperson**, **Ending Salesperson** or **Selected Customer** field. Then press  and select an employee from the list that 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.

Salesperson Beginning Salesperson: Edwards, Jerry
 Customer Ending Salesperson: Smith, Russell
 Selected Customer: NATIONAL AUTO RENTAL
 Suppress Salesperson/Customer Grouping

- ◆ If you don't want to display the information in subgroups, select **Suppress Salesperson/Customer Grouping**.

Suppress Salesperson/Customer Grouping

9. Click **Print**. The Report Window appears.

10. 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.

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.

The screenshot shows a dialog box titled "Real-time Statements (16335)". It has three rows of input fields, each with a "Lookup" button to its right. The first row is "Begin Person" with the value "MICROWAVE PRO INC" and a button labeled "1 Lookup". The second row is "Ending Person" with the value "MICROWAVE PRO INC" and a button labeled "2 Lookup". The third row is "Customer Type" with the value "1,2,3,4,F,N,S,T,Z" and a button labeled "3 Lookup". At the bottom of the dialog are two buttons: "Print" on the left and "Close" on the right.

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, 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.

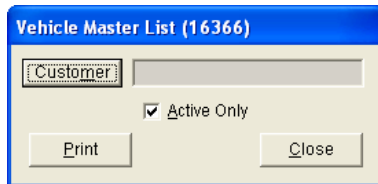
Vehicle

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.
7. To include invoice information, make sure **Show Detail** is selected. To only display totals, clear the check box.

8. Click **Print**. The Report Window opens and displays the report.
9. Print the report and close the Report Window.

Inventory Tab

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 175](#).
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

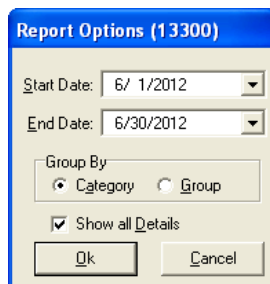
1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Discontinued Inventory List and click **Launch**. The Report Window appears.
3. Print the report and close the Report Window.

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.

Bar Code Report (16408)

Select the information you want to include with the bar code. (Limit 4)

Product Code Quick Look

Size Bar Code #

Description Store Name

Print Order

Size
Description
Bar Code #

Select the bar code that you want to print

Bar Code2

Print Close

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 175](#).
8. Print the labels and close the Report Window.

Inventory Category List

This report lists all inventory category codes and their descriptions.

To generate an Inventory Category List

1. Select **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.

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. Select one of the following methods for organizing items on the report:
 - ♦ **Inventory Group**
 - ♦ **Inventory Category**

4. To include information for individual items, make sure the **Show Detail** check box is selected. For totals only, clear the check box.



5. Click **Print**. The Custom Inventory Lookup screen 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 175](#).
7. Print the report and close the Report Window.
8. Close the Inventory Cost Listing Report screen.

Inventory Counting Deck

This report lists the items you want to count, and it includes blank lines where you can write the actual quantity for each of the items.

Note: For a counting deck that includes TireMaster’s system-generated inventory quantities, print the [Inventory Counting Deck w/ QTY](#) report instead.

To generate an Inventory Counting Deck

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. Select Inventory Counting Deck 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 175](#).
4. Print the report and close the Report Window.

Inventory Counting Deck w/ QTY

This report lists the items that you want to count. For each item, it includes the current system-generated quantity, a blank line where you can write the actual quantity, and the quantity on work orders.

To generate an Inventory Counting Deck w/QTY

1. Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
2. 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 175](#).
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 555](#).

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 175](#).
4. Print the report and close the Report Window.

Inventory Group List

This report lists the inventory groups set up in TireMaster.

To generate an Inventory Group List

1. Select **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 175](#).
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 175](#).
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 175](#).
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 177](#).
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 175](#).
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 175](#).
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 175](#).
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 175](#).
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.

- 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.

- Click **Print**. The Report Window appears.
- 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

- Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
- Select Inventory On Order and click **Launch**. The Inventory On Order screen appears.
- 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.

