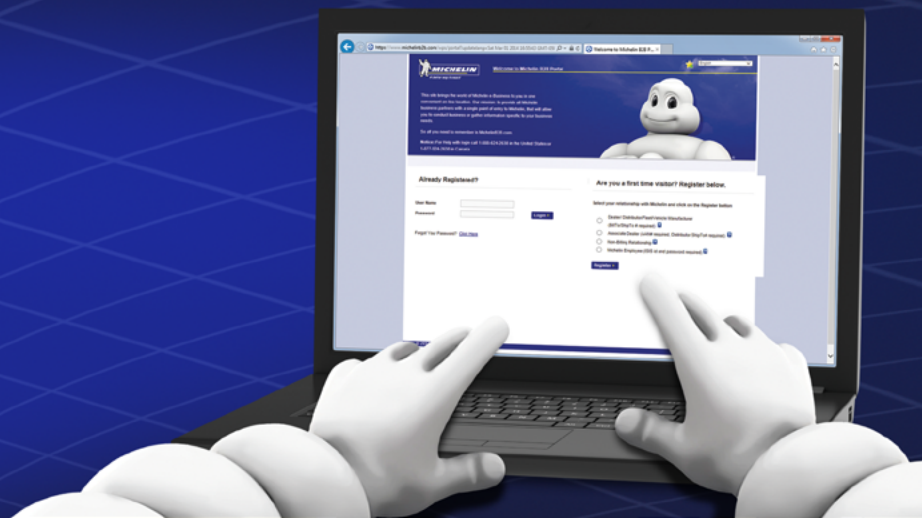




# eBusiness Dealer Guide



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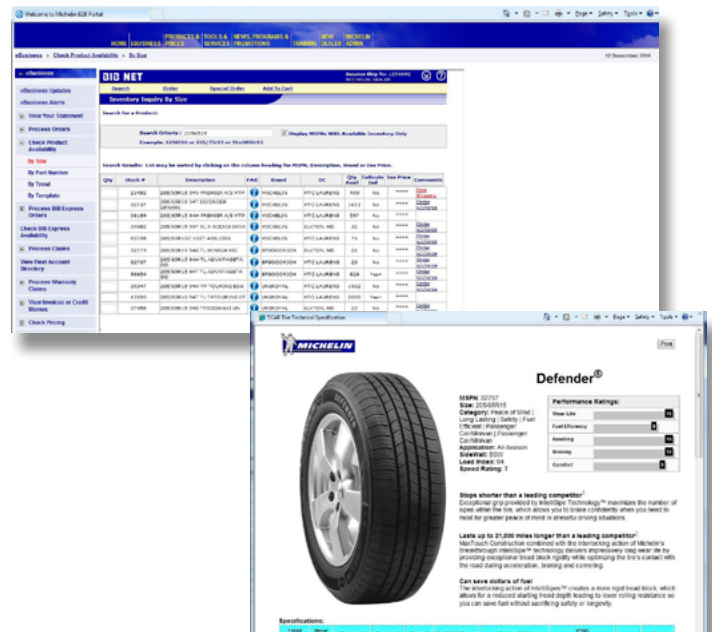
- ▶ *Check Product Availability*
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## Check Product Availability

- Search for product availability by:
  - Size – view all authorized treads and brands
  - Part Number – view availability using either Michelin part numbers or customer part numbers
  - Tread – view all sizes for a specified brand / tread
  - Template – view availability by customized ordering needs
- Access Features, Advantages and Benefits information for Tires

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\*\*NOTE: Access may vary across Customers and Countries

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 bibnet-help.csd@us.michelin.com  
 Michelin North America, Inc.  
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 Greenville, SC 29602-9001

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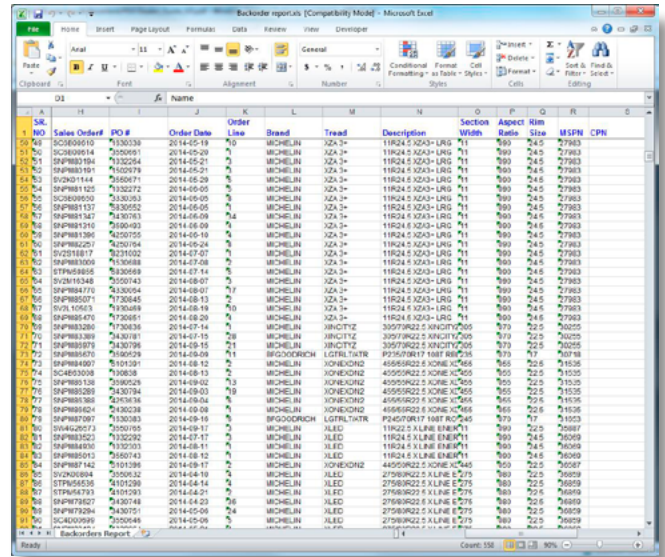


