



# Goodyear Tire-HQ Interface for TireMaster

The Goodyear Tire-HQ Interface for TireMaster lets you electronically process vendor-credit claims for Goodyear national-account and government-support sales. These instructions describe how to install, set up, and use this interface. For information about the Goodyear Tire-HQ program, refer to the instructions provided to you by Goodyear.

**Note:** For general information on using TireMaster or on setting up national-account and government-support handling, refer to the *TireMaster User Guide* or the *TireMaster Enterprise User Guide* for instructions.

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## Setting Up Processing for Goodyear Tire-HQ

Before you begin using the Goodyear Tire-HQ Interface, you need to install the interface and set up TireMaster for Goodyear national-account and government-support handling. You must also have access to the Goodyear Tire-HQ Web site. For information on setting up your Goodyear Tire-HQ Web-site account, contact a Goodyear representative.

### Installing the Goodyear Tire-HQ Interface

Once you have set up your Goodyear Tire-HQ Web-site account, you can install the Goodyear Tire-HQ Interface to update inventory, add customers, and process national-account and government-support credits.

**Note:** This version of the Goodyear Tire-HQ Interface is only supported for use with TireMaster version 6.0 or higher. If you are running an earlier version of TireMaster, call Support at **800-891-7437**.

#### To install the Goodyear Tire-HQ Interface

1. Close all other applications.
2. Insert the *Goodyear Tire-HQ Interface* CD into the CD-ROM drive. If the CD runs automatically, go to step 6.
3. On the desktop, double-click **My Computer**.
4. Double-click the CD-ROM drive or icon.
5. Double-click **GdyNatSetup.exe**. The Goodyear Tire-HQ - Installation Program screen appears.

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6. Click **OK**. The Goodyear Tire-HQ - Search Results screen appears.
7. Select the installation location for Goodyear Tire-HQ (usually **c:\qdstm** or **d:\qdstm**), and click **Update**. The Goodyear Tire-HQ - Installation Program screen appears and displays the following message: “The Goodyear National Accounts install is complete.”
8. Click **Finish**.

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

Before you can begin processing national-account and government-support credits, you need to set up a Goodyear vendor and reconciliation code in TireMaster.

**Note:** For general information on using TireMaster or on setting up national-account and government-support handling, refer to the *TireMaster User Guide* or the *TireMaster Enterprise User Guide* for instructions.

### **To prepare TireMaster for Goodyear national-account processing**

1. Make sure that the Goodyear Tire-HQ Interface is installed (for example, the QDS Goodyear Interface icon is on your desktop).
2. Check to see that you have the Goodyear reconciliation code (**GY**) set up in TireMaster.  
**Note:** Goodyear’s recon code must be **GY** in order for the interface to recognize it.
3. Make sure that you have a Goodyear vendor set up in TireMaster. The **GY** reconciliation code should be assigned to the vendor.
4. If you have not already done so, make sure you’re set up as a user for the Goodyear Tire-HQ Web site.  
**Note:** To access Goodyear Tire-HQ Web site, you’ll need to be set up as a user by Goodyear. For more information, refer to your Goodyear Tire-HQ documentation or ask your Goodyear representative.
5. Create customer records for each of your Goodyear national-account and government-support customers. For each customer record, do the following:
  - ◆ In the **Recon Code** field, type **GY**.
  - ◆ In the **National/GS#** field, type the customer’s Goodyear national-account or government-support number.
  - ◆ In the **Dealer#** field, type the customer’s nonsig number.
  - ◆ For government-support customers, make sure to select the **Government Support** check box in the customer record.
6. In the Inventory Maintenance screen, set up each Goodyear inventory item.  
**Note:** To allow Goodyear Tire-HQ to update your inventory items, you need to insert the Goodyear product ID in the inventory item’s **Vendor Part #** field. To determine which Goodyear product IDs to add to your inventory items, generate the Goodyear Inventory Report. If you haven’t assigned the product IDs to your inventory items, you’ll have to associate your inventory prices manually during the work-order creation process.

7. In System Controls, make the following changes:
  - ◆ On the **Vendor** tab, double-click **Default Goodyear Account - Other Invoices**, and select a default general-ledger account to which you want to post miscellaneous invoices during electronic processing. To post these charges to other accounts, you'll need to post the charges manually to the general ledger.
  - ◆ On the **Vendor** tab, double-click **Default Goodyear Report Class - Other Invoices**, and select the GL class to use for miscellaneous charges and credits. For your national-account, government-support, and adjustment invoices, TireMaster still posts to the general-ledger accounts specified in the Goodyear reconciliation-code settings.

