This document serves as a quick reference guide on **How to process a National Account Claim** via www.michelinb2b.com site. The form or work order used for the claim must have all required information for that account

Connecting to Michelinb2b/e-Business

1. *Click* on **"Internet Browser"** icon.
2. *Type* **www.michelinb2b.com**.
3. *Type* **User Name** and **Password**.

Note: Once the User Name has been used one time it will remain for future logins.

4. *Press* **Enter** or *click* Login.
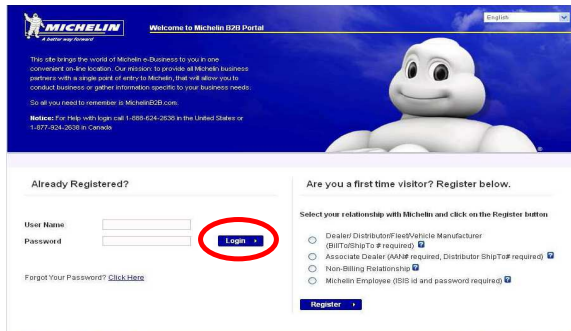
Click e-business to display menu options and then Select Process Claims, National Account.

The claims header screen appears. *Enter* the **Account number** in the National Account Customer Ship-To # field or *Select* the **National Account** location from the **Recently Used National Accounts** drop down Menu.

Note: If none of the options above are used, *Skip* to the **DR Form Number**.

Enter a six (6) digit Form #. If the number is not 6 digits, fill with preceding zeros as in the following example: *00#####.*

The National Account Stock Order requires a "**yes**" or "**no**" answer. **Ex.** If the National Account Customer purchased tires for their stock/inventory, **Select** *Yes* If the tires were installed or services performed on the vehicle," **Select** *No.*

Note: If none of the options to designate a specified customer were used, the **Account Directory Search** window will appear to help search for the Ship-To name and number.
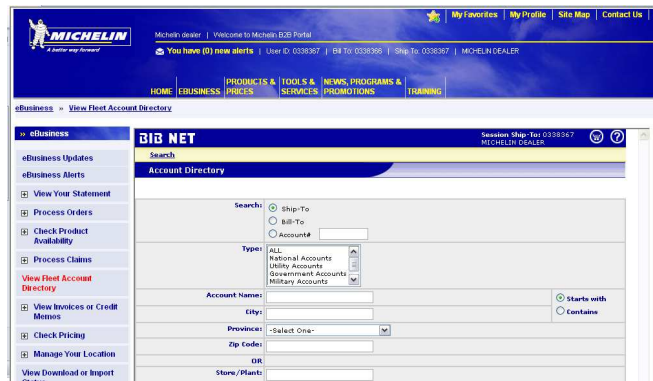
The Account Directory Search Window
Suggested Search Criteria
1. *Type* the first **(1) character** of the **Account** name
2. *Type* the first **(1) character** of the **City**.
3. *Choose* the **abbreviation** for the **Province** from drop down listing.

Click **Search** at the top of the screen. (Search results will be displayed)

Click on the customer's name to display a list of Ship-to locations to match specified criteria.

Account(s) Data Window

Click on **DR** in the **Sel** column to select the **National Account Ship-To** and return to the Delivery Receipt – National Account screen
Note: Each time an account is found and the claim submitted, the Account will be added to the "**Most Recently Used National Accounts**" drop down list on the header page for future use.

National Accounts Form

Once all information is filled, click continue, the header page should display.
Note: Only **shaded** fields must be filled in and are considered required fields.

The **Customer Special Instructions** area is designed to help fill out the required field (shaded) information for each customer.

Note: Taxing selection will be based on where the work was done and/or tires picked up or delivered.
1. **Tires/Services** delivered to National Account location.
2. **Tires/Services** picked up from the Dealer location.
3. Neither of the above choices.

If the National Account is set up as a **Credit Card** participant only the following information will be allowed.

