



# Bridgestone/Firestone Interface

With the Bridgestone/Firestone Interface, you can electronically submit and process vendor claims for Bridgestone/Firestone transactions. These instructions describe how to set up and use the interface.

**Note:** This version of the Bridgestone/Firestone Interface is for use with TireMaster 7.1.0 and higher. If you're running an earlier version of TireMaster, call TireMaster Support at **800-891-7437**.

## Configuring the Bridgestone/Firestone Interface

If you have not installed the Bridgestone/Firestone Interface, refer to the following sections:

- ♦ [“Installing the Bridgestone/Firestone Interface” on page 1](#)
- ♦ [“Preparing TireMaster for Claim Processing” on page 2](#)
- ♦ [“Setting Up the Bridgestone/Firestone Program” on page 3](#)

## Using the Bridgestone/Firestone Interface

For information on using the Bridgestone/Firestone Interface, refer to the following sections:

- ♦ [“Loading the Input Files” on page 4](#)
- ♦ [“Completing Bridgestone/Firestone Delivery Receipts” on page 4](#)
- ♦ [“Changing the Settings for an Item” on page 6](#)
- ♦ [“Changing the Delivery Location for an Invoice” on page 7](#)
- ♦ [“Viewing Claims” on page 8](#)
- ♦ [“Submitting Claims” on page 9](#)
- ♦ [“Reconciling Credit Memos Electronically” on page 9](#)
- ♦ [“Generating a List of Bridgestone/Firestone Customers” on page 11](#)
- ♦ [“Updating Bridgestone/Firestone Customer Data” on page 11](#)

## Setting Up the Interface

Before you can submit and process claims electronically, you need to install the interface and complete a variety of settings in TireMaster and the Bridgestone/Firestone program.

### Installing the Bridgestone/Firestone Interface

Before you install the interface, make sure that you've installed the file-transfer software endorsed by Bridgestone/Firestone. For more information about this third-party application, contact Bridgestone/Firestone.

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**Note:** Install the Bridgestone/Firestone Interface on the server first and then on the workstations.

### **To install the Bridgestone/Firestone Interface**

Change to describe how to install with auto deployment agent.

1. Close all applications.
2. Inset the *Bridgestone/Firestone Interface* CD into the computer's CD-ROM drive. If the CD runs automatically, go to 6.
3. On the desktop, double-click **My Computer**.
4. Double-click the CD-ROM drive or icon.
5. Double-click **BFNatSetup.exe**. The TireMaster - Installation screen appears.
6. Click **OK**. The TireMaster - Search Results screen appears.
7. Select the installation location for the Bridgestone/Firestone Interface (usually **c:\qdstm** or **d:\qdstm**), and click **Install**. When the installation is finished, the TireMaster - Installation Program screen appears and displays the following message: "The Bridgestone/Firestone Interface install is complete."
8. Click **Finish**.

### **Preparing TireMaster for Claim Processing**

Before you can process Bridgestone/Firestone claims electronically, you need to complete a variety of settings in TireMaster.

#### **To set up TireMaster for Bridgestone/Firestone claim processing**

1. Create a vendor record for Bridgestone/Firestone. See the TireMaster help system or user guide for instructions on adding a vendor record.
2. Create the reconciliation code **BF** for the Bridgestone/Firestone vendor in TireMaster. See the TireMaster help system or user guide for instructions on adding reconciliation codes.

**Note:** The interface only recognizes the reconciliation code **BF** for Bridgestone/Firestone. If you need to use a different reconciliation code for Bridgestone/Firestone, call TireMaster Support.

3. Generate the BSFS Customer Report. For instructions, see ["Generating a List of Bridgestone/Firestone Customers"](#) on page 11.

**Note:** You need to load an input file from Bridgestone/Firestone before you can generate this customer list. For details, see ["Loading the Input Files"](#) on page 4.

4. Create a record for each Bridgestone/Firestone national-account and government-support customer in TireMaster. For information on adding customer records, see the TireMaster help system or user guide.

When you create records for Bridgestone/Firestone customers, do the following:

- ♦ For the reconciliation code, select **BF**.
- ♦ In the **National/GS#** field, type the customer's Bridgestone/Firestone account code. This code is displayed on the BSFS Customer Report.

**Note:** For information about the BSFS Customer Report, see ["Generating a List of Bridgestone/Firestone Customers"](#) on page 11.

- ♦ In the **Dealer#** field, type the customer's location code (if any). This code is displayed on the BSFS Customer Report.

