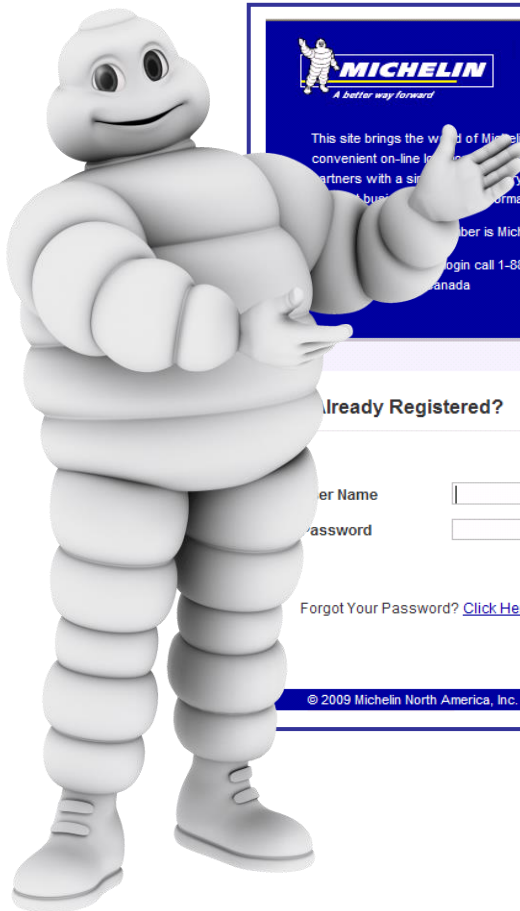


National Account and Government Sales Support Claims Instruction Guide for Michelin Dealers



The screenshot shows the Michelin B2B Portal interface. At the top, there is a navigation bar with the Michelin logo, the text "Welcome to Michelin B2B Portal", and a language dropdown menu set to "English". Below the navigation bar, a welcome message reads: "This site brings the world of Michelin e-Business to you in one convenient on-line location: to provide all Michelin business partners with a single entry to Michelin, that will allow you to access all business information specific to your business needs. Your user name is MichelinB2B.com. To login call 1-888-624-2638 in the United States or Canada." Below this message, there are two main sections: "Already Registered?" and "Are you a first time visitor? Register below." The "Already Registered?" section contains input fields for "User Name" and "Password", a "Login" button, and a link for "Forgot Your Password? Click Here". The "Are you a first time visitor? Register below." section contains the instruction "Select your relationship with Michelin and click on the Register button" and four radio button options: "Dealer/ Distributor/Fleet/Vehicle Manufacturer (BillTo/ShipTo # required)", "Associate Dealer (AAN# required, Distributor ShipTo# required)", "Non-Billing Relationship", and "Michelin Employee (ISIS id and password required)". A "Register" button is located at the bottom of this section. The footer of the page includes "© 2009 Michelin North America, Inc." and links for "Terms of Use" and "Privacy Policy".



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Introduction

All claims for National Account, Government and Utility business must be filed using BIB NET, Michelin's online internet site for dealer and fleet customers. This booklet provides the simple step-by-step instructions for filing these types of claims.

Connecting to the Michelin B2B Portal Internet website

Type www.michelinb2b.com

From this website you reach BIB NET and the claims modules necessary for claiming deliveries to National Account, Government and Utility customers.

To Log in to Michelin B2B

Type **User Name** and **Password**

MICHELIN
A better way forward

Welcome to Michelin B2B Portal

This site brings the world of Michelin e-Business to you in one convenient on-line location. Our mission: to provide all Michelin business partners with a single point of entry to Michelin, that will allow you to conduct business or gather information specific to your business needs.

So all you need to remember is MichelinB2B.com.

Notice: For Help with login call 1-888-624-2638 in the United States or 1-877-924-2638 in Canada

English

Already Registered?

User Name

Password **Login**

Forgot Your Password? [Click Here](#)

Are you a first time visitor? Register below.

Select your relationship with Michelin and click on the Register button

Dealer/ Distributor/Fleet/Vehicle Manufacturer (BillTo/ShipTo # required) ?

Associate Dealer (AAN# required, Distributor ShipTo# required) ?

Non-Billing Relationship ?

Michelin Employee (ISIS id and password required) ?

Register

© 2009 Michelin North America, Inc. [Terms of Use](#) | [Privacy Policy](#)

Note: If you have not registered, follow the instructions shown on the log in page. During this process, you will create your own user name and password. Some large dealers have a System Administrator at their HQ location that must approve all registrations prior to them becoming active.

Home Page

After a successful log in, the **Home Page** appears. Menu choices are in **yellow**.



Menu options:

Home	Michelin B2B home page.
EBusiness	Entry into BIB NET – All delivery claims are filed here.
Products & Prices	Contains PDF versions of the Product Data Books, the MAST Passenger and Light Truck Service and Parts Price Book, and Federal, State and Utility pricing programs.
Tools & Services	A variety of tools and services are available.
News, Programs & Promotions	Sales & Marketing programs along with industry news and newsletters.
Training	Training courses, videos and demos are available.

Note: **E Business** and **Products & Prices** are of primary interest for conducting National Account, Government and Utility business.

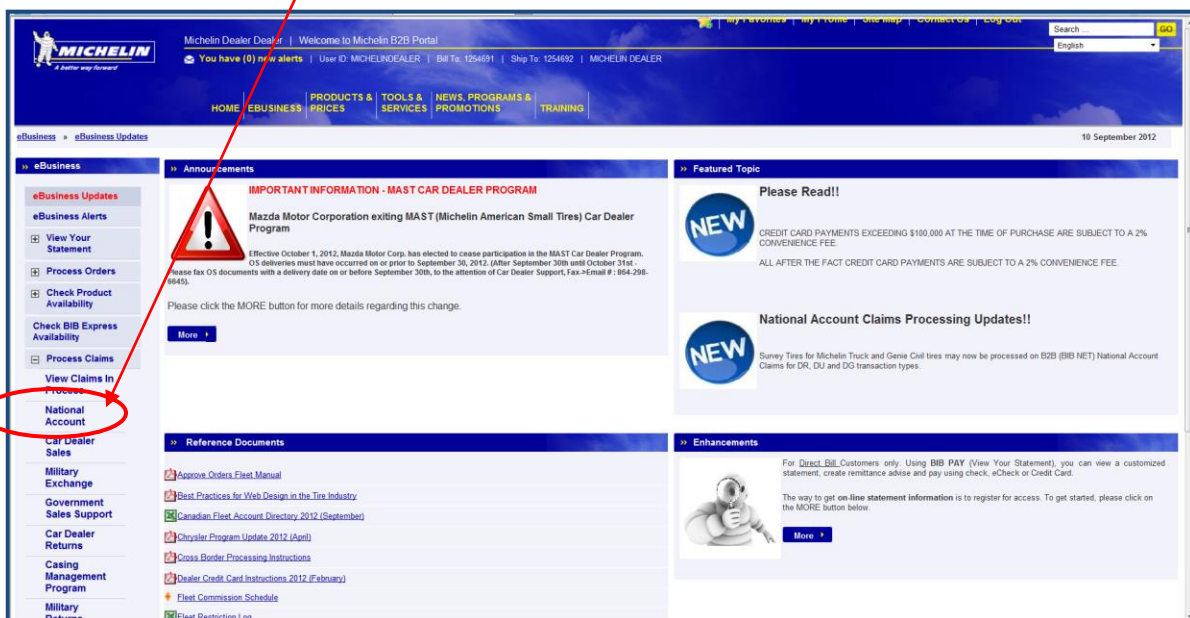
Filing a National Account Claim

To file a claim for delivery of tires and/or services:

Click **EBusiness** by selecting the yellow EBusiness choice from the homepage.
Click **Process Claims** from the **EBusiness** column.



Select **National Account** from the list of choices.



This form is used for all National Accounts, including the Lease Management companies such as GE Fleet Services and PHH.

Filling in the Delivery Receipt form:

The first screen of the Delivery Receipt requires some basic setup information about the transaction. There are three main fields to fill in.

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

[Continue](#)

National Account Delivery Receipts

Dealer Ship-To: 1254692 - MICHELIN DEALER SC

Dealer Ship To #:1254692 MICHELIN DEALER
Address: ONE PKY SOUTH , GREENVILLE , SC29602

Michelin One Fleet ID Card Number: Fleet Location Code:
Enter Michelin One Fleet ID Card Number or Fleet Location Code if provided

If you do not know the NA ship-to,press continue to find an account or select one from the list

Recently Used National Accounts Maintenance

National Account Fleet Ship To #:

Address

To avoid credit reversal, correct National Account Fleet Ship To # must be entered or selected from Recently Used National Account Listing.