- 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 175](#).
- Print the report and close the Report Window.
- 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.

- 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 175](#).

EFFSITE NO	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**.

- Click **OK**. The Inventory Reconciliation Report 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**
- 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.

Inventory Reconciliation Report (16202)

Beginning Date: 6/1/2012 Ending Date: 6/30/2012

Show Selected Inventory

GroupBy
 Category Group

Show Current Qty
 Show Detail

Print Close

- Click **Print**. The Report Window appears.
- Print the report and close the Report Window.
- 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 175](#).
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.

- 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.

- Click **Print**. The Report Window appears.
- 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

- Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
- Select Inventory Spiff Report and click **Launch**. 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 175](#).
- Print the report and close the Report Window.

Inventory Value Report

This report lists the value of inventory items sorted by category or group. The value is the quantity on hand multiplied by the item's cost (usually the next cost) including any FET.

To generate an Inventory Value Report

- Select **Reports** from the **Inventory** menu. The Report List appears with the **Inventory** tab selected.
- Select Inventory Value Report and click **Launch**. The Report Options screen appears.
- 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 175](#).
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**

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 175](#).
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 175](#).
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.

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.

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

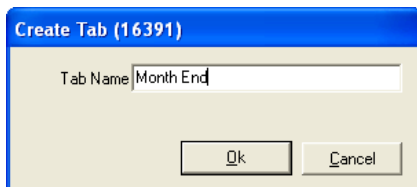
1. On the Report List, click **Custom Tabs**. The Custom Report Tabs screen appears.



2. Click **Create Tab**. The Create Tab screen appears.

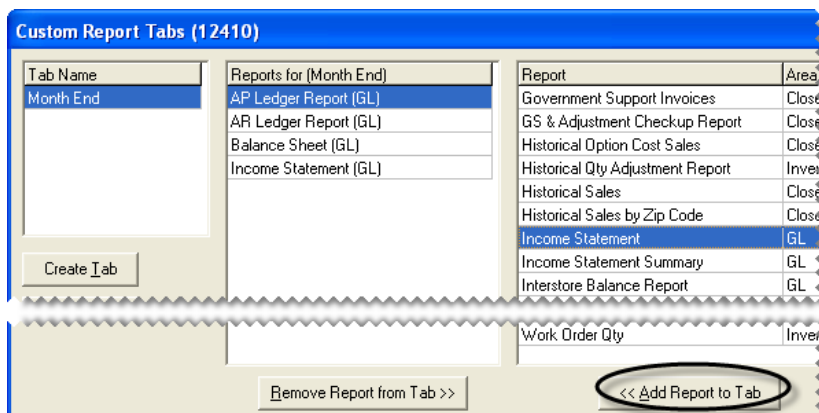


3. Type the name of the new tab and click **OK**.

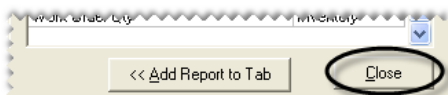


4. In the **Tab Name** pane, select the new tab.
5. Do one of the following in the **Report** pane.
 - ◆ To assign a report to the tab, select the report and click **Add Report to Tab**.

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

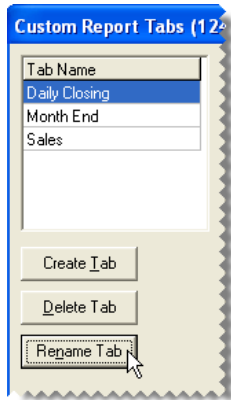
Occasionally, you might need to rename a tab or change which reports are assigned to it.

To update a custom tab's properties

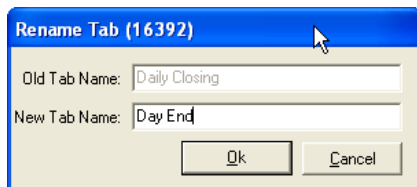
1. On the Report List, click **Custom Tabs**. The Custom Report Tabs screen appears.