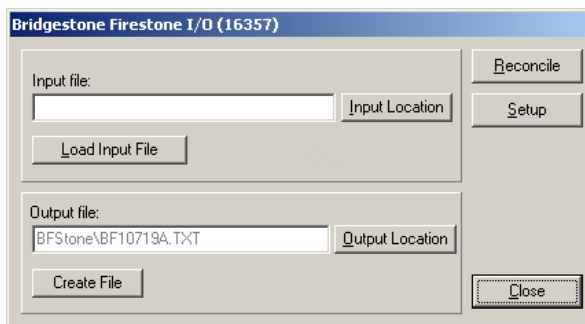
- ◆ For government-support customers, select the **Government Support** check box.
5. Create inventory items in TireMaster for each Bridgestone/Firestone product. For each item, type the Bridgestone/Firestone product ID number in the **Vendor Part#** field.

## Setting Up the Bridgestone/Firestone Program

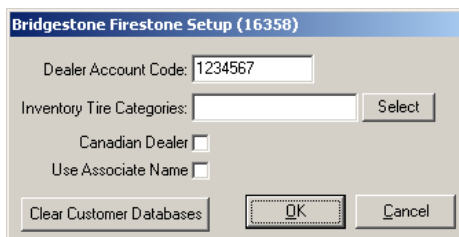
Before you can use the Bridgestone/Firestone Interface, you need to complete a pair of settings. The first setting identifies you as a Bridgestone/Firestone dealer. The second setting enables the program to distinguish tires from the other items that are sold to Bridgestone/Firestone customers.

### To set up the Bridgestone/Firestone program

1. On the desktop, double-click the **BF Interface** icon. The Login BF I/O screen appears.
2. Type in your user name and password, and click **OK**. The Bridgestone Firestone I/O screen appears.



3. Click **Setup**. The Bridgestone Firestone Setup screen appears.



4. Type dealer number provided to you by Bridgestone/Firestone in the **Dealer Account Code** field.
 

**Note:** You can get this number by generating the BSFS Customer Report. For more information, see [“Generating a List of Bridgestone/Firestone Customers” on page 11](#).
5. To select tire categories, do the following:
  - a. Click **Select**. The Select Inv Categories screen appears.
  - b. Press **Ctrl**, and select the inventory categories that are assigned to tires.
 

**Note:** If you selected a category in error, select it again.
  - c. Click **OK**. The selected categories are displayed in the **Inventory Tire Categories** field.
6. To save your changes and exit the Bridgestone Firestone Setup screen, click **OK**.

## Using the Bridgestone/Firestone Interface

Once the Bridgestone/Firestone Interface is set up, you can create invoices for electronic submission and process claims electronically.

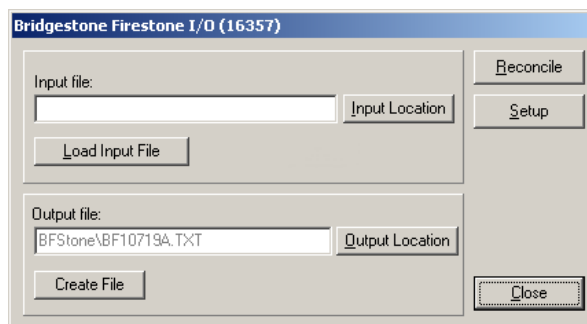
### Loading the Input Files

Bridgestone/Firestone provides one or more input files that include customer information. Upload the input files daily.

**Note:** If you don't load the files, you won't be able to create invoices for Bridgestone/Firestone national-account and government-support customers.

#### To load an input file

1. Download the input files, and save them in the Bridgestone/Firestone folder (usually **QDSTM\BFStone**). For information on downloading the files, refer to the documentation for the software that's used to transfer the files or contact Bridgestone/Firestone.
2. On the desktop, double-click the **BF Interface** icon. The Login BF I/O screen appears.
3. Type in your user name and password, and click **OK**. The Bridgestone Firestone IO screen appears.



4. Click **Input Location**. The Load BSFS Input File screen appears.
5. Locate the files (they're usually in the **QDSTM\BFStone** folder), select them, and click **Open**. The name of one of the selected files appears in the **File Name** field.
6. Click **Load Input File**. When the files are finished loading, the following message appears:

“Input file(s) loaded.”

