

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.

| This she langs the world of Monthen e dwardshi is to on in one means and an ange point of entry for Montani, that will also you for advantant lowers and you for entry for Montani, that will also you for any South Lowers and you for entry for Montani, that will also you for any South Lowers and you for advantantial sector (South Contant Montanet for Montanian and 18:80 2613/3031 in the United States or Instruction of the Contant and 18:80 2613/3031 in the United States or Instruction of the Contant and 18:80 2613/3031 in the United States or Altready Registered? | Are you a first time Visitor? Register below. |
|---|--|
| Already Registered? | Are you a first time visitor? Register below. |
| | |
| ser Name | Select your relationship with Michelin and click on the Register britton Dealer/DistributorFisedVehicle Manufacturer (BillTratshipTo # required) Associate Dealer(MMM required, Distributor ShipTo# required) |
| orgot Your Password? <u>Click Here</u> | Non-Hilling Relationship Michelin Employee (IBIS id and password required) |

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#####.**

MichelinB2B Claims Processing Instructions Quick Reference Guide



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.

| MICHELIN | Michelin dealer Welcome to Mich | elin 828 Portal | * | My Favorites | My Profile | Site Map 1 | Contact Us |
|--------------------------------|-----------------------------------|--|-------------------------|------------------|-------------|---------------|------------|
| A better way forward | 😂 You have (0) new alerts 👔 | User ID: 0338367 Bit To: 033 | 1366 Ship To. 0338367 | I MCHELIN DEA | LER | | |
| eBusiness » View Fleet Accou | HOME EBUSINESS PRODUCTS | 5.6 TOOLS & NEWS, PRO SERVICES PROMOTION | RAMS & TRAINING | | à | | |
| » eBusiness | BIB NET | | | Session MICHE | Ship-To: 03 | 38367 🗑 | 0 |
| eBusiness Updates | Search | | | | | | |
| eBusiness Alerts | Account Directory | | | | | | |
| View Your Statement | | | | | | | |
| Process Orders | Search: | Ship+To | | | | | |
| Check Product Availability | | O Bill-To Account# | | | | | |
| Process Claims | Турет | ALL National Accounts Utility Accounts | | | | | |
| View Fleet Account | | Government Accounts | | | | | |
| Directory | Account Name: | | | | | ③ Starts with | • |
| Memos | City: | | | | | O Contains | |
| Check Pricing | Province: | -Select One- | ~ | | | | |
| I Manage Your Location | Zip Code: | | | | | | |
| View Download or Import | OR Store /Plants | | | | | | |
| Clatus | Store) Plante | | | | | | |

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)

| usiness » View Fleet Acc | ount Directo | нх | | | | | |
|----------------------------------|--------------|----------------------|-----------------|--------------------------|----------|------------------------------|--------------|
| eBusiness | BIB | NET | | | Se MI | ssion Ship-Te CHELIN DEAL | er 0338367 😁 |
| Business Updates | <u>Sea</u> | rch <u>New Sea</u> r | xh | | | | |
| Business Alerts | Acc | ount Directory | | | | | |
| View Your Statement | Modify | criteria and click S | EARCH if needed | Ship-To Search Criteria: | | | |
| Process Orders | Type | Name | City | Province | | Zip Code | Store/Plant |
| Check Product Availability | All | A | W | ON - ONTARIO | ~ | | |
| Process Claims | Ship-T | o Search Results: | 1. CL - TL - L | | | | |
| iew Fleet Account irectory | AJA | X JEEP EAGLE L | TD | | | | |
| View Involces or Credit Memos | ALL | JED SYSTEMS (C | | | | | |
| Check Pricing | | \sim | | | | | |
| Manage Your Location | | | | | | | |
| /iew Download or Import | | | | | | | |



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.