DR Form Number:* National Account Stock Order:* Choose Yes or No

- 1) **Enter the DR Form Number** at the bottom of the form.
This is a unique 7 digit number. This number can be generated locally or it can be copied from the paper Michelin Delivery Receipt Form. (Item #MIE40220) If the paper form is used, you can fill in the necessary information from the National Account. This form will be used later to file the electronic BIB NET claim. A copy of this form is provided in Appendix A.
- 2) **Enter the National Account Stock Order** information.
Select "Yes" if only tires were sold to the National Account. Select "No" if tires and/or services were sold to the National Account.

National Account Fleet Ship-to Numbers

3) **Enter National Account Fleet Ship-to #.**

This number is critically important to ensure correct billing. There are three ways to get this number.

- a. If you know the seven digit **Ship-to number**, *Type* the **number** directly into the field.

Note: The following table is a quick reference of frequently used **Lease Management Company** Ship-to numbers. These customers will make up a large percentage of the typical dealer's National Account business.

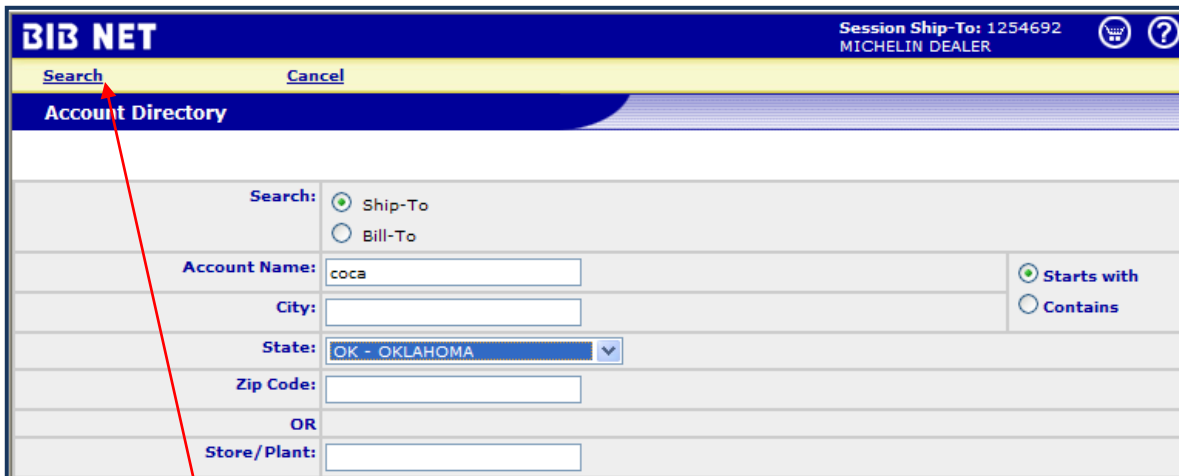
Lease Management Company	Michelin Ship-to Number
Automotive Resources International (ARI)	1021092
Bud Behling Leasing	1062925
Donlen Fleet Management Services	1021355
Emkay, Inc.	1020021
Enterprise Fleet Management	1070003
GE Fleet Services	1125577
LeasePlanUSA	1017895
Maintenance Assistance Program (MAP)	1212117
Merchants Automotive Group	1280713
PHH	1018606
Union Leasing	1288817
Wheels	1266015

- b. If this National Account is frequently serviced, the account name may be included in the drop-down list of **Recently Used National Accounts**.
- c. When the National Account Fleet Ship-to number is not known, make no entry in this field. Then, *Click* **Continue** at the top of the page for a search process.

Searching for the National Account Ship-to Number:

The following is the first Search screen. From information provided by the driver, fill out the search request by using information known to identify the correct Ship-to that matches the drivers company/fleet location.

For Example: Account Name: coca
State: OK – OKLAHOMA



The screenshot shows the BIB NET Account Directory search interface. At the top, there is a blue header with 'BIB NET' on the left and 'Session Ship-To: 1254692 MICHELIN DEALER' on the right. Below the header is a yellow bar with 'Search' and 'Cancel' buttons. The main area is titled 'Account Directory' and contains search criteria: 'Search:' with radio buttons for 'Ship-To' (selected) and 'Bill-To'; 'Account Name:' with a text box containing 'coca'; 'City:' with an empty text box; 'State:' with a dropdown menu showing 'OK - OKLAHOMA'; 'Zip Code:' with an empty text box; and 'Store/Plant:' with an empty text box. There are also radio buttons for 'Starts with' (selected) and 'Contains'. A red arrow points to the 'Search' button.

Click **Search** for the search results screen.



The screenshot shows the BIB NET search results screen. At the top, there is a blue header with 'BIB NET' on the left and 'Session Ship-To: 1254692 MICHELIN DEALER' on the right. Below the header is a yellow bar with 'Search', 'New Search', and 'Cancel' buttons. The main area is titled 'Account Directory' and contains 'Ship-To Search Criteria: Modify Original Search Criteria and Click Search.' Below this is a table with columns: 'Type', 'Name', 'City', 'State', 'Zip Code', and 'Store/Plant'. The table has one row with 'National Utility Government' in the 'Type' column, 'COCA' in the 'Name' column, 'OK - OKLAHOMA' in the 'State' column, and empty cells for 'City', 'Zip Code', and 'Store/Plant'. Below the table is the text 'Search Results: (Click on the Account name to see all Ship-To's).' and a blue link 'COCA-COLA REFRESHMEN'. A red arrow points to the link.

Type	Name	City	State	Zip Code	Store/Plant
National Utility Government	COCA		OK - OKLAHOMA		

The next step in the search result process is *Click* the **Account name** for a listing of all account locations.

Click the **DR** link for the location actually being serviced.

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

Print New Search Cancel

Account(s) Data

Type	Name	City	State	Zip Code	Store/Plant
National	COCA-COLA REFRESHMEN		OK		
Utility	COCA-COLA REFRESHMEN		OK		
Government	COCA-COLA REFRESHMEN		OK		

Page: 1 of 1

Note:

1. A 'Y' shown in the Customer Special Instructions column indicates that additional information is required.
2. If the account is grayed out, please contact Michelin Customer Service for further assistance
3. Click on [More](#) in the NAFA Services/Repair column to view customer specific service price information.
4. A 'Y' shown in the FLT APP column indicates that submitted claims(DR,DG,DU) will be sent to the Fleet for Approval
5. Click on CRD column indicator (Y,N,M or O) to validate customer credit card billing requirements.

To avoid credit reversal, correct fleet ship-to must be selected. If correct fleet location can not be found please contact Customer Service at 1-800-847-8475 for assistance

Sel	Ship-To Number	Account Name	Ship-To Address	Bill-To Name	Bill-To Address	NAFA Services/Repairs	Customer Special Instructions	Crđ	Fit App
DR	1261169	COCA - COLA	511 NORTH SECOND	COCA - COLA	3400 FOSSIL CREEK	More	N	M	N

A new screen will appear with account information filled in at the top of the screen. Scroll down to fill in more specific information about the service location and taxing information, the vehicle, the driver, and the purchase order authorization number as required by the National Account. All fields required by the particular National Account being serviced are denoted with an asterisk* and are shaded a darker color than the other fields. These fields must be filled out or you will not be able to move to the next screen. There are drop down lists for **Servicing Location** and **Taxing**.

Dealer Ship To #: 1254692 MICHELIN DEALER
Address: ONE PKY SOUTH, GREENVILLE, SC 29602

National Account Fleet Ship To #: 1261169
Store/Plant: 3533
Address: COCA-COLA REFRESHMENTS USA, INC.
511 NORTH SECOND ST, LAWTON, OK 73501
National Account Stock Order: Yes

DR Form Number	DR7243239	Date Delivered(MMDDYY):*	
Associate Dealer Number		Associate Dealer Name:	
Michelin ONCall Case #			
Servicing Location:*	Please Select location of Service		
Taxing:*	Select Transaction Tax Type	Dealer Work Order #	
Zip Code, State	, Select City		
Coupon #		PO/Coupon Authorized By	
Vehicle/Unit #:*		National Account P.O. #:*	
Received By :*		Fleet/Credit Card Member Name:*	
Credit Card# (1st & last 4 digits):*		Credit Card Expr Date:*	MM CCYY
Fleet card #		Fleet/Terminal Location #	
Comments			

Special Handling for Credit Card Information

Michelin is taking measures to make credit card data more secure, in compliance with the Payment Card Industry Data Security Standard (PCI DSS). Any entity that chooses to make payments with a credit card must pre-register their credit card in Michelin's "Credit Card Management" application.