**Note:** It might take several minutes for the files to load.

7. Click **OK**. Then click **Close**.

### Completing Bridgestone/Firestone Delivery Receipts

In TireMaster, you begin Bridgestone/Firestone work orders in the same way as any other work orders. However, these transactions require additional information before they can be accepted by Bridgestone/Firestone.

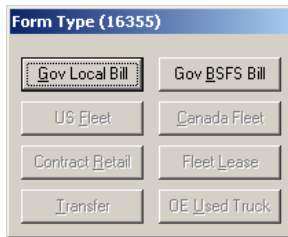
#### To complete a Bridgestone/Firestone Delivery Receipt

1. Click **Invoicing**, and start a work order as usual. For instructions on creating work orders, see the TireMaster help system or user guide.

2. Add all the items (tires, parts, services, and repairs) that are covered under this customer's agreement with Bridgestone/Firestone.

**Note:** You need to set up a separate item in TireMaster for each Bridgestone/Firestone item, repair, or service you sell. Each item you sell must match a corresponding Bridgestone/Firestone item to complete the invoice. If an item is missing a required setting, you can add the setting in the Detail Line Information screen (Step 8). Adding items that are not covered by the customer's agreement with Bridgestone/Firestone will most likely cause the entire claim to be rejected.

3. When you're finished adding items, click **Complete**. The Form Type screen appears.



The screenshot shows a dialog box titled "Form Type (16355)". It contains ten buttons arranged in a grid. The buttons are: "Gov Local Bill", "Gov BSFS Bill", "US Fleet", "Canada Fleet", "Contract Retail", "Fleet Lease", "Transfer", and "OE Used Truck". The "Gov Local Bill" button is highlighted with a dashed border.

4. Depending on the agreement the customer has with Bridgestone/Firestone, select one of the following:
  - ♦ **Gov Local Bill**
  - ♦ **Gov BSFS Bill**
  - ♦ **US Fleet**
  - ♦ **Canada Fleet**
  - ♦ **Contract Retail**
  - ♦ **Fleet Lease**
  - ♦ **Transfer**
  - ♦ **OE Used Truck**

The Bridgestone Firestone National DR Form screen appears.

**Bridgestone Firestone National DR Form (16353)**

**Customer Name**

\* Agency/Certificate:  Driver Name:

Associate Name:  Location:

Location Code:  Phone:

PO Num:  License:

Credit Release:  Delivery Location:  Delivery Class:  Veh Serviced  Warehouse  Stock

Fleet Auth:  MISSION  Tires to Fleet?  \*FET Exemp

Company ID:

Comments:

Vehicle: Odometer:  License:  License State:  Number:  VIN:  Model:  Wheel Positions:  Trailer Number:  Trailer Hub:

Serviced:  Tractor  Trailer

Line	Qty	Size	Description	Price	Vendor PartNo	Vendor Descr
1	4	LT225/75R1	Blizzak w/965 with UNI-T	82.95		

Detail/Edit Skip Electronic Submission Select Form OK Cancel

5. If necessary, change the delivery location. For instructions, see [“Changing the Delivery Location for an Invoice”](#) on page 7.

6. In the top part of the Bridgestone Firestone National DR Form screen, fill in all required fields and any optional fields. For information about each field, refer to documentation provided by Bridgestone/Firestone.

**Note:** Required fields are displayed in red and are preceded by an asterisk. Required and optional fields can vary from customer to customer.

7. Type comments in the **Document Comments** field, if needed.

8. Make sure all line items have a corresponding Bridgestone/Firestone vendor part number and description. If you need to change an item’s settings, see [“Changing the Settings for an Item”](#) on page 6.

9. Click **OK**.

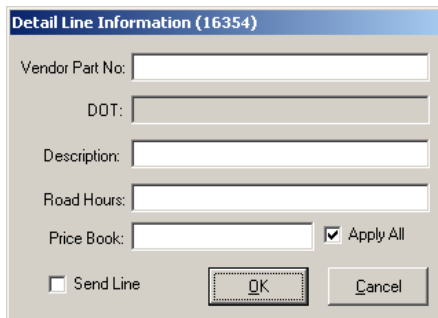
**Note:** Instead of posting as a charge to the customer, the completed invoice posts the expected credit to a holding account.

## Changing the Settings for an Item

If you find that the settings for an item on a work order are incorrect, you can make the necessary changes before completing the invoice. You might also need to change the settings for items when a claim is rejected.

## To change the settings for an item

1. In the Bridgestone Firestone National DR Form screen, click **Detail/Edit**. The Detail Line Information screen appears.