| Status | DR 03 3462 | ALLIED SYSTEMS (CANADA) | 2ND POST PETITION , 1790 | ALLIED SYSTEMS | (2ND POST PETITION), 45 | | | | N |
|----------------------------------|---------------------------------|---|--|--|---|--|-------------------------------------|-----|----|
| Manage Your Location | Sel Ship-To sumbe | Account Name | Ship-To Address | Bill-To Nam | Bill-To Address | NAFA Services/ Repairs | Customer Special Instructions | Crd | Å |
| Check Pricing | To avoid cred Service at 11 | it reversal, correct f 177 619-8388 for as | fleet ship-to must be sistance. | elected. If co | wect fleet location can i | iot be found pl | ease contact Cu | tom | er |
| View Invoices or Credit Memos | 4. Click on C | RD column indicator | (Y,N,M or O) to valid: | ite customer o | edit card billing requirer | nents. | | | |
| /iew Fleet Account hirectory | 2. If the acco 3. A 'Y' show | n in the Customer's ount is grayed out, p n in the FLT APP coli | pecial instructions col lease contact the Cus umn indicates that sul | omn indicates tomer Service omitted claims | that additional informati National Account Departs (NA) sill be sent to the F | on is required. nent at 1-877- leet for Appros | 668-7798 ext.5. al | | |
| Process Claims | Note: | | | | | | | | |
| Check Product Availability | Page: | 1 M of 1 | | | | | | | |
| Process Orders | OE Accounts | ALLIED SYSTEMS (C | ANA | w | ом | | | | |
| View Your Statement | Military Accounts | TY ALLIED SYSTEMS (CANA | | | ON | | | | |
| Business Alerts | Government Accounts | ALLIED SYSTEMS (C | ana | w | ON | | | | |
| Business Updates | Utility Accounts | ALLIED SYSTEMS (C | ANA | w | ом | | | | |
| | Accounts | ALLIED SYSTEMS (C | ANA | W | ON | | | | |

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.

ss » Process Claims » Ilational Account **BIB NET** Detail ss Alerts aler Ship To # : 0338367 View Your Statement MICHELIN DEALER ONE PKY S , MONTREAL , QC H3C 5G9 Process Orders count Customer Ship To # | 0338370 re/Plant: Check Product Availability MICHELIN NATIONAL ACCOUNT ONE PKY'S , DUMMY ACCT FOR E:FLEET , GREENVILLE , SC 2960: EET APPROVAL REQUIRED E Process Claims ew Claims In Pro CUSTORES SPECIAL INSTRUCTIONS THE N. 81/25/2010 VOUS TROUVEREZ DES INSTRUCTIONS SPECIALES POUR LE BORDEREAU COMPTE NATIONAL ICI. LISSE-LES SVP SOIGNEUSEMENT ET UTILISZE LA BARRE DE DEFILEMENT SI NECESSAIRE. National Account Car Dealer Sales Car Dealer Return ut Cla View Fleet Account Directory View Invo Memos Please Select location of Service 💌 Select Transaction Tax Type Y Pro Check Pricing

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

| DR Form Number | DR8888888 | Date Delivered(MMDDYY):* | 021212 |
|---------------------------------------|-------------------------------------|------------------------------------|-------------|
| Associate Dealer Number | | Associate Dealer Name: | |
| Michelin ONCall Case # | | | |
| Servicing Location:* | Please Select location of Service 💙 | | |
| Taxing:* | 2. Tires picked up from dealer | Dealer Work Order # | |
| Zip Code, State | , <u>Select City</u> | | |
| Coupon # | | PO/Coupon Authorized By | |
| Vehicle/Unit #:* | | National Accounterios VIII | |
| Received Dy . | | Fleet/Credit Card Member Name:* | John Smith |
| redit Card# Ist & last 4 digits):* | 4 1234 | Credit Ford Expr Date:* | 12 💙 2014 💟 |
| Fleet card # | | Fleet/Terminal Location # | |
| Comments | | | |

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**.