If a National Account is set up as a **Credit Card** participant, only the information listed below will be allowed and it must match the data stored by the fleet in Michelin's "Credit Card Management" application.

If the National Account credit card has been pre-registered, you will only need to enter the following information into the claim form.

1. **Fleet/Credit Card Member Name.**
2. **1st and last 4 digits** of Credit Card Number.
3. **Credit Card Expiration Date.**



To ensure credit cards are registered and that you can complete the claim process, a best practice is to start your National Account transaction in BIB NET and complete the fleet requirements screen before the customer leaves the premises or gets off the phone. When clicking SAVE on this screen the system will display pop up messages related to any cards not registered or if information provided does not match the Credit Card information registered. You should then ensure that the National Account properly registers their credit card, so that you can complete the delivery claim process.

Note: If you do not have correct credit card information, the menu choice "**Save No Edit**" is used if any required information is missing or invalid. This choice will continue to the detail page; however, the claim cannot be submitted when "**Save No Edit**" has been selected. An error message will appear "**Please modify header information first for this claim.**" Prior to finishing and submitting the claim, you will have to get from your fleet customer valid credit card information that has been properly registered in Michelin's credit card application.

Credit Card Registration

If a National Account needs to register their credit card, or if they need to correct or change data previously registered, they can do so as follows. Registration of credit card information is the responsibility of the fleet.

1. Online registration. The fleet can log into Michelinb2b, using their own log in information, to access the Credit Card Management application and store their credit card information.

2. By telephone, Mon-Fri, 8:30AM-5PM EST. Call and someone will assist in registering a permanent card or temporary registration. (NAFA Fleets # 800-382-2456) (Advantage Fleets 888-532-6435)
3. By telephone after hours. Call 1-800-847-9855 after hours to have someone assist in storing a temporary credit card registration for one time use.

How to Enter Credit Card Information

Credit card information is entered into the claim form in the places indicated below.

DR Form Number	DR8888888	Date Delivered(MMDDYY):*	021212
Associate Dealer Number	<input type="text"/>	Associate Dealer Name:	<input type="text"/>
Michelin ONCall Case #	<input type="text"/>		
Servicing Location:*	Please Select location of Service <input type="text"/>		
Taxing:*	2. Tires picked up from dealer <input type="text"/>	Dealer Work Order #	<input type="text"/>
Zip Code, State	<input type="text"/> , <input type="text"/> Select City		
Coupon #	<input type="text"/>	PO/Coupon Authorized By	<input type="text"/>
Vehicle/Unit #:*	<input type="text"/>	National Account P.O. #:*	<input type="text"/>
Received By :*	<input type="text"/>	Fleet/Credit Card Member Name:*	John Smith
Credit Card # (1st & last 4 digits):*	4 <input type="text"/> 1234	Credit Card Expr Date:*	12 <input type="text"/> 2014 <input type="text"/>
Fleet card #	<input type="text"/>	Fleet/Terminal Location #	<input type="text"/>
Comments	<input type="text"/>		

Once all credit card entries have been accepted, the transaction can be processed as usual. Registering credit cards does not guarantee an authorization from the bank, but it does make the transferring of credit card information more secure and confidential.

The Detail Screen

Once all information has been entered into the **blue shaded fields**, slide up to the top of the screen and *Click* on **Detail**.

This next screen requires details about the tires and/or service work provided. *Enter* the **MSPN** for the tires and the **Service Code** for the services or parts provided. For service work where you are responsible for setting the price (LCP items), enter the price to be charged. LCP is the term used in the MAST Service and Parts Price Book to designate that the dealer sets the price. See the Service and Parts Price Book for details.

Note: Periodically *Click* the **Save** button at the top of the screen. This will populate the description box and prices for the tires and services.

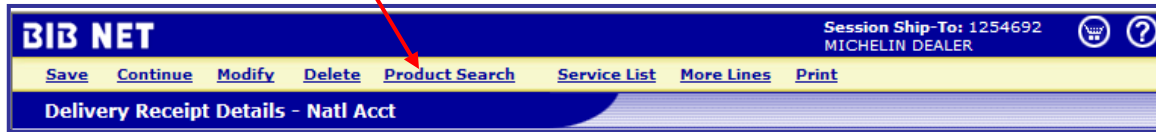
Page:	1	of 1	To avoid Credit Reversal, all items entered must be pre-approved by the Fleet.				
Sel	Qty	MSPN	RELMSPN	Description	Price	Ext. Price	C
<input type="checkbox"/>	1	18678		275/80R22.5 XZA-1+ LRG	265.23	\$265.23	[N]
<input type="checkbox"/>	1	S0636		MOUNT & DISMOUNT ON WHEEL	20.00	\$20.00	[N]
<input type="checkbox"/>	1	S0631		VALVE STEM W/CAP	6.00	\$6.00	[N]
<input type="checkbox"/>	0					\$0.00	[N]

Note: If "Miscellaneous" service codes are used, enter line item descriptions by clicking on the "N" to the right of the extended price. Enter your description, then click on save.

Searching for Product MSPN

If the **MSPN** is not known:

Click on **Product Search** at the top of the **Detail** screen.



The screenshot shows the top navigation bar of the BIB NET system. The 'Product Search' button is highlighted with a red arrow. The session information indicates 'Ship-To: 1254692 MICHELIN DEALER'. The current page is titled 'Delivery Receipt Details - Natl Acct'.



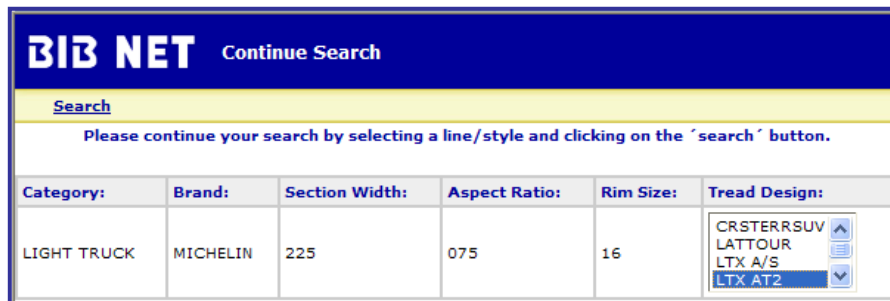
The 'Search for a Product' screen displays the following search criteria:

Category:	Brand:
LIGHT TRUCK	MICHELIN

Section Width:	Aspect Ratio:	Rim Size:
225	075	16

If the aspect ratio is not designated, select ***

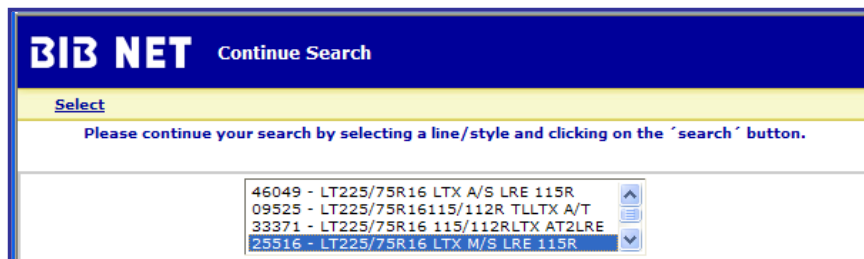
Select your search criteria, and then *click* **Search** to continue to the next screen.



The 'Continue Search' screen displays the following search results:

Category:	Brand:	Section Width:	Aspect Ratio:	Rim Size:	Tread Design:
LIGHT TRUCK	MICHELIN	225	075	16	CRSTERRSUV LATTOUR LTX A/S LTX AT2

Select a **Tread Design** then *Click* **Search**.



The 'Continue Search' screen displays a list of tire options:

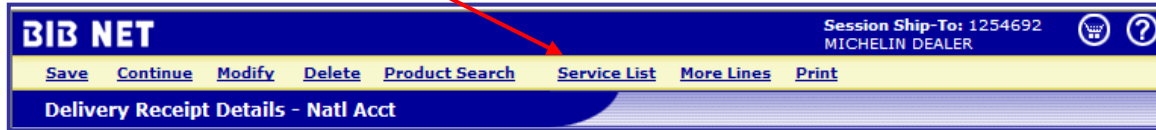
46049 - LT225/75R16 LTX A/S LRE 115R
09525 - LT225/75R16115/112R TLLTX A/T
33371 - LT225/75R16 115/112RLTX AT2LRE
25516 - LT225/75R16 LTX M/S LRE 115R

Highlight the tire of choice, then *Click* **Select** at the top of the screen to fill in the selected **MSPN** and **description** on the detail page. Be sure to fill in the quantity.