The screenshot shows a dialog box titled "Detail Line Information (16354)". It has several input fields: "Vendor Part No:", "DOT:", "Description:", "Road Hours:", and "Price Book:". There are two checkboxes: "Send Line" (unchecked) and "Apply All" (checked). At the bottom are "OK" and "Cancel" buttons.

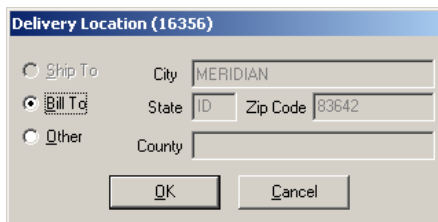
2. Type information in the active fields or select or clear the check boxes as needed.
3. Click **OK**.

## Changing the Delivery Location for an Invoice

The delivery location is used to determine taxing for an invoice. Bridgestone/Firestone assigns one shipping and one billing address to each customer. However, you might need to use an alternative address.

### To change the delivery location for an invoice

1. In the Bridgestone Firestone National DR Form screen, click **Delivery Location**. The Delivery Location screen appears.



The screenshot shows a dialog box titled "Delivery Location (16356)". It has three radio buttons: "Ship To", "Bill To" (selected), and "Other". There are input fields for "City" (containing "MERIDIAN"), "State" (containing "ID"), "Zip Code" (containing "83642"), and "County". At the bottom are "OK" and "Cancel" buttons.

2. Select one of the following options:
  - ◆ **Ship To**
  - ◆ **Bill To**
  - ◆ **Other**

When **Other** is selected, the fields and buttons on the Delivery Location screen become active.

3. If you selected **Other**, type in the city, state, zip code, and county. Otherwise, disregard this step.

**Note:** If you type an alternative address but decide to use the preset shipping or billing address after all, information that you typed, such as the city and zip code, might still be visible when you reselect **Ship To** or **Bill To**. This remaining information does not affect shipping and billing addresses assigned by Bridgestone/Firestone.

4. Click **OK**.

## Viewing Claims

A claim is a credit memo for which you haven't received a credit. You can view a list of claims and the status for each claim in the Bridgestone/Firestone Reconcile screen.

**Note:** To view claims, you must belong to a security group that's assigned the **Natl Recon Credits** permission.

### To view a list of claims

1. Double-click the **BF Interface** icon on the desktop, and log in with your TireMaster user name and password. The Bridgestone Firestone I/O screen appears.

The screenshot shows a window titled "Bridgestone Firestone I/O (16357)". It has two main sections: "Input file:" and "Output file:". The "Input file:" section has a text box and a button labeled "Input Location". Below it is a button labeled "Load Input File". The "Output file:" section has a text box containing "BFStone\BF10719A.TXT" and a button labeled "Output Location". Below it is a button labeled "Create File". On the right side of the window, there are three buttons: "Reconcile", "Setup", and "Close".

2. Click **Apply Reconcile**. The Bridgestone Firestone Reconcile screen appears and displays all credit memos.

The screenshot shows a window titled "Bridgestone Firestone Reconcile Screen (16359)". At the top, there are radio buttons for "Invoice", "Claim", and "Date", with a date dropdown set to "3/27/2002". There are buttons for "Query" and "Apply Reconcile". Below this is a table with the following data:

Status	Date	Site	Mod	Invoice	Amount	Com	Claim	Memo #	CR Date	CR Amount	CR Com	Dif
2	7/19/2006	1	GS	255767	0	0				0	0	0.00
2	7/19/2006	1	NA	255768	203.94	0				0	0	203.94
1	7/19/2006	1	NA	255766	468.42	0				0	0	468.42
1	7/20/2006	1	NA	255765	815.78	0				0	0	815.78

Below the table, there are status indicators: "1 Un-Sent", "2 Sent", "3 Rejected", "4 Complete". To the right, it says "Expected (as listed): 1,488.14". At the bottom, there are buttons for "Process Credits", "Modify Line", "Change Status", "Reconcile Report", and "Close".

**Note:** If the **Reconcile** button is disabled, you need to assign the **Natl Recon Credits** permission to the security group to which you belong.

3. To display credit memos for a specific date range, select **Date**, type the starting date, and click **Query**. The credit memos highlighted in blue (Status 1) will be included in the next output file that you create.

**Note:** The output file contains your claim information. Once you've created the output file, you need to upload it to Bridgestone/Firestone.