**Note:** If the screen does not display your settings after you change them, close and re-enter the screen.
8. From the **Setup** menu, select **Sites**. Then select the site to which you're currently logged in.
9. Click **Edit**. The Site Identification Maintenance screen appears.
10. In the **Dealer ID** field, type your store's nonsig number.

## Setting Up Goodyear Claim Submission and Inventory Updates

In the Goodyear Tire-HQ Interface, you can control how and where claims are submitted, as well as what information in your inventory is updated by Goodyear Tire-HQ.

### To set up Goodyear claim submission and inventory updates

1. On the computer's desktop, double-click **QDS Goodyear Interface** and log in using your TireMaster user ID and password.
2. From the Goodyear Tire-HQ Interface, click **Setup**. The Goodyear Setup screen appears.
3. If you're using TireMaster Enterprise, select your claim-processing options:
  - ◆ If you want sites to be able to reconcile their own claims, click the **Reconcile claims at sites** check box.
  - ◆ If you want sites to be able to submit their own claims, click the **Submit claims at sites** check box.
4. If you want to update your inventory from the Goodyear Tire-HQ Web site, click the **Update Inventory** check box, and select one or more of the following items to update:
  - ◆ **Description**
  - ◆ **Base Price**
  - ◆ **Excise Tax**
  - ◆ **Weight**
5. When you're finished selecting options, click **OK**.

## Using the Goodyear Tire-HQ Interface

When you're ready to submit credit memos, you can use the Goodyear Tire-HQ interface to create a credit-memo file and upload it to the Goodyear Tire-HQ Web site. After Goodyear processes those credit memos, you can download a dataset file from the Goodyear Tire-HQ Web site, load the file in the Goodyear Tire-HQ Interface, and process the credits in that batch.

**Note:** For more information on using the Goodyear Tire-HQ program, please refer to the Goodyear Tire-HQ documentation or contact your Goodyear representative.

The Goodyear Tire-HQ Interface also lets you handle other types of invoices from Goodyear (for example, advertising charges). These invoices are included with the dataset file and can be processed automatically if you want.

## Loading the Initial Goodyear Dataset

To begin using the Goodyear Tire-HQ Interface, you need to download the full dataset file to start the process. You should only have to download the full dataset file once. This file includes all Goodyear inventory items and customer records. If the Goodyear product IDs match the values in your inventory items' **Vendor Part #** field, prices and descriptions for these items are updated. This file also downloads new inventory items. However, new items are not added to TireMaster automatically. You can generate a report from the Goodyear Tire-HQ Interface and then add the new items into TireMaster manually.

### To load the initial Goodyear dataset

1. Go to Goodyear Tire-HQ Web site and download the full TPP dataset file.  
For more information on downloading this file, refer to your Goodyear instructions. The full dataset file contains Goodyear customer and inventory information.
2. When you download the file, save it in the **QDSTM\Goodyear\input** folder (usually on your **C:\** or **D:\** drive).  
**Note:** You can set up the correct download location in your profile settings on the Goodyear Tire-HQ Web site.
3. On the desktop, double-click the **QDS Goodyear Interface** icon, and log in using your TireMaster user ID and password.  
**Note:** To log into Goodyear Tire-HQ Interface, you must be assigned the Nat'l Recon Credits permission.
4. In the Goodyear Interface screen, click **Load Input File**.  
When you load the initial dataset file, the Goodyear Tire-HQ Interface takes considerable time (10–30 minutes) to update the TireMaster database. While the file is loading, all buttons on the Goodyear Tire-HQ Interface are disabled. When the dataset file has finished loading, the following message appears:  
“Input File Loaded.”
5. Click **OK**, and then click **Close**.

## Creating Goodyear Invoices

Invoice creation is slightly different for Goodyear accounts than for non-Goodyear customers. In addition to the information required for a normal invoice, you also need to provide additional account information. The information required can vary depending on the customer and account type.

### To create a Goodyear invoice

1. In TireMaster, start an invoice, and select a Goodyear national-account or government-support customer.
2. Add items (tires, parts, services, or repairs) that are covered under this customer's agreement with Goodyear. Each item must be assigned a Goodyear product ID.

3. When you're finished adding items, click **Complete**. The Goodyear Additional Information screen appears.
4. In the Goodyear Additional Information screen, fill in all required fields and any desired optional fields.
 

**Note:** Required fields are marked with an asterisk (\*) and red text. Different customers can have a different set of required and optional fields. Some fields have special formatting requirements. To see the format required for a field, click the field and press . If the field does not require a special format, the following message appears: "No Primary Mask for this Field."
5. For government-support invoices, select **State**, **Federal**, or **Federal Exempt**.
 

**Note:** If none of these selections is required for this customer, they will not appear on screen.
6. Make sure that each item has information in the **Goodyear ID** and **Goodyear Description** columns.
 