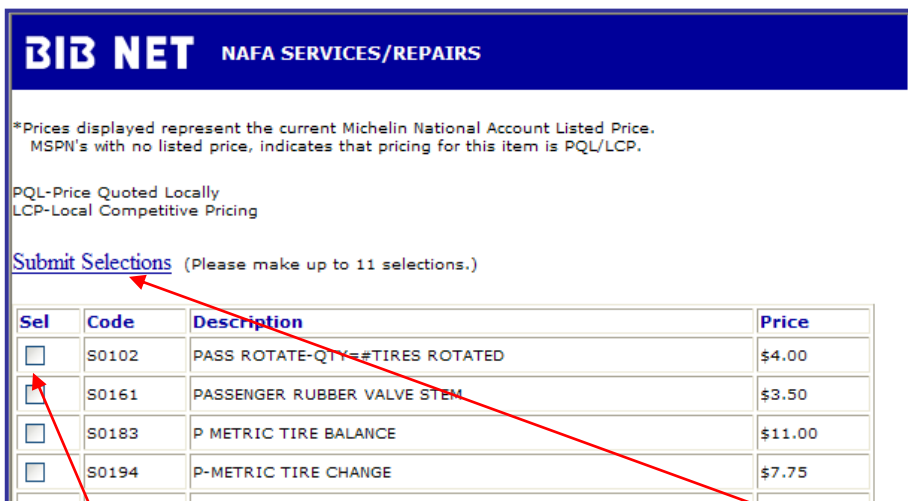
Searching for Service Codes

If the Service Code is not known:

Click on **Service List** at the top of the **Detail** screen.



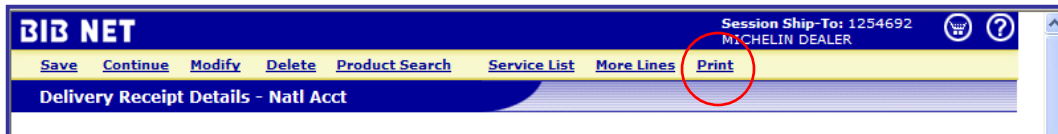
Note: An example would be *Click on Passenger Tire – Tire Service* for the Service Price list to appear.



Click in the **Sel** box for the appropriate code. Select all that apply. Click **Submit Selections** to place the Code and Description on the Detail form. Be sure to fill in the Quantity and LCP price etc.

Printing the National Account Copy

After completing the detail page, be sure to make a final **Save** of the results. To produce a hard copy, *Click* on **Print** at the top of the screen. This hard copy of the DR should be saved in your records for the three year period required. If the driver is still available, a copy can be signed by the driver and given to them for their records. If the BIB NET claim is filed after the driver leaves, then the driver needs to be given an alternative form, such as the paper DR form that was discussed earlier. The driver should always be asked to sign a record of the work performed.



When finishing printing, *Click* **Detail** at the top of the screen to return to the original DR.

When ready to move to final submission, *Click* **Continue** to see the final Dealer Copy. After a final review Click **Submit** to send the form to Michelin.

The screenshot displays the 'National Account Copy' form within the BIB NET interface. The form includes the following details:

- Michelin North America**
P.O. Box 19001, Greenville, SC 29602-9001
- DR1234567**
- Dealer Ship To #:** 1254692
Name: MICHELIN DEALER
Address: ONE PKY SOUTH
City/State/Zip: GREENVILLE, SC 29602
- National Account Fleet Ship To #:** 1251028
Name: WASTE MANAGEMENT, INC.
Address: 2040 RADIO RD
City/State/Zip: ALEXANDER CITY, AL 35010
- Form #:** DR1234567
Date: 06/26/2008
- Natl Acct Stocking Order:** N
- Servicing Location:** Dealer Location
- Taxing:** 2. Tires picked up from dealer
- Vehicle/Unit #:** 123WM
National Account P.O. #: 12345
Received By: ITCMA_ROBOT
- Coupon #:** WM123

Line	Qty	MSPN	Description	Price	Ext. Price	C
1	1	18678	275/80R22.5 XZA-1+ LRG	*****	*****	N
2	1	S0636	MOUNT & DISMOUNT ON WHEEL	*****	*****	N
3	1	S0631	VALVE STEM W/CAP	*****	*****	N

Click **Submit**

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

[Submit](#) [Detail](#) [Modify](#)

NADR Confirmation - Natl Acct

TO SUBMIT THIS CLAIM FOR CREDIT:

- **REVIEW** this claim to ensure that all information is correct.
- Click **MODIFY** or **DETAIL** to make corrections.
- Click **SUBMIT** to process claim.

TO AVOID CREDIT REVERSAL, ALL ITEMS ON THE CLAIM MUST BE APPROVED BY THE FLEET!

Michelin North America
P.O. Box 19001, Greenville, SC
29602-9001

Dealer Copy DR1234567

Dealer Ship To #: 1254692	Name: MICHELIN DEALER	City/State/Zip: GREENVILLE, SC 29602
National Account Fleet Ship To #: 1251028	Name: WASTE MANAGEMENT, INC.	City/State/Zip: ALEXANDER CITY, AL 35010

Form #: DR1234567 **Date:** 07/26/2009
Natl Acct Stocking Order: N
Servicing Location: Dealer Location

Note: Once submitted, the claim will go to Michelin for final processing. A credit will be issued to the headquarters of your dealership for the tires, the service work performed, and any earned delivery commission for the tires provided to the National Account. The National Account will be invoiced for the tires and the service.

If the claim submitted matches the work authorized by the National Account, the claim will go successfully through the billing process. If the National Account rejects some portion of the claim, Michelin will reverse the credit to your dealership. At this time you will need to resolve the disputed items with the National Account. Upon completion, a **new claim can be resubmitted** as authorized by the National Account.

Note: While in BIB NET, do not hit the back button! You will be required to Log Out and start the whole process again.

At any time during a BIB NET session the help desk can be called, or you can hit the help icon for information.

Getting Help



Click the Help Icon

Michelin E-Business
1-888-624-2638 (1-888-6BIBNET)

Government and Utility Business

Transactions for Government and Utility business can be billed two different ways.

1. A Delivery Receipt (DR) is used when Michelin will bill the Government or Utility Account. This type of transaction is filed the same as a National Account as long as a Ship-to account number can be found.
2. A Government Sales Support (GS) claim form is used when the tire dealer is selling directly to the government or utility account. This is done in instances where the customer prefers to be billed locally. The Government Sales Support claim allows the tire dealer to sell at Michelin's established Government or Utility contract price for that specific customer and then have Michelin provide reimbursement to the dealer to ensure that the dealer receives reimbursement for the transaction. A Government Sales Support claim transaction will result in the same profit to the dealer as a National Account transaction. A copy of the manual Sales Support Claim (GS) is included in Appendix B.

Before using a GS claim form, it is imperative that you know the price Michelin has established for the Government or Utility agency customer. This pricing is found under **Products and Prices** from the yellow menu choices on the BIB NET Home Page.



Select **Government & Utility** from the Products and Prices choices.



This page has a variety of **pdf** documents to view all of the current Government and Utility Program Letters and Price Lists.

For Utility Pricing, look in the **Utility & Other Pricing** column. There are program letters for major utilities. These letters specify if sales should use a DR or GS form, or the option for both forms. Within the list of utility programs there is a listing titled Public Utility Program. This can be used for any utility customer that does not have a specific program with Michelin.