## Process Orders

- Place and Modify orders throughout the day online and combine them to build shipments
- Check the status of orders online
- Import orders from point of sale systems using a Michelin provided XLS macro
- Locate substitutions for items not readily available
- View/Download your advanced shipping notices both at ST or BT level
- Combine and schedule shipments online
- Manage tire backorders on one easy to view screen
- Create detailed downloads for backordered items with the click of a button

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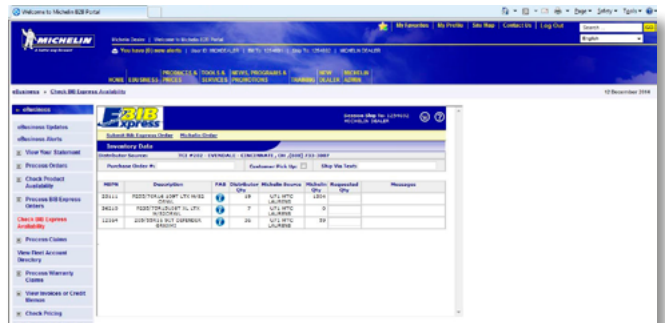


## Check BIB Express Availability & Process BIB Express Orders \*\*

- View online inventory by part number at both Michelin's distribution center (DC) as well as the locally assigned distributor
- View online inventory by size at the locally assigned distributor
- Place orders at either the Michelin DC or the locally assigned distributor
- Access to Features, Advantages and Benefits Tire sheets

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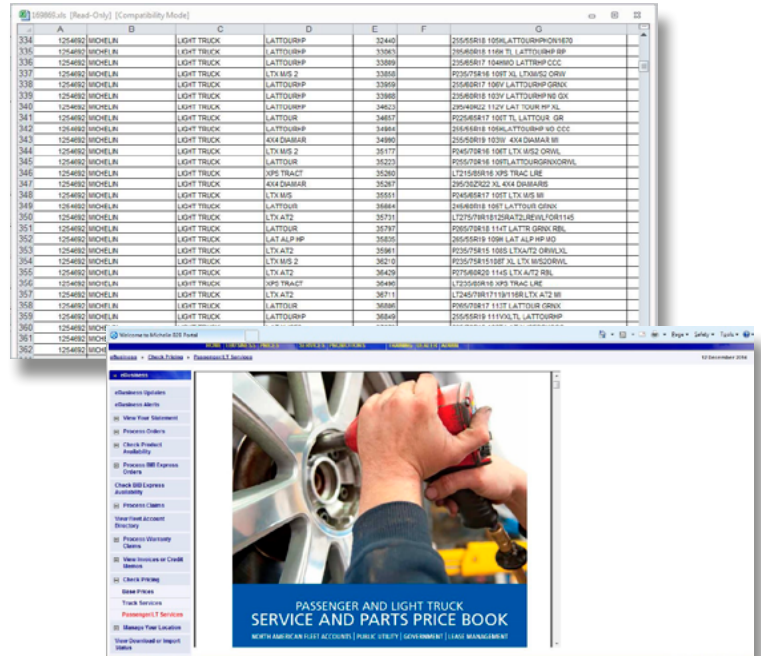
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## Check Pricing

- Validate pricing information by part number
- Pricing can also be validated by description searches if part number not available
- Initiate invoice pricing downloads
- View the most current price books for Passenger/Light Truck and Commercial services

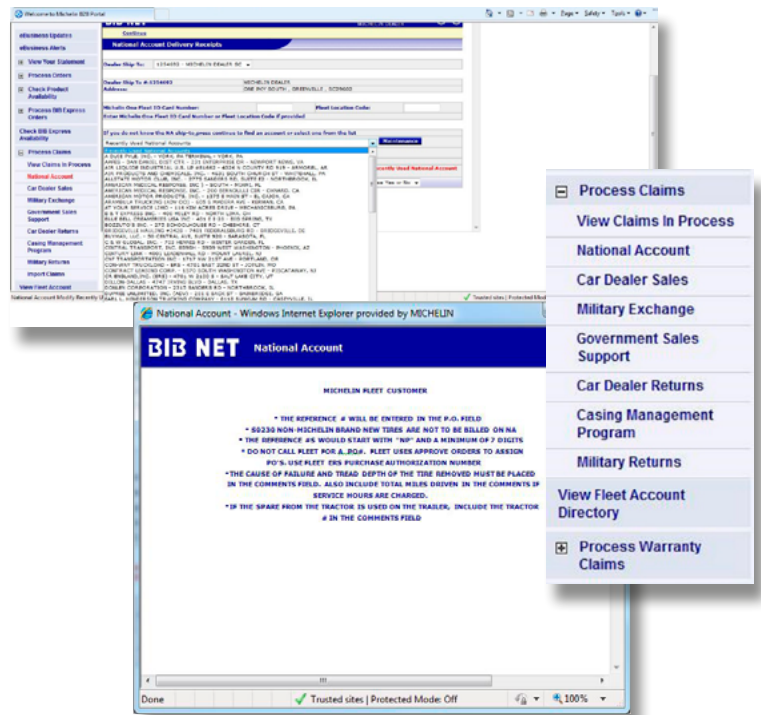


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## Process Claims

- Flexibility to process all types of claims including:
  - National Account
  - Government Sales Support\*\*
  - Car Dealer Sales and Returns
  - Military Sales and Returns\*\*
  - Warranty
- Verify Michelin National Account Customers and their processing requirements
- Create a Favorites National Accounts list for repeat customer billing
- Import claim files from point of sale systems via online claims integration offerings