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 405](#).

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 577](#).

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 594](#).

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 600](#).

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 600](#).

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 600](#).

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 600](#).

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 488](#).

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 149](#).

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 633](#) and [“Closing a Day” on page 600](#).

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 188](#).

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 231](#), [“Putting Items on Sale” on page 236](#), and [“Putting Items on Sale” on page 236](#).

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 98) 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.

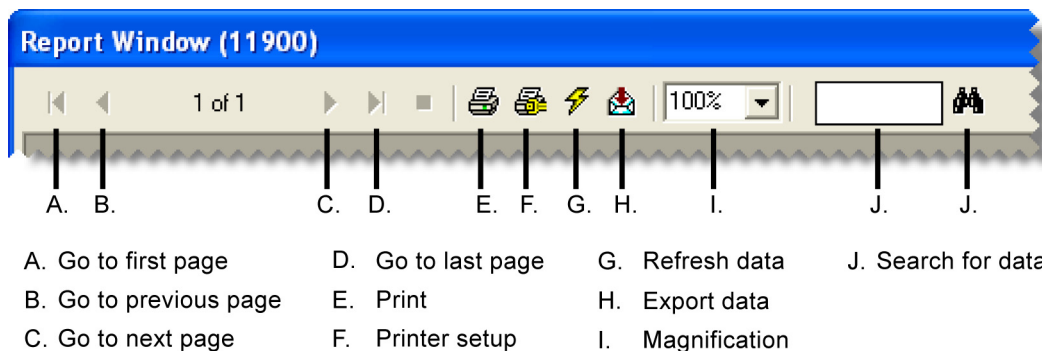





Figure 98: Report Window

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 99):

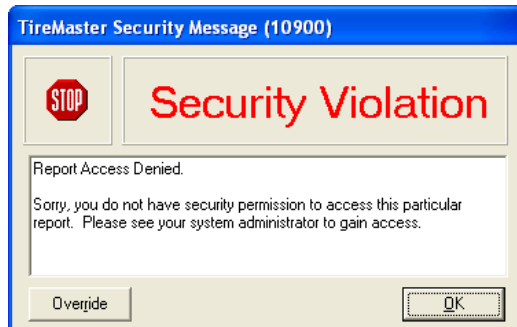


Figure 99: Report Security Warning

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**.

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 100).

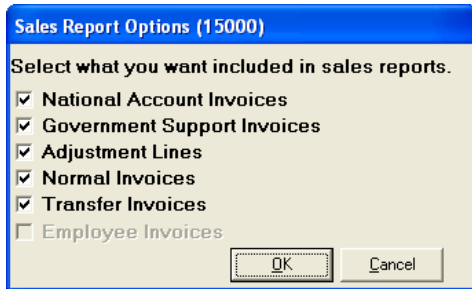


Figure 100: Sales Report Options Screen

Item	Description
National Account Invoices	Displays national-account invoices on sales reports.
Government Support Invoices	Displays government-support invoices on sales reports.
Adjustment Lines	Displays adjustment lines from invoices on sales reports.
Normal Invoices	Displays normal invoices on sales reports.
Transfer Invoices	Displays all transfer invoices on sales reports.
Employee Invoices	Not used.

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 in the full version of TireMaster.
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 in the full version of TireMaster.
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 in the full version of TireMaster.
GL Accounts View	Lets the user view the chart of accounts.
GL Check Add	Lets the user add or update a check or its status on the Check Reconciliation screen in the full version of TireMaster.
GL Check Reconciliation	Lets the user view the Check Reconciliation screen in the full version of TireMaster.
GL Journal Entries	Lets the user make journal entries and AR journal entries to adjust customer balances.
GL Transaction View	Lets the user view general ledger activity on the GL Transaction View screen in the full version of TireMaster.
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 in the full version of TireMaster.
Inventory GL Code Delete	Lets the user delete existing inventory GL codes that have never been used in the full version of TireMaster.
Inventory GL Code View	Lets the user view inventory GL codes.