**Note:** If these columns are blank for an item, you need to select the correct product ID and description from the list of inventory items. For more information, see "Manually Setting Goodyear Product IDs and Descriptions" on page 5.
7. To go to the invoice completion screen, click **OK** and complete the invoice as usual. The Complete/Pre-Process Invoice screen appears, and the required information from the Goodyear Additional Information screen is displayed in the **Comments** field.
 

**Note:** If you prefer to send printed credit memos to Goodyear and process the resulting credits in TireMaster manually, click **Skip Electronic Submission**.
8. In the Complete/Pre-Process Invoice screen, type the claim number for the memo in the **Ref** field. The number you type in the **Ref** field will be displayed in the **Claim** field of the reconciliation screen.
 

When the invoice is completed, the expected credit posts to the general ledger and is shown in the reconciliation screen.

## Manually Setting Goodyear Product IDs and Descriptions

If you have Goodyear inventory items that do not have the same Goodyear product IDs as their vendor part numbers, you need to select the correct products manually. Once you select a product from the list manually, the product ID and description are copied into the **Vendor Part #** and **Description** fields for that inventory item.

### To set a Goodyear product ID and description manually

1. In the Goodyear Additional Information screen, select an item, and click **Detail/Edit**. The Detail Line Information screen appears.
 

**Note:** The Goodyear Additional Information screen appears during the invoice-creation process. For information on creating a Goodyear invoice, see "Creating Goodyear Invoices" on page 4.
2. Click **Product ID**. The Product Selection screen appears.
3. Select the product ID and description, and click **OK**. The following message appears:
 

"This will change the vendor part number for this item in inventory. Are you sure you want to reassign this part number?"

4. Click **Yes**.
5. Click **OK**.

## Submitting Claims to Goodyear

You can submit claims from within TireMaster or through the Goodyear Tire-HQ Interface. The process for reconciling credits electronically is identical regardless of whether you use TireMaster or Goodyear Tire-HQ Interface.

### To submit claims to Goodyear

1. On your desktop, double-click the **QDS Goodyear Interface** icon and log in using your TireMaster user ID and password.
2. From the Goodyear Tire-HQ Interface, click **Reconcile**.
3. Review the claims (national-account, government-support, and adjustment invoices) that are ready to be submitted to Goodyear. The Goodyear Reconcile Screen displays a list of all credit memos.

If you want to view only credit memos for a specific date range, select **Date**, enter the starting date, and click **Query**. In this screen, the credit memos with the status **Un-Sent** are the claims that will be sent to Goodyear the next time you create an output file.

4. Click **Create TPP File**.

After the file is created, the **Output file (tpp) for Goodyear** field displays the name of the file that will be created the next time you create an output file.

**Note:** If this button is disabled, your TireMaster user account doesn't have the Nat'l Recon Credits permission.

After you create the output file, the submitted credits have the status **Sent** in the Goodyear Reconciliation Screen.

5. Click **Close**.
6. Go to the Goodyear Tire-HQ Web site, and upload the output file so that it can be processed.

**Note:** For information on loading the output file, please refer to the Goodyear Tire-HQ documentation.

## Processing Goodyear Credits

On a regular basis (for example, once a day), you need to download dataset files from the Goodyear Tire-HQ Web site. You then need to load the input file, and complete the reconciliation process.

### To process Goodyear credits

1. Go to the Goodyear Tire-HQ Web site, and download the latest dataset file.  
**Note:** If you process credits daily, download the daily dataset. Otherwise, you can select specific datasets to download.
2. On the computer's desktop, double-click the **QDS Goodyear Interface** icon and log in using your TireMaster user ID and password.
3. In the Goodyear Tire-HQ Interface, click **Load Input File**, and then click **Reconcile**. The Goodyear Reconcile Screen appears and displays a list of claims.

4. Click **Apply Reconcile**. All claims that have been processed by Goodyear change from the status **Sent** to **Complete**, and the interface inserts a memo number, credit date, credit amount, and handling fee for each of the credits you are reconciling.

**Note:** Any expected credits rejected by Goodyear are changed to the status **Rejected**. For information on resubmitting rejected claims, see “Reprocessing Rejected Claims” on page 7.

5. To process the credits marked **Complete**, click **Process Credits**.

## **Reprocessing Rejected Claims**

In some cases, Goodyear might reject claims and return them without credit. You can modify rejected claims and resubmit them.

### **To reprocess rejected claims**

1. To research a rejected claim, select the claim, and click **Modify Line**.
2. Make sure that all required fields are filled in correctly.

**Note:** For information on requirements for Goodyear account claims, refer to the documentation provided by Goodyear for that account.