The screenshot shows the Michelin Dealer Dealer portal. The top navigation bar includes the Michelin logo, user information (User ID: MICHELINDEALER, Bill To: 124691, Ship To: 1254692), and a search bar. The main navigation menu includes HOME, EBUSINESS, PRODUCTS & PRICES, TOOLS & SERVICES, NEWS, PROGRAMS & PROMOTIONS, and TRAINING. The current page is titled 'Products & Prices > Government & Utility' and is dated 11 September 2012. The page is divided into three main columns. The left column contains a sidebar with categories like 'All Data Books, Price Lists, Tire Selectors, & Warranties', 'Check Your Pricing', 'PassengerLT', 'Truck', 'National Accounts', 'Retread Technologies', 'Earthmover', 'Agriculture', and 'Government & Utility'. The middle column is titled 'What's New' and lists two items: 'Virginia Net Price List - 2012 (September 1)' and 'Virginia Dealer Letter - 2012 (September 1)'. Below this is a section titled 'Utility & Other Pricing' which lists 24 items, including '2012 Dealer Commissions Government Accounts - Revised 2012 (April 1)', 'American Electric & Power Corp Dealer Letter - 2012 (April 19)', 'Aqua Pennsylvania Inc. Dealer Letter - 2012 (February 15)', 'Asplundh Tree Expert - Dealer Letter 2012 (March 24)', 'BFGoodrich S.A.F.E. Program Letter - 2012 (January 01)', 'CenterPoint Energy Inc. Dealer Letter - 2012 (January 24)', 'Consolidated Edison Company of NY Inc. - Dealer Letter 2012 (March 14)', 'Dominion Resources Inc. Dealer Letter - 2012 (March 12)', 'Kansas City Power & Light (KCP&L) Dealer Letter 2011 (July 01)', and 'MICHELIN - BFGoodrich - Unijoyal - S.A.F.E. Net Price List - 2012 (January 01)'. The right column is titled 'State & Federal Pricing' and lists 11 items, including '2012 Dealer Commission - Government Accounts - Revised 2012 (April 1)', 'Alabama Dealer Letter - 2012 (Rev. Sep 01)', 'Alabama Net Price List 2012 (Jun 11)', 'Alaska Dealer Letter - 2012 (Sep 01)', 'Alaska Net Price List 2012 (Jun 11)', 'Arizona DOT Dealer Program Letter 2011 revised (October 01)', 'Arizona DOT Net Price List 2011 revised (October 01)', 'Arizona Dealer Letter revised 2011 (October 01)', 'Arizona Net Price List 2011 (October 01)', and 'Arkansas WSCP Dealer Letter 2012 (May 01)'. A red arrow points from the text above to the 'Utility & Other Pricing' section, and another red arrow points from the text below to the 'State & Federal Pricing' section.

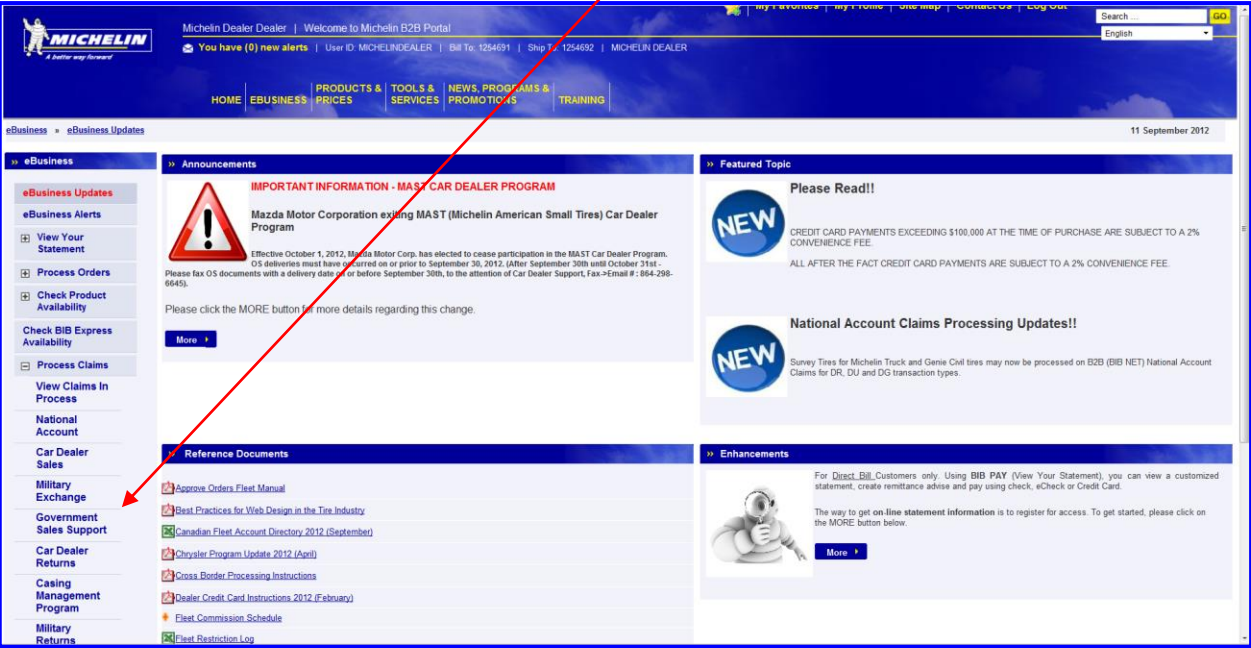
For Government pricing, look in the **State and Federal Pricing** column to see both Federal (General Services Administration, or GSA) and State level pricing. There will also be pricing that reflects major entities or government purchasing alliances. All city and county or other sub-divisions within a given state are eligible to buy at that state's program pricing. In a few cases, there may not be pricing for a given state. This means that the particular state buys only from an awarded contract, and that Michelin does not currently hold any awards for that state.

Note: To sell to a Government or Utility account using a GS form, look up their program pricing and quote that price to your customer. You should quote your own prices for maintenance or tire related services. All billing for tires and service work will be done by you locally, just as for any local market customer.

After completion of the sale, a Government Sales Support claim needs to be filed to generate any necessary reimbursement from Michelin.

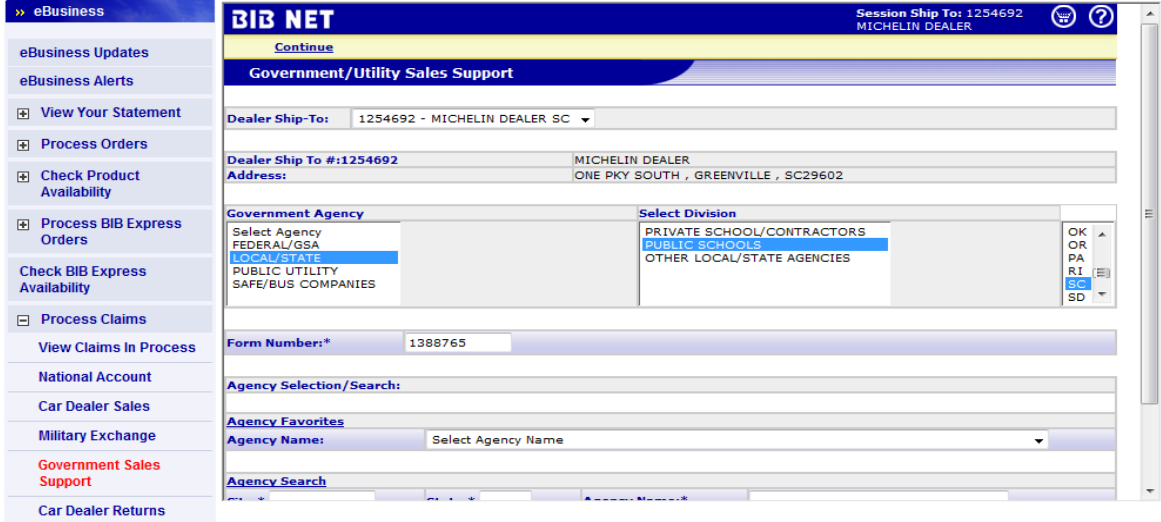
Filing a Government Sales Support Claim

From the **EBusiness** section of BIB NET *Select Process Claims* to expand the selection, then *Select Government Sales Support*.



Several selections must be made in order to properly submit a claim. New to this process is a new Government Agency search. An agency can be searched in 1 of 3 ways. An example of these various search features are pointed out below.