Credit Card data entered must match data stored by fleet in Michelin's **'Credit Card Management'** application.
· *Enter* **Credit Card Holder Name.**
· *Enter* **1st and last 4 digits of Credit Card Number.**
· *Enter* **Credit Card Expiration Date**

Fill in all remaining **required** fields and *Click* **Detail** to save, edit and move to the **"Details screen"** screen.

Delivery Receipt Details

Enter only **Qty** and **MSPN** (catalog #'s) fields. **RELMSPN** is only required if G7874 for retread products is used.
Note: If more lines are needed after completing the first "*Detail*" page, *Click* **More Lines** for a second page.

To *delete* a line from a claim, *place* a **check** in the **SEL** column and *Click* **Delete** at the top of the screen.

Product Search

Click **Product Search** if the **MSPN** is not known. **Select all** of the following items: category, brand, rim size, section width and aspect ratio; then click **Search**.
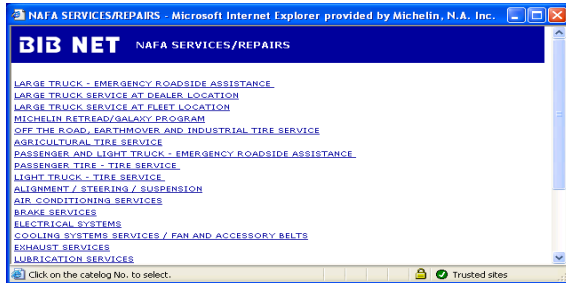

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A **second** Search window will appear. *Click* on the **tread design** to highlight and C*lick* **Search**.
A **third** search window will appear. *Click* on **MSPN** to highlight, then *Click* **Select**. The MSPN and description will appear on the detail page of the claim.

Service Code Search

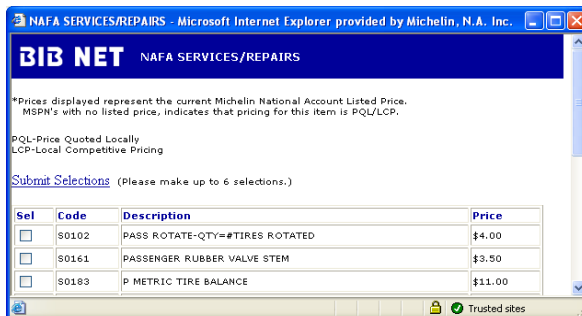*Click* **Service List** if the service code is not known.

Example:
Click "**Passenger Tire – Tire Service**" for the Service Price List to appear.
Click in the **SEL** to select Service Codes to add to **Detail Page.** Up to 6 Codes may be selected.
*Click* **Submit Selections** to add codes to the **Detail Page**.

If more codes are needed, select **Service List** and repeat above example.

Click **Save** or **Continue**. **Save** will display descriptions, prices and any error messages relating to the items entered. If changes are needed, they can be made at this time. *Click* **Continue** to continue processing claim. **Continue** will perform the same actions as save; however, if changes are needed, **Modify** or **Detail** must be selected.

Note: If comments are required for a line item, *click* on the (N) in the Field **(C)** to enter comments. Enter description of parts or labor. *Click* **Save** when done.
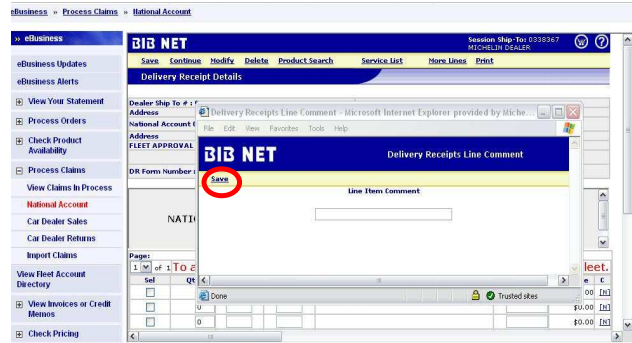
The following warning message appears for Credit Card claims; Click OK to continue. Clicking submit on credit card transactions sends a request to bank to authorize purchase.
Changes to credit card transactions would require canceling and re-entering claim, which would result in new second authorization to bank. Please validate credit card transaction prior to submitting.
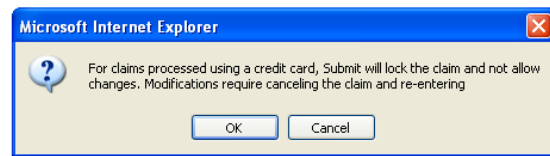
Th**e Dealer Copy** page will be displayed.