| 🗈 Product Lookup - Micro | soft Internet Explorer p | rovided by Michelin, I | N.A. Inc. | |
|--------------------------------|--------------------------|--|-----------|--|
| BIB NET Sea | rch for a Product | | | |
| <u>Search</u> | | | | |
| Category: | | Brand: | | |
| PASSENGER | ~ | MICHELIN | ~ | |
| | | | | |
| Section Width: | Aspect Ratio | a la | Rim Size: | |
| 5.9 💙 | *** 🗸 | | 13 💙 | |
| If the aspect ratio is not des | ignated, select *** | | | |
| | | | | |



A **second** Search window will appear. *Click* on the **tread design** to highlight and *Click* **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.

| Microso | ft Internet Explorer 🛛 🕅 |
|---------|--|
| ? | For claims processed using a credit card, Submit will lock the claim and not allow changes. Modifications require canceling the claim and re-entering |
| | OK Cancel |

The Dealer Copy page will be displayed.

| usiness + Process Claims | View Claims in Process | Ł | | | | 12 November | 201 |
|-------------------------------|---|--|----------------|---------|--------------------------------------|---|-----|
| eBusiness | Submit Detai | l Meskify | | | | | |
| Business Updates | NADR Confirmatio | on - Natl Acct | | / | | | |
| Business Alerts | TO SUBMIT THIS CLAIN | FOR CREDIT: | | | | | |
| View Your Statement | | | | - | | | |
| Process Orders | Click <u>HODIFY</u> or Click <u>SUBMIT</u> to p | DETAIL to make con rocess claim. | rections. | | | | |
| Check Product Availability | TO AVOID CREDIT REVE | RSAL, ALL ITEMS OF | THE CLAIN MUST | BE APP | ROVED BY THE FLEETI | | |
| Process Claims | Michelin North America | | Dea | ler | Copy | DR987654 | 13 |
| View Claims In Process | P.O. Box 19001, Greenv | ille, SC | | | | | |
| National Account | 1,001,001 | | | | | | |
| Car Dealer Sales | Durches this To Be | 1054/00 | | | MICHTURN DENIED | | |
| Military Exchange | | ABOTOPA | Ade | france: | ONE PKY SOUTH | City/State/Zip: GREENVILLE, SC | |
| Government Sales | National Account Fleet Ship To #: | 1010606 | Nae | ne: | PHH VEHICLE MANAGEMENT SERVICES } | 17001 | |
| Car Dealer Poterne | | | Ade | fress | M CORNETT (STD/ERS) | City/State/Zip: BALTIMORE / MD 21203 | |
| Carlos Management | Natl Acct Stocking Orde | n N | 11/10/2010 | | | | |
| Program | Servicing Location: Taxing: | Dealer Location 2. Tires picked up from dealer | | | | | |
| Military Returns | National Account P.O. # | BC00000 | Received 8 S | MITH | | | |

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.





MichelinB2B Claims Processing Instructions Quick Reference Guide

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'**.

| | HOME EBUSINESS | PRODUCTS & TOOLS PRICES SERVIC | & NEWS, PROC ES PROMOTION | S TRAINING | Sec. | | |
|--------------------------------|--------------------------|-----------------------------------|------------------------------|---------------------|------------------------------------|--------------|-----------|
| Business » Process Claims | » View Claims In Process | | | | | | |
| » eBusiness | BIB NET | | | | Session Ship-To: MICHELIN DEALE | 0339367 R | 90 |
| eBusiness Updates | Search Modify | <u>Cancel Ing</u> | uiry <u>Print</u> | | | | |
| eBusiness Alerts | Claims In Process | | | - | | | |
| ■ View Your Statement | Michelin Ship To #: | 0338367 - MI | CHELIN DEALER, | QC M | | | |
| Process Orders | Claim Type: | ALL | ~ | Status: | ALL | Y | |
| Check Product Availability | Reference #1 | | | | ALL Open Import Error | | |
| Process Claims | Page: 1 M of 1 | | | | Submitted Transferred | | |
| View Claims In Process | Entry Ship-To Nan | ne Reference # | Entered Date | Claim Type | Submitted Reading | 4: | Invoice 4 |
| National Account | MICHELIN DEALI | SR NA123456 | 09/21/2012 | National Account DR | Fleet Approved | | |
| Car Dealer Sales | - | | | | Fleet Rejected Michelin | | |
| Car Dealer Returns | | | | | | | |
| Import Claims | | | | | | | |