4. If you need to make changes to the form or an item, click **Modify Line**. Then modify the item or form as needed.
5. If you need to change the status of a claim, select the claim and click **Change Status**. Then click **Sent** or **Un-Sent**.



6. If you need to reconcile a claim manually, select the claim, and click **Change Status**. Then click **Manual Reconcile**.
7. If you need to generate the National Account Reconciliation Report, click **Reconcile Report**.
8. To exit the Bridgestone Firestone Reconcile screen, click **Close**.

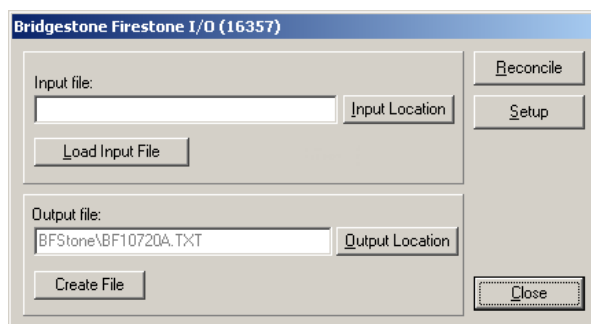
## Submitting Claims

Claims are submitted to Bridgestone/Firestone with a separate file-transfer application. For information about this software, contact Bridgestone/Firestone. Before you can submit claims, you need to create an output file.

**Note:** To create output files, you must belong to a security group that's assigned the **Natl Recon Credits** permission.

### To submit a claim to Bridgestone/Firestone

1. On the desktop, double-click the **BF Interface** icon and log in with your TireMaster user name and password. The Bridgestone Firestone I/O screen appears, and the **Output file** field displays the name and location for the output file you are about to create.



**Note:** You need to know the location of this output file for Step 5.

2. Click **Create File**.

**Note:** If this button is disabled, you belong to a security group that hasn't been assigned the **Natl Recon Credits** permission.

The following message appears:

“File created successfully.”

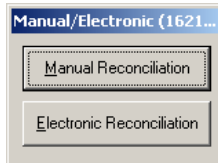
3. Click **OK**.
4. To exit the Bridgestone Firestone I/O screen, click **Close**.
5. Use the file-transfer application to send the output file you created in Step 2 to Bridgestone/Firestone. For instructions on submitting the file, see the documentation for the file-transfer software.

## Reconciling Credit Memos Electronically

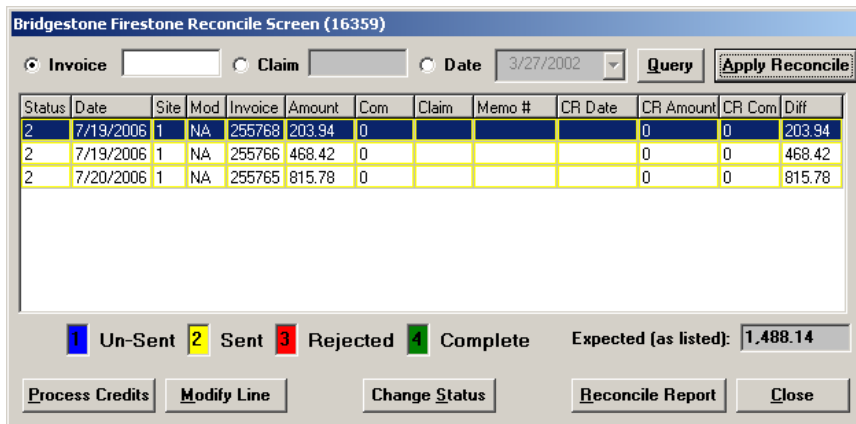
When Bridgestone/Firestone is done processing your claims, you can download feedback files with the updated claim information and reconcile your Bridgestone/Firestone credit memos.

### To reconcile a credit memo

1. Download the appropriate feedback file to the Bridgestone/Firestone folder (usually **QDSTM\BFStone**). For instructions on downloading the file, see the documentation for the file-transfer software.
2. Log in to TireMaster.
3. From the **Vendors** menu, select **Nat'l Recon Codes & Credits**. The Nat'l/Recon Codes/Credits screen appears.
4. Select the code **BF**, and click **Recon**. The Manual/Electronic screen appears.



5. To use the Bridgestone/Firestone Interface to process your national-account claims, click **Electronic Reconciliation**. The Bridgestone Firestone Reconcile Screen appears.