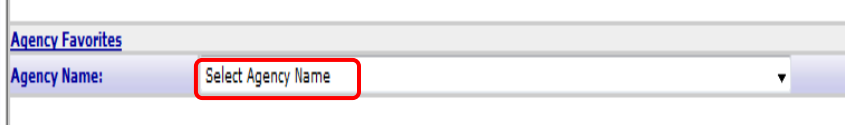
- Click Local/State
- Click Public Schools
- Select SC as the State
- ★ Enter a 7 digit form number
- Search/Select the Government Agency
- Click Continue



★ Searching for a Government Agency

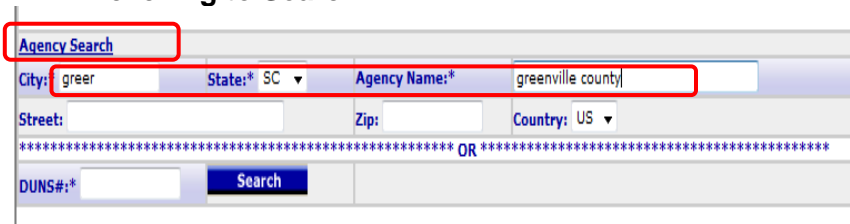
Agency listings can be searched and/or selected by one of the following methods:

- 1) IF an Agency listing has been searched and ADDED TO FAVORITES previously, the listing can be selected from the Agency Favorites drop list



A screenshot of the 'Agency Favorites' search interface. It features a header with a blue link labeled 'Agency Favorites'. Below the header is a search bar with the label 'Agency Name:' and a dropdown menu containing the text 'Select Agency Name'. A red rectangular box highlights the dropdown menu.

- 2) Agency listing can be searched by entering City / State / Agency Name values and clicking to Search

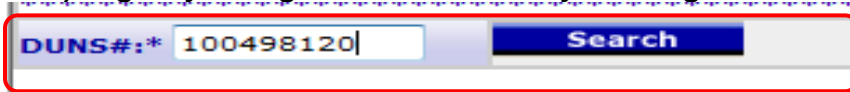


A screenshot of the 'Agency Search' interface. The title 'Agency Search' is highlighted with a red box. The search form includes several fields: 'City:' with the value 'greer', 'State: SC' with a dropdown arrow, 'Agency Name:*' with the value 'greenville county', 'Street:', 'Zip:', and 'Country: US' with a dropdown arrow. Below these fields is a separator line with '***** OR *****' in the center. At the bottom left is a 'DUNS#:*' field, and at the bottom center is a blue 'Search' button.

Note: If an agency name entered is too specific, results may not be found. If this is the case, adjust the agency name to expand the search results. (examples: name=Greenville; or name=Greenville County; or name=Greenville*. (Using an asterisk(*) will create a search for any listing with details following name entered.)

Also to ensure the most accurate search possible please enter the legal name of the agency instead of using abbreviations. Ex. Department of Transportation instead of DOT ; or Board of Education instead of BOE.

- 3) Agency listing can be searched by entering DUNS# value and clicking to Search.



A screenshot of the search interface for DUNS# values. It shows a search bar with the label 'DUNS#:*' and the value '100498120'. To the right of the search bar is a blue 'Search' button. A red rectangular box highlights the entire search bar and button area.

NOTE: Options are also available to include Street and/or Zip to narrow search results. These are not required for an Agency Search, but can be used to minimize responses.



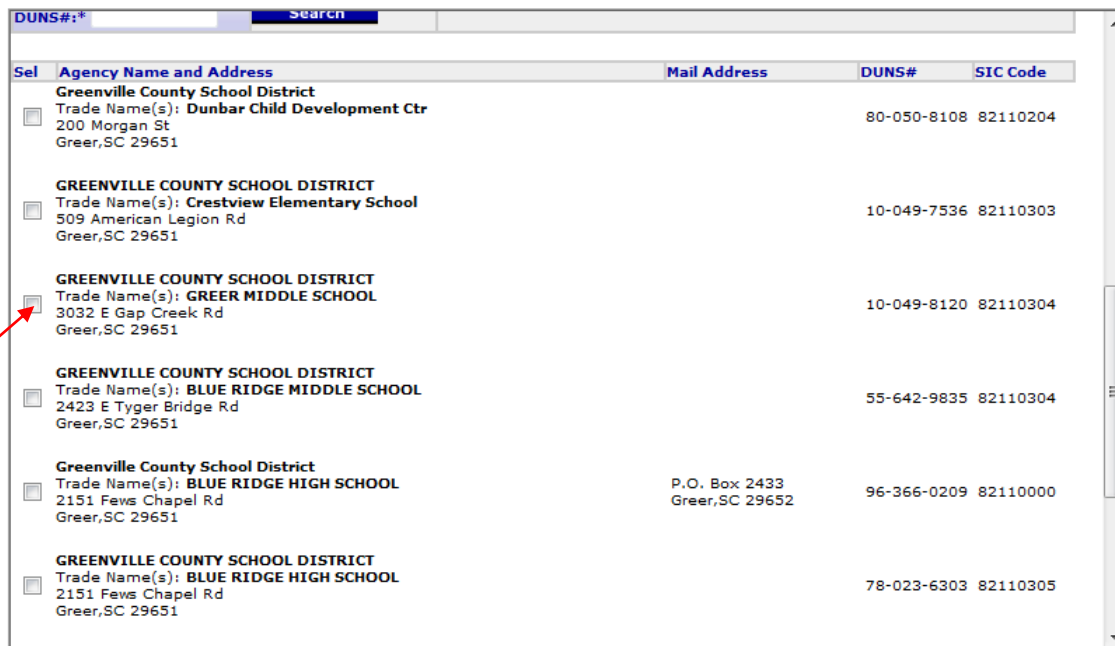
A screenshot of the 'Agency Search' interface, similar to the one above. The 'Street:' and 'Zip:' fields are highlighted with a red rectangular box. The 'City:*' field is empty, 'State:*' has a dropdown arrow, 'Agency Name:*' is empty, and 'Country: US' has a dropdown arrow.

Scroll down to view the responses that were provided in your search.

Once a location has been identified, click the tick box to the left of the listing to select the agency.

Note: Trade name(s) may or may not display and would reflect alternate business names for the agency listing.

Note: If a separate mailing address exists, it will be displayed in the Mail Address column.

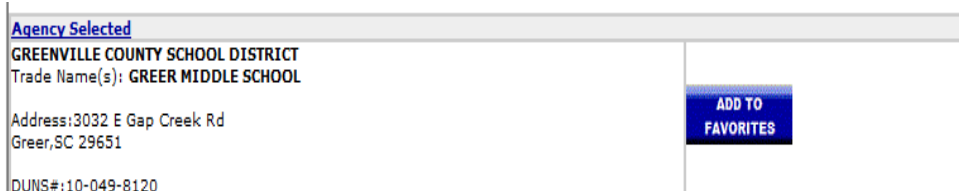


The screenshot shows a search results table with the following columns: Sel, Agency Name and Address, Mail Address, DUNS#, and SIC Code. A red arrow points to the 'Sel' checkbox of the third row, which is selected. The table contains the following data:

Sel	Agency Name and Address	Mail Address	DUNS#	SIC Code
<input type="checkbox"/>	Greenville County School District Trade Name(s): Dunbar Child Development Ctr 200 Morgan St Greer,SC 29651		80-050-8108	82110204
<input type="checkbox"/>	GREENVILLE COUNTY SCHOOL DISTRICT Trade Name(s): Crestview Elementary School 509 American Legion Rd Greer,SC 29651		10-049-7536	82110303
<input checked="" type="checkbox"/>	GREENVILLE COUNTY SCHOOL DISTRICT Trade Name(s): GREER MIDDLE SCHOOL 3032 E Gap Creek Rd Greer,SC 29651		10-049-8120	82110304
<input type="checkbox"/>	GREENVILLE COUNTY SCHOOL DISTRICT Trade Name(s): BLUE RIDGE MIDDLE SCHOOL 2423 E Tyger Bridge Rd Greer,SC 29651		55-642-9835	82110304
<input type="checkbox"/>	Greenville County School District Trade Name(s): BLUE RIDGE HIGH SCHOOL 2151 Fewes Chapel Rd Greer,SC 29651	P.O. Box 2433 Greer,SC 29652	96-366-0209	82110000
<input type="checkbox"/>	GREENVILLE COUNTY SCHOOL DISTRICT Trade Name(s): BLUE RIDGE HIGH SCHOOL 2151 Fewes Chapel Rd Greer,SC 29651		78-023-6303	82110305

System will acknowledge agency that was selected.

Scroll down to click to Add to Favorites (if this listing is used for repeat business) and then continue.



The screenshot shows a form titled "Agency Selected" with the following information:

GREENVILLE COUNTY SCHOOL DISTRICT
Trade Name(s): GREER MIDDLE SCHOOL
Address: 3032 E Gap Creek Rd
Greer, SC 29651
DUNS#: 10-049-8120

There is a blue button labeled "ADD TO FAVORITES" on the right side of the form.

Or you can simply scroll back to the top of the page and click continue if the listing doesn't need to be added to favorites.