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.

| A ballar way forward | < You have | (3) new storts User D: MCHEUNCUSTOM | ER BHTo:1254691 S PROGRAMS & | NO TO 1254692 MICHEUN DE |
|------------------------|-------------------|---|--|----------------------------|
| me - Alerts | HOME EBUSI | NESS PROES SERVICES PROMO | TIONS TRAINING | |
| Home | » Alerts | | | |
| Alerts | All Alerts | | | |
| Change Password | From | Marrage | | Gent |
| | RPA | BIB PAY has received 1 ne | 11/13/10 6:41:38 | AMEST |
| by Drofile | | | | |
| My Profile | loou | Please check for Fleet Re | 11/13/10 7:00:56 | AM EST |
| Wy Profile Site Map | bnu | Please check for Fleet Re Please check for Fleet Re | 11/13/10 7:00:56 | AM EST PM EST |
| My Profile Site Map | bnu bnu bnu | Please check for Fleet Re Please check for Fleet Re Please check for Fleet Re | 11/13/10 7:00:56 11/13/10 7:00:46 11/14/10 7:01:08 | AM EST PM EST AM EST |

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.

| BIB NE | T | Session Sh | CHELIN DEALER |
|---------------------------------------|--|---|---------------|
| Save | Detail Save No Edits View Hists | ary <u>fancel</u> | |
| Delivoru | Parainte - Natl Acrt History | | × |
| iddre Dealer: Send Fr | BIB NET Michelin Dealer Ph#: () - 05/20/08 09 or Fleet Approval | Cloim History 1:10 (Send For Fleet Approval) | |
| ddr Fleeti J ddr Thare a LEE 2. | ioe Customer Ph#1 (888) 624-2638 85/ ire 3 mounts/dismounts and only 3 tire | 120/08 07:38 (Fleet Rejected DLR) ∉ on this DR. Please change mount/dismount quant | ty to |
| IR Fa | | | 008 |
| iche <u>New co</u> ervic axine | mment (300 chars. max) Dismounts changed to 2. | | |
| ip Ca oupd | | | |

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 select **View Claims in Process.**

| | НОМ | E EBUSINESS | PRODUCTS & PRICES | TOOLS & SERVICES | NEWS, PROG PROMOTION | RAMS & TRAINING | - | Carlos I. | |
|-------------------------------|------------------|-----------------|----------------------|------------------|-------------------------|---------------------|--------|--------------------------------------|---------|
| Business » Process Claims | » <u>View Cl</u> | aims In Process | | | | | | | |
| » eBusiness | BIB | NET | | | | | Ses | ion Ship-To: 0338367 HELIN DEALER | 9 (|
| eBusiness Updates | Sea | rch Modify | <u>Cancel</u> | Inquir | <u>y Print</u> | | | | |
| eBusiness Alerts | Clain | ns In Pro | | | | | | | |
| View Your Statement | Michelin | Ship To ₽: | 03383 | 57 - MICH | ELIN DEALER, | 20 🗸 | | | |
| Process Orders | Claim Ty | pei | ALL | | ~ | Status: | ALL | ~ | |
| Check Product Availability | Referen | ie #1 | | | | | | | |
| Process Claims | | 1 M of 1 | | | | | | | |
| View Claims In Process | Entry | Ship To Nam | ne Refer | ence # | Entered Date | Claim Type | Status | BIB NET Claim #: | Invoice |
| National Account | M M | ICHELIN DEALE | ER NA1234 | 56 0 | 9/21/2012 | National Account DR | Open | NA123456 | |
| Car Dealer Sales | | | | | | | | | |
| Car Dealer Returns | | | | | | | | | |
| Import Claims | | | | | | | | | |

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