3. Check optional fields to make sure they are filled in correctly.
4. Make sure your items are associated with the correct Goodyear product IDs. If not, click **Detail/Edit** to reassign the item to a Goodyear product ID.

**Note:** For some types of problems (for example, having the wrong customer, the wrong inventory item, or the wrong quantity), you won’t be able to use this screen to make the correction. Instead you’ll need to reverse the original invoice, create an identical invoice with negative quantities, and complete the negative invoice.

5. Click **Change Status**, and then click **Un-Sent**. The status of the selected item changes back to the status **Un-Sent**.
6. When you’re finished modifying claims, click **Close**.
7. Resubmit the claims to Goodyear.

## **Processing Miscellaneous Goodyear Invoices**

Goodyear uses Tire-HQ to submit various types of invoices to you. The Goodyear Tire-HQ Interface lets you submit these invoices to TireMaster to post charges and credits to the general ledger.

### **To process miscellaneous invoices**

1. On your desktop, double-click the **QDS Goodyear Interface** icon and log in using your TireMaster user ID and password.
2. In the Goodyear Tire-HQ Interface, click **Reconcile**. The Goodyear Reconcile Screen appears and displays a list of claims.
3. In the Goodyear Reconcile Screen, click **Other Invoices**. The Goodyear Other Invoices screen appears.
4. To select the invoices that the screen displays, click **Select List**. The Invoice Selection screen appears.

5. Select the invoices you want to view from the following types:
  - ♦ **National and Government**
  - ♦ **Adjustments**
  - ♦ **Inventory Invoices**
  - ♦ **Misc Invoices**
  - ♦ **G3 Invoices (WD Function)**
6. If you want, click the **Date Range** check box, and select a date range for the invoices to be displayed.
7. Select one of the following general-ledger states for the invoices you want to display:
  - ♦ **Un-posted**
  - ♦ **Posted**
  - ♦ **All**
8. When you're finished selecting options, click **OK**.
9. To print a detailed invoice list, click **Print Detail List**.
10. To print a summary invoice list, click **Print Summary List**.
11. If you want to post invoices to the general ledger, do one of the following:
  - ♦ To post a single invoice, select it, and click **Post**.
  - ♦ To post all invoices, click **Post All**.
12. When you're finished processing invoices, click **Close**.

## Goodyear Tire-HQ Reports

The Goodyear Tire-HQ Interface includes three reports to help you manage your Goodyear customers and inventory:

### Generating a Goodyear Customer Report

The Goodyear Customer Report is available from the Report List in TireMaster. This list is created when you load the input file from the Goodyear Tire-HQ Web site.

**Note:** These customers are not added automatically to TireMaster. To begin creating Goodyear Tire-HQ invoices, you must add customers from this report to TireMaster.

#### To generate a Goodyear Customer Report

1. In TireMaster, click **Reports**. The Report List appears.
2. Click the **Customers** tab.
3. Select **Goodyear Customer Reports**, and click **Launch**. The Goodyear Customer Report screen appears.
4. If you want to view customers from a single state, select the state from the **Choose a State** drop-down list.

5. If you want to view all customers associated with a single national-account number, type the number in the **National Account** field.
6. Click **Print**.

## **Generating a Goodyear Product Report**

The Goodyear Product Report displays all new inventory added by Goodyear since your last update. New inventory is not added automatically to TireMaster. However, you can print this report and use it to add new inventory manually.

### **To generate a Goodyear Product Report**

1. On your desktop, double-click the **QDS Goodyear Interface** icon and log in using your TireMaster user ID and password.
2. In the Goodyear Tire-HQ Interface, click **New Inventory Report**. The Goodyear Product Report screen appears.
3. Do one or more of the following:
  - ♦ If you want to generate a report on a single inventory item, type the item's product code in the **Product Code** field.
  - ♦ If you want to generate a report on all items in a group, type the group number in the **Product Group** field.
  - ♦ If you want to generate a report of items based on original tread depth, type the depth in the **Original Tread Depth** field.
4. If you want to view all products with a specific effective date, click the **Effective Date** check box, and select the date.
5. If you want to view all new inventory from a specific date, click the **New Inventory From** check box, and select the date.
6. Click **Print**.

## **Generating a Goodyear Inventory Update Report**

Once you download a dataset file and update your inventory, you can generate the Goodyear Inventory Update Report to determine which items have been changed.

### **To generate a Goodyear Inventory Update Report**

1. On your desktop, double-click the **QDS Goodyear Interface** icon and log in using your TireMaster user ID and password.
2. In the Goodyear Tire-HQ Interface, click **Updated Inventory Report**. The **Goodyear Inv Update Report** screen appears.
3. Select the date of the latest update, and click **Print**.