Please use this **Confirmation** page to verify the appropriate National Account has been selected and that all products and services entered are correct. *Click* **Submit**. Claim will be sent to Michelin for processing **OR** if National Account serviced participates in the '**Approve Order Process**' the following message will be displayed.

Approve Order

Approve Orders is an electronic process that allows a fleet to view the completed claim online after it is submitted, for accuracy before invoicing. All transactions must be either approved or rejected by National Account within 3 business days or system will auto-approve and send to Michelin for processing.

Status of Claims sent to Fleet for approval can be viewed from **'View Claims in Process'**.
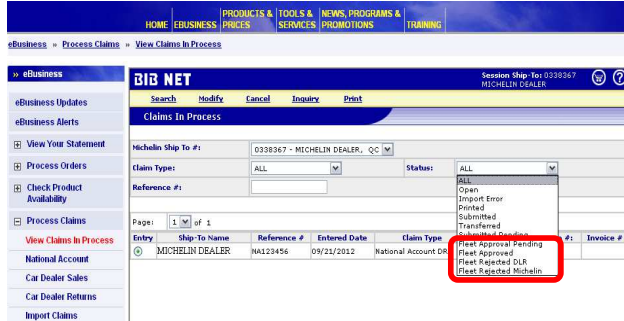
Submitted Pending – Claim has been completed and pending delivery to National Account for approval.

Fleet Approval Pending – Claim has been sent to National Account and is pending approval.

Fleet Approved - Fleet has approved the claim and it will be sent to Michelin for processing.

Fleet Rejected DLR - Rejected Claims will be sent back to the servicing dealer for correction. Requires dealer action.

Fleet Rejected Michelin – Claim has been rejected to Michelin for pricing errors. Requires action by Michelin Customer Service.

Claims **Rejected to DLR** requires dealer action.

Notification of rejected claims will be sent as a portal alert, and/or email or fax. Alert messages are sent twice a day at 7 AM and 7 PM EST and will continue until all pending claims are completed.

To find the rejected claim, go to **View Claims in Process**, change status to **Fleet Rejected DLR** and *click* **Search**. All rejected claims will be displayed.

Select claim to view by clicking in the circle in **the 'Entry'** column. *Click* **Inquiry** to view or **Modify** to make changes.


Click **'View History'** to see the fleets requested modifications. A new comments box is available to send comments back to the fleet.

After necessary modifications have been made **'Submit'** will send the claim back to Fleet for Approval.

Modifying a Claim

A claim can be modified or canceled before 6PM Eastern Time on the same day it is entered. *Click* **Process Claims** in the BIB NET menu and then s*elect* **View Claims in Process.**
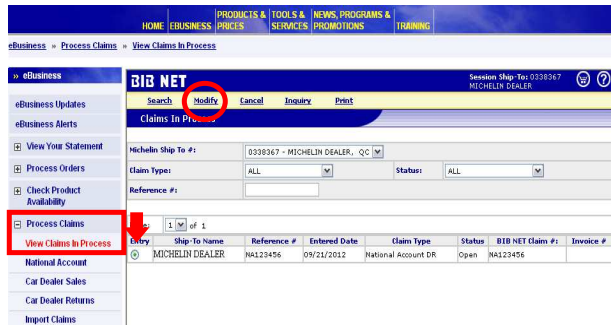
Click **Modify** to make the changes. After completing the necessary changes click **Submit** again to send it for processing. To **Cancel** a claim *Click* **Cancel.**

All DR's must be in "Submit" status by 6PM Eastern Time for same day processing.

For assistance with the MichelinB2B site, call the Michelin eBusiness Help Desk at 1-877-924-2638 or email Bibnet.canada@ca.michelin.com