

# **INVOICING GUIDE FOR SUPPLIERS**

## **NORDIC COUNTRIES**



## 1. HOW TO SEND YOUR INVOICES

- If you are registered to the Proactis portal, there is no change – please continue to e-mail your invoices/credit notes via Proactis.
- If you are not registered to the Proactis portal, please use the mail address [invoice.europe@michelin.com](mailto:invoice.europe@michelin.com) to provide your invoices/credit notes. Please see the sending rules and recommendations in the table below:

E-mail address	Sending rules & recommendations:
<a href="mailto:invoice.europe@michelin.com">invoice.europe@michelin.com</a>	<p><b><u>Sending rules:</u></b></p> <ul style="list-style-type: none"><li>▪ In PDF format only, not zipped.</li><li>▪ No more than 100 characters for the name of the PDF, extension included.</li><li>▪ 1 invoice = 1 PDF document.</li></ul> <p><b><u>Recommendations:</u></b></p> <ul style="list-style-type: none"><li>▪ Maximum 5 attachments per e-mail</li><li>▪ Maximum 5 MB per e-mail</li></ul>
<p><b>Notifications:</b></p> <p>Each time you send an invoice/credit note by e-mail, you will receive the following notifications from the e-mail address <a href="mailto:michelinpdf_prod@conduent.com">michelinpdf_prod@conduent.com</a>:</p> <ul style="list-style-type: none"><li>▪ a confirmation that the document has been received,</li><li>▪ a notification that the document was successfully integrated into our system,</li><li>▪ <u>or</u> a notification of rejection if the above sending rules were not respected. In this case, you should resend your document to us by e-mail, according to the above rules.</li></ul> <p><b>Note:</b> If you use a "NO REPLY" mailbox, you will not be able to receive these notifications.</p>	

**Please be aware that during autumn 2023, we will cancel the possibility to send invoices/credit notes by post.**

## 2. PREPARATION OF YOUR INVOICES TO MICHELIN

When preparing your invoices/credit notes, make sure they contain the following information:

- The name of the Michelin entity
  - **Michelin's VAT number**
  - Corresponding entity reference
- } See below table

Legal entity	Country	VAT number	Entity reference
Michelin Nordic AB Sweden	Sweden	SE556025526601	92
Michelin Nordic AB Norway	Norway	NO985683158	72
Michelin Nordic AB Finland	Finland	FI1828782-0	75
Michelin Nordic AB Denmark	Denmark	DK27165508	84
Norsk Michelin Gummi A/S	Norway	NO914786738	102
Oy Suomen Michelin	Finland	FI0114379-1	128
Michelin Gummi Compagni A/S	Denmark	DK59960628	136

- The **VAT number of your company**
- The name and full address of your company
- The net and gross invoice amount (including VAT amount and VAT rate; for VAT exemption please include a note stating that the goods or services provided are VAT-exempt and cite the applicable VAT Notice)
- The description, quantity, and unit price per item of the supplied goods or services
- The delivery address
- Your reference and contact details (e-mail, telephone)
- If you issue a credit note to cancel an invoice, the credit note needs to contain the corresponding invoice number.

### INVALID INVOICES

Invoices/credit notes sent to Michelin which do not comply with the specifications mentioned previously, will be considered invalid and will therefore be rejected.

A notice of rejection will be sent out by e-mail to clearly explain why the invoice was rejected. A new, corrected invoice with a different invoice number will then need to be provided.

### 3. SPECIAL INSTRUCTIONS FOR INVOICES WITH A PURCHASE ORDER (PO)

Michelin Nordic aims to reinforce the use of purchase orders (PO) onwards. Most Michelin Nordic orders will then only be valid through a mandatory purchase order.

The purchase order is sent out automatically to the supplier by e-mail from the mail address [compte-fonction.purchase-order-se@michelin.com](mailto:compte-fonction.purchase-order-se@michelin.com).

Please make sure to include the following information to your invoices:

- Michelin's **purchase order number**
- If you supply goods and services to Michelin under multiple purchase orders, we recommend that you issue **one invoice per purchase order**, to facilitate the processing
- The **correct Michelin Nordic VAT number** (please note: in order to select the correct VAT number for the entity you are invoicing, please see the VAT information provided under the "SHIP TO" headline of the purchase order)
- The details of your invoice must mirror the details of the purchase order in terms of items, quantity, amount and number of lines
- The currency of the invoice must be the same as the currency of the purchase order
- The correct VAT rates and corresponding subtotals (please note that the purchase order does not include any VAT rates and amounts, so this must be added to the invoice)

### 4. SPECIAL INSTRUCTIONS FOR INVOICES WITHOUT A PURCHASE ORDER (PO)

It is sometimes possible to provide goods or services without a purchase order. In this case, a prior agreement must have been given by our purchasing department or the internal customer.

In such case, you must indicate either the name and Michelin ID (\*) of the person in Michelin who placed the order, or the Michelin Group Account (\*\*).

(\*) **The Michelin ID reference** is composed of 7 characters, the first of which is alphabetical and the 2nd alpha or numeric; example: WS01234 or E012345.

(\*) **The Michelin Group Account reference** is composed of 7 characters; the first two are alphabetical and the 3<sup>rd</sup> may be alpha or numeric; example: WSM0123 or FM01234.

## 5. KEEPING YOUR SUPPLIER PROFILE UPDATED

You need to make sure that the below company information is up to date. In case of any change, please inform your Michelin contact as soon as possible:

- Company name
- Postal address
- Bank details (please note: any change to the bank details will need to be confirmed through a control call/e-mail from our AP service desk)
- E-mail address in order to receive the purchasing order
- Phone number
- Contact details
- E-mail address (for payment notices); preferably a generic e-mail address.

## 6. CONTACTING OUR ACCOUNTING DEPARTMENT

For any questions regarding your Michelin supplier profile, your invoices, or the payment status, please contact our AP helpdesk (only English-speaking staff available, so please communicate in English):

- by e-mail: [ap.eu@michelin.com](mailto:ap.eu@michelin.com)
- by phone: +48 42 291 7071 (Monday to Friday, 09:00 am – 16:00 pm)

Each request will be logged with a ticket number (for example, *RITM1223452*). This ticket number will be sent to you by e-mail from the following address: [michelin@servicenow.com](mailto:michelin@servicenow.com).

It is essential that you keep this ticket number in case of further exchange on the topic. For further conversation on the specific request, please use the "Reply" function of the e-mail received from [michelin@servicenow.com](mailto:michelin@servicenow.com).

**THANK YOU FOR YOUR ATTENTION!**