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## View Month End Statements

- View a PDF copy of the most current Month End Statement information

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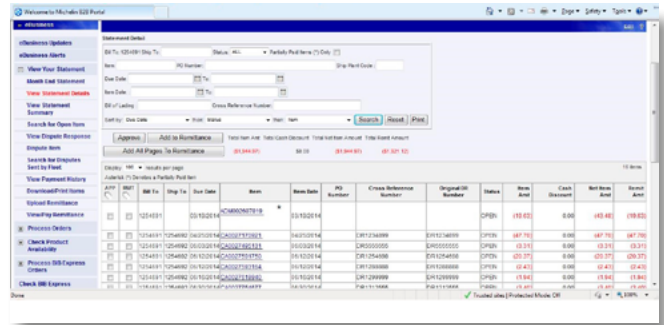


## View Statement Details Online

- View daily updated statement summaries and/or statement details to include all outstanding balances
- Access image copies of individual open items
- Create and download a file of open items

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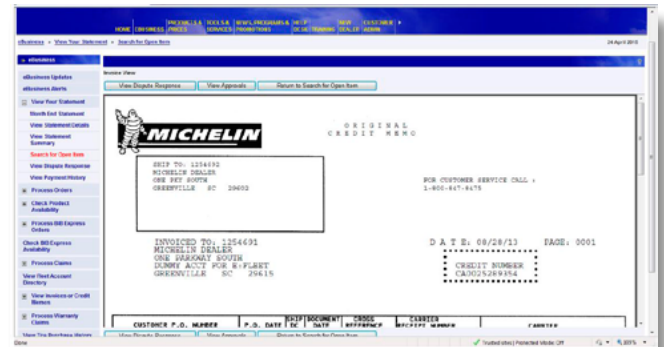


## View, Download & Print Invoice Images

- Save time by viewing, saving, printing or downloading actual invoice images online
- 'Download/Print Items' allows downloads in PDF or XML formats to capture information for multiple items at once

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## Dispute Items Online

- Work on resolving invoice problems quickly by initiating online disputes to Michelin
- Track status of online disputes

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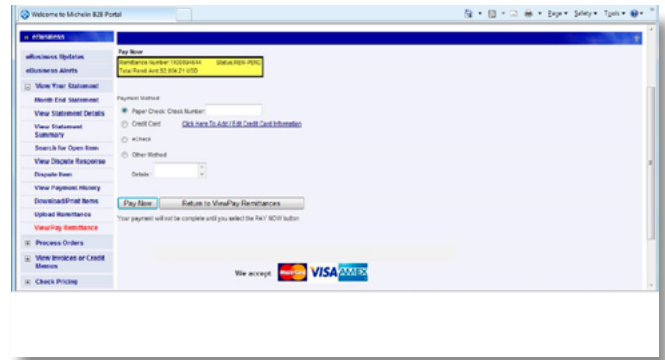
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## Create Remittances & Pay Online

- Build online remittances by selecting items from statement view
- Create a remittance from back office systems and upload online for validation and payment
- Pay remittances using eCheck, Credit Card, Wire, and/or mail check options

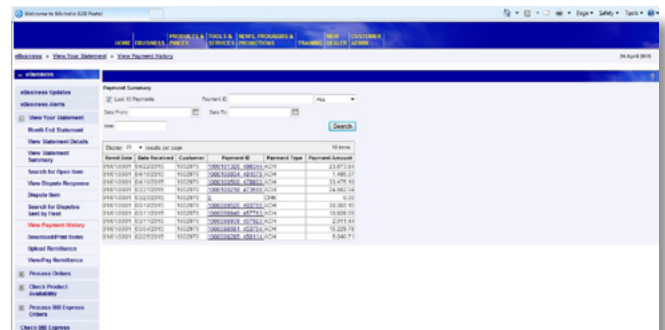


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## View Payment History

- View an interactive payment history to verify when an invoice was paid, what items were included on a specific payment, or when last payments were applied



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## Advanced e-Business Solutions

To learn more about Advanced e-Business Solutions available through Michelin:

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## Quick Reference Guides

For more information on where to locate Quick Reference Guides via MichelinB2B.com:

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