6. Click **Apply Reconcile**. The claims listed on the screen are updated with memo numbers and credit and commission amounts.
  - ◆ Completed (accepted) claims are outlined in green and have the status 4. These claims are not actually processed until you click **Process Credits**. If you click **Query**, completed claims will change back to sent status. To remark a claim as completed, click **Apply Reconcile** again.
  - ◆ Rejected claims are outlined in red and have the status 3.
  - ◆ Claims outlined in blue were not sent to Bridgestone/Firestone in an output file.
7. To generate the National Account Reconciliation report, click **Print**.
8. To research a rejected claim, select it, and click **Modify Line**. Check rejected claims for the following issues:
  - ◆ Make sure the correct form was selected. If needed, change the form by selecting the claim and clicking **Form Type** in the Bridgestone Firestone National DR Form screen.
  - ◆ Make sure all required fields are filled in correctly. For more information, see [“Completing Bridgestone/Firestone Delivery Receipts” on page 4](#), or refer to the Bridgestone/Firestone documentation.
  - ◆ Check optional fields to make sure information is entered correctly.

- ◆ Make sure the items on the claim match appropriate Bridgestone/Firestone items. For more information, see [“Changing the Settings for an Item” on page 6.](#)

**Note:** If the wrong item was sold, you cannot use this screen to make the correction. Instead you need to reverse the original invoice and start over.

9. To process a completed credit memo, select the claim, and click **Process Credits**. The credit information posts to the general ledger and Bridgestone/Firestone’s subledger. In the general ledger, the following changes occur:
  - ◆ The actual credit posts to the vendor account.
  - ◆ The expected credit is reversed out of the holding account.
  - ◆ The difference posts to the appropriate gain or loss account (as specified for the reconciliation code).
10. To exit the Bridgestone/Firestone Reconcile Screen, click **Close**.

## Generating a List of Bridgestone/Firestone Customers

The BSFS Customer List displays the names of Bridgestone/Firestone customers and dealers.

### To generate a list of Bridgestone/Firestone customers

1. From the **Customers** menu, select **Reports**. The Customer tab of the Report List appears.
2. Select **BSFS Customer Report**, and click **Launch**. The BSFS Customer Report screen appears.

3. Do one of the following:
  - ◆ For a list of national-account customers, select **National**.
  - ◆ For a list of Bridgestone/Firestone dealers, select **Dealers**.
  - ◆ For a list of government-support customers, select **Government**.

**Note:** Disregard the setting for Canadian customers at this time.

4. Select the state for which you want a list of customers or dealers.
5. Click **Print**. The Report Window appears.
6. Click **Print**, and then click **Close** to exit the screen.

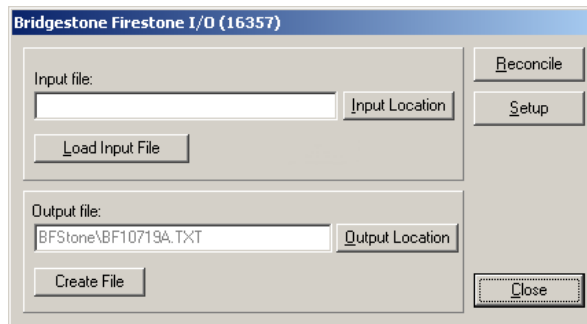
## Updating Bridgestone/Firestone Customer Data

To minimize the download time for input files, Bridgestone/Firestone sends only data that has changed as the result of customer activity. Occasionally, however, you might want to update your Bridgestone/Firestone customer data with the full input file. To complete this update, you need to clear the existing data. Then you can download the full set of input files from Bridgestone/Firestone.

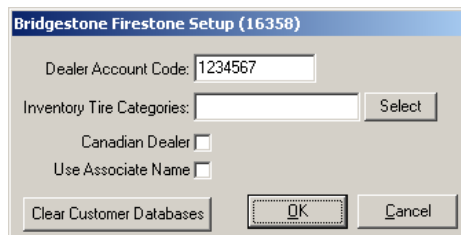
### To update Bridgestone/Firestone Customer Data

1. On the desktop, double-click the **BF Interface** icon. The Login BF I/O screen appears.

2. Type in your user name and password, and click **OK**. The Bridgestone Firestone IO screen appears.



3. Click **Setup**. The Bridgestone Firestone Setup screen appears.



4. Click **Clear Customer Databases**. The following message appears:  
"Are you sure you want to clear the BSFS reference data?"
5. Click **Yes**.
6. To exit the Bridgestone Firestone Setup screen, click **OK**.