Item	Description
Inventory Pricing	Not used.
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 in the full version of TireMaster.
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 in the full version of TireMaster.
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. The Vendor Charge screen is available only in the full version of TireMaster.
Vendor Reports	Lets the user print vendor reports in the full version of TireMaster.
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. This appendix includes descriptions of the following:

- ◆ “Commission Controls” on page 697
- ◆ “Customer Controls” on page 698
- ◆ “Inventory Controls” on page 701
- ◆ “Other Controls” on page 704

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.
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.

Item	Description
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.
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.

Item	Description
Debit Cards - Allow Cash Back	<p>Defines whether you allow customers paying with debit cards to add an additional amount to their purchases that is given back to them in cash.</p> <p>Note: This control needs to be set only if a payment card processing application is integrated with your TireMaster system.</p>
Default AR Discount #Days/Date	<p>Defines the number of days or a day of the month for calculating early pay discounts.</p>
Default AR Discount (D=#Days or T=Date)	<p>Defines the discount scheduling option:</p> <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 (%)	<p>Defines the most commonly used percentage for calculating discounts.</p>
Default AR Due #Days/Date	<p>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.</p>
Default AR Due (D=#Days or T=Date)	<p>Defines payment due dates:</p> <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)	<p>Sets the default number of payments for an invoice.</p>
Deposit - MIN Dollar Amount	<p>Defines the minimum dollar amount customers are required to pay toward purchases.</p>
Deposit - MIN Percentage (%)	<p>Defines the minimum percentage of the invoice total that customers are required to pay toward future purchases.</p> <p>Note: When the minimum deposit <i>percentage</i> for an invoice is less than the minimum dollar amount for deposits (Deposit - MIN Dollar Amount), the customer is required to pay the minimum deposit dollar amount.</p>
Enable Customer/ Vendor Next & Prev buttons	<p>Defines whether the Next and Prev (previous) buttons should be available on the Customer Maintenance and Vendor Maintenance screens.</p> <p>Note: The shortcut key for the Prev button is PageUp, and the shortcut for the Next button is PageDown. To move to the next or previous customer, you must be out of edit mode.</p>

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.

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 207.</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 254 .
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 224 .
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 707.</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	Defines whether to require a mileage entry when starting a work order and completing an invoice. Note: Forcing mileage applies only when a vehicle has been selected for a work order.
Force Mechanics	Defines whether salesperson and mechanic information is required on invoices: <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	Defines whether entering the actual cost for noninventoriable items is required: <ul style="list-style-type: none"> ◆ Set to Yes to require users to enter the cost before invoices can be completed. Note: When this control is set to Yes , TireMaster prevents users from entering a cost of \$0.00. <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	Defines whether purchase orders must be created before users can create receiving documents: <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. Note: Regardless of how this control is set, users can still create receiving documents for returning items to vendors.

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 check box 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	<p>Defines the location where installers are placed when they're automatically deployed as part of the nightly backup. These installers can be for TireMaster or add-on products, such as fitment guides and payroll utilities.</p> <p>Note: If no location is set, installers are automatically placed in the apps folder in the TireMaster, QDSTM, or TMPOS directory.</p>
Validate Database	<p>Defines whether the nightly backup should check for data corruption.</p> <p>Note: If this control is not set, the database validation is enabled by default.</p>
Work Orders - Default Quantity	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	<p>Defines how salesperson and mechanic assignments are handled at point of sale (on the Invoice Entry screen):</p> <ul style="list-style-type: none"> ◆ When Yes is selected, the user ID entered in the top row of the Sales, Mech 1, and Mech 2 columns is automatically entered in the remaining rows, regardless of whether user IDs have already been entered in them. ◆ When No is selected, the user ID entered in the top row of the Sales, Mech 1, and Mech 2 columns is not be entered in any of the remaining rows. In this scenario, you need to enter a user ID in each row manually. ◆ When EMPTY is selected, the user ID entered in any row of the Sales, Mech 1, and Mech 2 columns is also automatically entered in the remaining rows that have no user IDs in them. ◆ 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.