Government/Utility Sales Support Claim Continued

This form needs specific information about the transaction. The required fields are denoted with an asterisk* and darker shading.

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

Save Continue Delete Product Search More Lines Cancel

Government/Utility Sales Support Claim

Dealer Ship To # :1254692 MICHELIN DEALER
 Address ONE PKY SOUTH , GREENVILLE , SC

Government Agency : 1213194 STATE OF ALABAMA
 FOR GS TRANSACTIONS , MONTGOMERY , AL 36104

Form Number GS2345678 Date Delivered(MDDYY)*

GPR#

Agency Name:* Street:*

City: State:* Zip Code

Associate Dealer Number Associate Dealer Name:

IRS Form 637

Fleet Purchase Order # For FET Credit: Yes

Comments

Page: 1 of 1

Scroll Down

Scroll down to the **bottom** of the above form to list the specific tire **MSPNs** and the price collected from the government agency. This price should match exactly the specific Government or Utility program price list for this particular customer.

Fleet Purchase Order # For FET Credit: Yes

Comments

Page: 1 of 1

Sel	Qty	MSPN	Description	Dealer Selling Price	Ext. Price
<input type="checkbox"/>	3	33371	LT225/75R16 115/112RLTX AT2LRE		\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
<input type="checkbox"/>	0				\$0.00
GS Totals	0				\$0.00

Scroll back to the **top** of the form
 Click **Continue** for the final review page

Final Review Page

This page allows you to review the completed GS Form. After a final review *Click Submit* to send the claim to Michelin.

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

[Submit](#) [Modify](#)

Government Sales Support Confirmation

Please use this confirmation page to verify the appropriate Government Agency has been selected and that all products and prices entered are correct.

Michelin North America
P.O. Box 19001, Greenville, SC 29602-9001 **GS2345678**

Dealer Ship To #: 1254692 Name: MICHELIN DEALER
Address: ONE PKY SOUTH City/State/Zip: GREENVILLE, SC 29602
Government Agency: 1213194 Name: STATE OF ALABAMA
Address: FOR GS City/State/Zip: MONTGOMERY, AL 36104
Transactions

Form #: GS2345678 Date: 08/24/2009
Agency Name: AGENCY Name: NAME Address: 123 EASY STREET
City: GREENVILLE State: SC ZipCode: 29609

Fleet Purchase Order #: For FET Credit: Y

Line	Qty	MSPN	Description	Dealer Selling Price	Ext. Price
1	3	33371	LT225/75R16 115/112RLTX AT2LRE	150.00	\$450.00
GS Totals	3			\$450.00	

A Special Note on Government/Utility Pricing

Occasionally there is a local need to be able to sell a tire for less than the State or Utility pricing that is in effect at the time of the sale. This occurs when a dealer is negotiating with a specific customer and the requirement to meet a competitive price arises. The Michelin Government and Utility programs allow the flexibility to react in these cases. If a dealer needs to discuss possible price exceptions, contact the local Michelin Area Sales Manager. A Guaranteed Price Request form (GPR) can be submitted requesting a specific price exception. This form is submitted to the Government Sales Department for consideration and if approved, the new price becomes effective between the government agency and your particular dealership for the period defined on the GPR. When completing future Government Sales Support claims, the dealer needs to reflect the approved GPR price as the selling price, and must include the GPR number in the Government/Utility Sales Support Claim form.

BIB NET Session Ship-To: 1254692 MICHELIN DEALER

[Save](#) [Continue](#) [Delete](#) [Product Search](#) [More Lines](#) [Cancel](#)

Government/Utility Sales Support Claim

Dealer Ship To #: 1254692 MICHELIN DEALER
Address: ONE PKY SOUTH, GREENVILLE, SC

Government Agency: 1213194 STATE OF ALABAMA
FOR GS TRANSACTIONS, MONTGOMERY, AL 36104

Form Number: GS2345678 Date Delivered(MMDDYY):*

GPR#

Agency Name:* Street:*
City: State:* Zip Code

Associate Dealer Number Associate Dealer Name:

IRS Form 637

Fleet Purchase Order # For FET Credit: Yes

Comments

Page: 1 of 1

Additional Features of the BIB NET Claims Program

To View a Claim in Process

Click on **EBusiness** from the Home Page
Click **View Claims in Process**

The screenshot shows the Michelin B2B Portal interface. The top navigation bar includes 'HOME', 'EBUSINESS', 'PRODUCTS & PRICES', 'TOOLS & SERVICES', 'NEWS, PROGRAMS & PROMOTIONS', and 'TRAINING'. The left sidebar contains a menu with 'View Claims in Process' circled in red. The main content area features an announcement titled 'IMPORTANT INFORMATION - MAST CAR DEALER PROGRAM' with a warning icon. A red arrow points from the text above to the 'View Claims in Process' menu item.

Note: At this point a claim can be **Modified** or **Canceled**.

The screenshot shows the 'Claims In Process' screen in the BIB NET system. The top navigation bar includes 'Search', 'Modify', 'Detail', 'Cancel', 'Inquiry', and 'Print'. The 'Modify' button is circled in red, with a red arrow pointing from the text above to it. The screen displays a table of claims with the following data:

Entry	Ship-To #	Reference #	Entered Date	Claim Type	Status	BIB NET Claim #	Associate Dealer #
1	1254692	DR0707090	07/12/2009	National Account DR	Open	DR0707090	
2	1254692	DR1111111	07/12/2009	National Account DR	Open	DR1111111	
3	1254692	DR1111112	08/18/2009	National Account DR	Open	DR1111112	
4	1254692	DR1111131	08/18/2009	National Account DR	Open	DR1111131	
5	1254692	DR1234567	06/30/2009	National Account DR	Open	DR1234567	
6	1254692	DR8765432	08/22/2009	National Account DR	Open	DR8765432	
7	1254692	DU0022222	07/31/2009	National Account DU	Open	DU0022222	

Note: A claim can be modified or cancelled if it is in "open" or "submitted" status. A claim cannot be modified or cancelled if it is in "transferred" status. Credit card transactions cannot be modified.

Filing a Claim for Alliance Associate Dealers

There is a unique process that an Alliance Associate Dealer (AAD) uses to file a claim in BIB NET. In this process, the AAD has to tell BIB NET which Distributor Branch will serve as the Distributor of Record for a particular fleet transaction. This will allow Michelin to generate the credits due to the Distributor/AAD for the cost of the tires delivered to the fleet, and for the value of any service work performed. Michelin will issue credit to the Distributor, who will then forward a credit to the AAD. The AAD will receive a credit for their full Distributor Cost on the tires delivered to the fleet. For any service work, per the AAD contract, the AAD will receive 87.5% of the cost of services billed.

The AAD enters the Distributor Branch Ship-to # where required in the BIB NET claim screen. This is how the AAD lets Michelin know which Distributor Branch will process this claim for the AAD. If you do not know the Distributor Branch Michelin Ship-to number, call the branch and ask. You will be given the proper number.

The screenshot shows the BIB NET interface for National Account Delivery Receipts. The form includes the following fields and elements:

- Session Ship-To:** Located in the top right corner.
- Continue:** A link in the top left area.
- National Account Delivery Receipts:** The main title of the form.
- Dealer Ship To #:** A text input field with a red arrow pointing to it.
- Michelin One Fleet ID Card Number:** A text input field.
- Fleet Location Code:** A text input field.
- Enter Michelin One Fleet ID Card Number or Fleet Location Code if provided:** A label below the input fields.
- If you do not know the NA ship-to, press continue to find an account or select one from the list:** A blue instruction link.
- Account Selection:** A dropdown menu showing "GE CAPITAL FLEET SERVICES (ERS) - NAT'L ACCT BILLING - EDEN PRAIRIE, MN" and a "Maintenance" button.
- National Account Fleet Ship To #:** A text input field.
- Address:** A text input field.
- To avoid credit reversal, correct National Account Fleet Ship To # must be entered or selected from Recently Used National Account Listing:** A red warning message.
- DR Form Number:*** A text input field containing "7654521".
- National Account Stock Order:*** A dropdown menu set to "No".

This screen in BIB NET shows the AAD's Distributor Branch as the delivering dealer. It also indicates the Alliance Associate Dealer Number and Alliance Associate Dealer Name of the delivering AAD.


