

*FREQUENTLY ASKED QUESTIONS  
THE HUBWOO PLATFORM*



## Where do I find the link to the HUBWOO platform and user guides ?

You must click on these links.



## Should we send a duplicate paper invoice in addition to the invoice uploaded ?

No, you must send only one through the Hubwoo platform.

## Please tell me where I complete the due date and the tax amount?

Due date and Tax amount are added in our ERP after the upload. You will not see it in the PDF portal.

## I have some questions related to the invoice (PO Number for example) and How to upload invoices

Refer to the guide « How to upload an invoice » at this link :

<https://purchasing.michelin.com/en/hubwoo-documentation/>

## What is required in case an invoice is uploaded with errors?

The invoice and the data input in fields cannot be modified after the upload.

- If the data input in fields is incorrect, the invoice processing will take longer
- If the invoice is incorrect, **you should upload a credit note, then a new invoice.**

*NB: It will not be possible to use the same invoice number for a second upload*

## From which date I should use the platform? Is it linked to the invoice date?

You should use the platform as soon as you have received the invitation for all invoices not transferred by another way before. The invoice date can be after or before the Hubwoo profile completed date.

*NB. The supplier profile must be completed before being able to upload the first invoice.*

## How can I fill in the Order Number field in case of multi-orders linked to one invoice ?

The Order Number field should be completed-with the 1<sup>st</sup> Order Number indicated on the invoice.

## In which case is the Original Invoice field is required?

Only if you upload a Credit Note. In case of a Credit Note linked to multiple invoices, please indicate in the "Original Invoice" field only the 1<sup>st</sup> invoice number concerned.

## How do I track the status of an invoice uploaded through the platform ?

You are able to monitor the status of your invoice via the Hubwoo platform. If you have any questions about the payment status, please contact our accounts department at:  
Michelin\_AP\_EU@maileu.custhelp.com.

## Which Michelin company can we invoice through the platform ?

You can invoice all the Michelin's companies on the list below (with the link for Hubwoo client site)

Michelin company name	Client site (Hubwoo)
MICHELIN REIFENWERKE AG & CO. KOMMANDITGESELLSCHAFT AUF AKTIEN	Michelin MRW (DE)
MICHELIN TYRE PUBLIC LIMITED COMPANY	Michelin MTPLC (GB)
MICHELIN BELUX S.A.	Michelin MBSA (BE)
MICHELIN ESPANA PORTUGAL S.A.	Michelin MEPSA (ES)
MANUFACTURE FRANCAISE DES PNEUMATIQUES MICHELIN	Michelin MFPM (FR)
MICHELIN POLSKA S.A.	Michelin M.POLSKA (PL)
SOCIETA PER AZIONI MICHELIN ITALIANA	Michelin SAMI (IT)
MICHELIN NEDERLAND N.V.	Michelin MNNV (NL)
SIMOREP ET CIE - SOCIETE DU CAOUTCHOUC SYNTHETIQUE MICHELIN	Michelin CSM (FR)
MICHELIN GUMMI COMPAGNI A S	Michelin MGC (DK)
OY SUOMEN MICHELIN AB	Michelin OSM (FI)
NORSK MICHELIN GUMMI A S	Michelin NMG (NO)
MICHELIN ROMANIA S.A.	Michelin MRSA (RO)
MICHELIN NORDIC (NORWAY) AB	Michelin MNAB (NO)
MICHELIN NORDIC (FINLAND) AB	Michelin MNAB (FI)
MICHELIN NORDIC (DENMARK) AB	Michelin MNAB (DK)
MICHELIN NORDIC (SWEDEN) AB	Michelin MNAB (SE)
MICHELIN HUNGARIA TYRE MANUFACTURE LTD	Michelin MHU (HU)

## Should I be legally resident in Europe to use the platform?

The only one requirement is to invoice a Michelin company in Europe belonging to the list.

## Do we need to complete at 100% our Company profile?

You just need to complete the mandatory fields and your company profile at 50% will be enough.

## What to do in case of the Invoice number is already used in the platform ?

For an invoice number already used in the platform (due to a rejection or a mistake), you should create a new invoice with a new invoice number and a new issue date.

## Can I use the Hubwoo platform if I am a microenterprise and I don't have a VAT (DUNS) number?

You can use the Hubwoo platform if you are a **microenterprise** company and don't have a VAT (DUNS) number. The VAT number field is mandatory but without control  
So, if you don't have a VAT (DUNS) number you can simply fill in the field with the text «**VAT not applicable**».