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 713](#)
- ◆ [“Resolving Validation Warnings” on page 715](#)

Note: The validation routine does not check the following in TireMaster Point of Sale: Setup: GL Classes, System Control (Other): Cash Disbursement Vendor/Customer, Setup: Sales Tax Rate (GL Account), Setup: Sales Tax Levels (Rates).

Resolving Validation Errors

The following information describes errors generated during the validation process. You need to complete the settings identified in validation errors.

Note: You can disregard validation messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise. These items pertain only to the full version of TireMaster.

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.

Note: You can disregard validation messages referring to GL codes, general ledger accounts, checking accounts, departments, reconciliation codes, the fiscal calendar, and TireMaster Enterprise. These items pertain only to the full version of TireMaster.

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 721](#)
- ◆ [“GL Codes for the Casing Manager” on page 723](#)
- ◆ [“Categories for the Casing Manager” on page 725](#)
- ◆ [“Inventory Items for the Casing Manager” on page 727](#)

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 15. 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 15: 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 16.

Table 16: 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 17.

Table 17: 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 101) as a guide to set up this GL code.

Account Name	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 101: 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 102) 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	Value 1	Value 2
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 102: 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 103) 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	Value 1	Value 2
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 103: 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 104) 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 104: 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 105) 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 105: 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 106: 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 107: 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 108: 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 109) 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 'Product Code' is 'RTDCLR', 'Description' is 'Retread - Clearing Item', and 'Quick Look' is 'Retreads'. The 'Part#' is '1' and '2675'. The 'Inventory (Y/N)' is 'N'. The 'Charge Shop' is checked for 'Parts' and 'Labor'. The 'Category' is 'RTZZ' and 'GL' is 'RTRD'. The 'Weight' is '0.00'. The 'Find', 'Add', 'Edit', 'Delete', and 'Close' buttons are visible at the bottom.

Product Code:	RTDCLR	Part#:	1	2675	
Size:		Rim Size:			
Description:	Retread - Clearing Item				
Quick Look:	Retreads	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> Discontinued		
Group:	Retreads	Charge Shop:	<input checked="" type="checkbox"/> Parts	<input checked="" type="checkbox"/> Labor	
Bolt1:		Lugs:		Offset:	
Bolt2:		Width:		Weight:	0.00
Add-On/Kit Code:		Mfg Code:		Taxable:	<input checked="" type="checkbox"/> Parts <input checked="" type="checkbox"/> Labor
		Category:	RTZZ	GL:	RTRD

Figure 109: Casing Manager Clearing Item

Casing Item

Use the following image (Figure 110) as a guide to add the retread casing item to your TireMaster system.

The screenshot shows the 'Inventory Maintenance (12300)' window with the following data:

- Product Code: RTDCAS
- Description: Retread - Casings
- Quick Look: Retreads
- Group: Retreads
- Part#: 1 2676
- Inventory (Y/N): Y
- Charge Shop: Parts Labor
- Taxable: Parts Labor
- Category: RTCS
- GL: RTCS

Figure 110: Casing Manager Casing Item

Cap Item

Use the following image (Figure 111) as a guide to add the retread cap item to your TireMaster system.

The screenshot shows the 'Inventory Maintenance (12300)' window with the following data:

- Product Code: RTDCAP
- Description: Retread - Caps
- Quick Look: Retreads
- Group: Retreads
- Part#: 1 2677
- Inventory (Y/N): Y
- Charge Shop: Parts Labor
- Taxable: Parts Labor
- Category: RTCP
- GL: RTCP

Figure 111: Casing Manager Cap Item

Repair Item

Use the following image (Figure 112) 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): Y N

Type (G,C,F,D): 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 112: Casing Manager Repair Item

Miscellaneous Item

Use the following image (Figure 113) 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): Y N

Type (G,C,F,D): 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 113: Casing Manager Miscellaneous Item

A

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