The screenshot displays the BIB NET interface for a delivery receipt. At the top, there are navigation buttons: Save, Detail, Save No Edits, and Cancel. The main title is "Delivery Receipts - Natl Acct". The form contains several sections:

- Dealer Ship To # !! :1234567** and **Distributor Name** (with a corresponding **Distributor Address** field).
- National Account Fleet Ship To # : 1125577** and **Store/Plant: Address** (with a corresponding **Distributor Address** field).
- National Account Stock Order: No**
- CUSTOMER SPECIAL INSTRUCTIONS Rev. 04/29/2008** with the following text:
1.REQUIREMENTS OF PO#:
GE HAS 4 PO FORMATS.
A) 3 ALPHA+5 NUMERIC
B) M+9 NUMERIC
C) 7 NUMERIC+00
- DR Form Number** DR7654521 and **Date Delivered(MMDDYY):** (with an empty input field).
- Associate Dealer Number** (with the value **AAD Number**) and **Associate Dealer Name:** (with the value **AAD Name**).

Red arrows from the text above point to the "Associate Dealer Number" and "Associate Dealer Name" fields, which are also circled in red.

Note: The AAD should ensure that this information is correct before continuing with the claim.

Appendix A: PDF of Delivery Receipt (DR)



DELIVERY RECEIPT

North American Fleet Accounts/Government/Public Utility
 Truck • Agriculture • Soft-Axle • Light Truck & Passenger Tires, Retreading, Repairs, & Services
 MICHELIN NORTH AMERICA, INC. • P.O. BOX 19807, GREENVILLE, SC 29602-0807



DR7243239

DR 7243239

DEALER SHIP TO NO.	DATE OF SALE/SERVICE	CREATING USER NO.	ASSOCIATE ACCOUNT NO.	RETURN	<small>See front of receipt for process referred to: www.dr.mti.com</small>					
DEALER OR ASSOCIATE DEALER SHIP TO PROVIDING TIRES/SERVICE					DEALER BILL TO PROVIDING TIRES/SERVICE					
Name			Name							
Street Address (Do Not Use P.O. Box No.)			Street Address (Do Not Use P.O. Box No.)							
City			City							
State			State							
Zip Code			Zip Code							
Fleet Location Purchasing Tires/Service				Fleet Headquarters or Parent Company						
Fleet Ship to Number		Name								
Fleet Terminal Location Number		Street Address (Do Not Use P.O. Box No.)		City						
		State		Zip Code						
		City		State						
		Zip Code								
IMPORTANT		Sales Tip - Please Check One Only <input checked="" type="checkbox"/>		ONCall						
Tires/Service delivered at Retail Terminal location		Tires/Service provided at Dealer location		Road Service / Tires/Service at other location. Must provide ST & Zip						
State		Zip Code		Case Number						
IMPORTANT PLEASE PROVIDE THE REQUIRED INFORMATION FOR THE CUSTOMER										
Government Invoice/Part Price No.		Retail Order Card Member Name		Peer Review Case No.						
Part No.		Part Description Part Make & Model		Customer No. & GT						
Customer Name		Customer Address		Multiple Order Approval (Part Price: 000-000-410)						
Customer Phone No.		Customer Email Address		Fax No.						
Customer City & State		Customer Country								
QTY	MSPN <small>Production Code</small>	Related MSPN	Complete Description <small>(e.g. Size, Tread Design, Load Range, Wheel Width)</small>	Unit Price	DOT/Tire Serial No. <small>(New/Retread Tire)</small>	Removed P/N	The Removed MSPN	Complete Description <small>(e.g. Size, Tread Design, Load Range, Wheel Width)</small>	Removed DOT/Tire Serial No.	Reason For Removal
			NEW TIRE ACTIVITY							
			REMOVAL TIRE ACTIVITY							

Appendix B: PDF of Sales Support Claim (GS)



SALES SUPPORT CLAIM

MICHELIN NORTH AMERICA, INC.
P.O. Box 19001, Greenville, S.C. 29602-9001



GS 1799805

CHECK ONE: GOVERNMENT UTILITY

<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="text-align:center;">DEALER NUMBER</td></tr> <tr><td style="height: 20px;"></td></tr> </table>	DEALER NUMBER		<p>MICHELIN DEALER: DO NOT use a Michelin F.E.T. Exemption Certificate, Form No. 115-509 (Item No. 9986) in conjunction with this form.</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td colspan="3" style="text-align:center;">DELIVERY DATE</td></tr> <tr> <td style="width:33%; text-align:center;">Month</td> <td style="width:33%; text-align:center;">Day</td> <td style="width:33%; text-align:center;">Year</td> </tr> <tr><td style="height: 20px;"></td></tr> </table>	DELIVERY DATE			Month	Day	Year																																	
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LEASE MANAGEMENT FLEET PROCESS GUIDE

When a Fleet/Company Car driver selects your location he/she has chosen you because, out of many competitors, they believe you will best serve his/her needs. Meet and exceed expectations by handling this transaction in a knowledgeable, professional and timely manner.

1 IDENTIFY THE DRIVER *Know who we're dealing with*

■ Ask the questions:

“Is this your personal or company vehicle?”

“Will we be billing tires and services through Michelin’s National Account Program?”

“May I have your fleet credentials, driver’s guide, books or cards?”

“Is there a phone number where I can reach you quickly today?”

2 INITIAL SERVICE REQUESTS *“What’s the vehicle here for today?”*

- Establish authorization - **who** authorizes this service and determines the limits in either \$ or items. **Don’t call if you don’t need to!**

3 INSPECTIONS OF THE VEHICLE

- Verify, with the driver, what work is to be done (either relating to problems or based on driver request).
- **Physically verify** that the vehicle matches the credentials, or driver’s materials, as well as information that may be stored in a point-of-sale computer system from a previous visit, address, vehicle number, VIN number, and tag number.

4 IDENTIFY & RECORD THE FLEET REQUIREMENTS

Check and record the required information:

- Coupon Numbers, Credit Card Numbers or Special Order Numbers
- The Last 8 Digits of the VIN number - *FROM THE VEHICLE*
- Year, Make, Model and Mileage as of Today
- Vehicle Unit Number (as assigned by the Fleet)
- License Plate Number and State of Registration
- Driver’s Full Name
- Driver’s Company Name - **Be specific, don’t abbreviate.**
- Name of Fleet Company managing the vehicle’s maintenance.

LEASE MANAGEMENT FLEET PROCESS GUIDE

5 PREPARE THE RECOMMENDATIONS AND ESTIMATE

Follow a systematic order that is meaningful to fleet customers. The fleet industry norm for discussing services are the three Cs.

Describe the **Complaint** - Describe the **Cause** - Describe the **Correction**

Then do the following:

- First list and estimate the services related to addressing the driver's primary reason for bringing the vehicle in.
- List any related service recommendations.
- List other recommendations based on other items noticed or possible maintenance inquiries or suggestions.
- Have your professional justification ready to support your recommendations, i.e., Tread depths, Rotor/Drum micrometer readings and mfg. specs, wear assessments based on repair industry standard (**MAP**).
- Have all product codes and prices ready to ensure that your billing will agree with the purchase order you are seeking.

6 OBTAIN THE ADDITIONAL AUTHORIZATION NEEDED TO PERFORM THE SERVICES

- **Don't call the Lease Management Service Advisor if you don't need to!**
(See Step 2) There may be limits on the driver's credentials that allow you to move ahead without a call.
- Keep in mind you will be talking to another vehicle professional like yourself.
- After you have made your recommendations, ask if other services are needed.
- Be sure to note the following on your tickets:
 1. Name of the authorizing person
 2. Time/Date of Call
 3. Purchase Order Authorization Number
 4. Total Dollars for Services Agreed Upon*

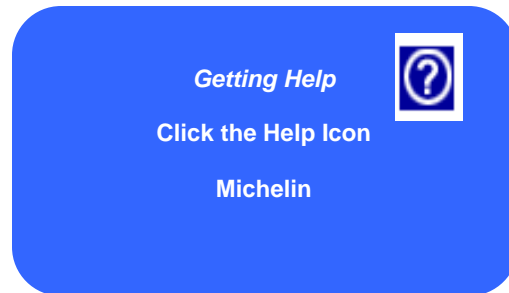
*Be **sure** to verify that your invoice matches the amount recorded by the customer for the P.O.

7 DO THE WORK

- Do **only** what was agreed upon through the authorization call!
- **Call Back, the Service Advisor** to advise of any additional work required.

8 REVIEW THE WORK ORDER WITH THE DRIVER

REMEMBER! The driver chose your location and his/her satisfaction will be based on your professional handling of this fleet transaction.



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www.michelinman.com

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