

# ***INVOICING GUIDE FOR SUPPLIERS***



***THIS GUIDE PROVIDES ALL THE STEPS, AND THE ESSENTIAL DETAILS NEEDED TO PREPARE AND SUBMIT YOUR INVOICES***

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## 1. TRANSMISSION MODES AND MICHELIN BILLING ADDRESS

Your invoices must be sent exclusively by email.

For any inquiries or questions, please get in touch with your usual Michelin contact.

To ensure a quick processing of your invoices, **please follow the guidelines below.**

Transmission modes	Email address	Sending rules
by <b>E-mail</b>	ap.ae@michelin.com	<ul style="list-style-type: none"> <li>In PDF format only, not zipped.</li> <li>PDF name should not exceed 100 characters, extension included.</li> <li>1 invoice = 1 PDF document.</li> </ul> <p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>Maximum 5 attachments per e-mail</li> <li>Maximum e-mail size: 10 MB</li> </ul>
<p><b>Notifications:</b></p> <p>You will receive one of the <b>following notifications</b> from ap.ae@michelin.com each time you submit an invoice by e-mail:</p> <ul style="list-style-type: none"> <li><b>an acknowledgment of receipt</b></li> <li><b>a success notification</b> confirming invoice integration into our systems</li> <li><b>a rejection notification</b> if the sending rules are not respected. Please <b>resend the invoice in accordance with the sending rules.</b></li> </ul> <p><b>Note:</b> <b>NO</b> notifications will be sent to a <b>"NO REPLY"</b> mailbox</p>		

## 2. PREPARING YOUR INVOICES FOR MICHELIN

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

- Name of the Michelin billing entity, correctly worded
  - Michelin's address, correctly worded,
  - Michelin's VAT number
- } **see below:**

Country	Billing address	VAT No.
Dubai	<b>MICHELIN AIM FZCO</b> Dubai Airport Freezone Building 8 West A Second Floor, B1 Floor P.O. Box 54842	100580981700003

- Indicate if "Invoice" or "Credit note"
- Invoice number
- For invoice or credit note **corrections or cancellation**, please **add the reference to the original invoice number**
- Your company's name and full address
- Your company's VAT number
- Invoice number, **without underscore** (e.g. INV\_XXX), as this will lead to payment rejection by our bank
- Date of invoice
- **Michelin's purchase order number (PO)**, if any
- For invoices without a purchase order, include the **Michelin identifier** and **name of the Michelin contact**, or the **Michelin Function-Account**, authorized to approve the document
- Invoice amount: with or without VAT
- For any VAT amount: it is recommended to contain a maximum of 2 decimals. Example: if the VAT calculated is AED 10.016, it should be displayed as AED 10.02 on the invoice
- According to the Dubai local requirement, businesses must use the exact exchange rate as published by the UAE Central Bank, which includes using the same number of decimal places as published.
- Description, quantity and unit price per item of the supplied goods or services
- Invoice currency
- Your company's bank information
- Delivery address if different from the billing address
- Name and contact details (email, telephone) of your Accounts receivable (AR) manager

**INVALID INVOICES**

Invoices not complying with the above specifications will be **considered invalid and sent back via email**.

**Rejection notice** will clearly indicate the rejected invoice and the reason for the rejection.

**To receive payment**, please **send a revised invoice** with a **new number** and ensure it includes any missing information indicated on the rejection notice.

### **3. SPECIAL INSTRUCTIONS FOR INVOICES WITH A PURCHASE ORDER**

Official Michelin purchase orders are sent by email by our ERP system.

To ensure payment of your invoices, **the following information must be included**:

- **The final invoice must reflect the quotation and purchase order**
- **Michelin's purchase order number**
- If you supply goods and services to Michelin under multiple purchase orders, we recommend issuing one invoice per purchase order, to facilitate processing.
- **If your PO has multiple lines, your invoice should reflect the same lines to ensure easy matching**
- Detail per item, quantities, amounts, and line numbers

**Important:** the invoice must be expressed in the currency used in the purchase order and include the correct VAT rates and corresponding subtotals, with a maximum of 2 decimals.

### **4. SPECIAL INSTRUCTIONS FOR INVOICES WITHOUT A PURCHASE ORDER**

For exceptional cases, it is possible to provide goods or services without any official purchase order. However, **prior agreement must be obtained from our purchasing department**.

Please specify the **Michelin identifier (\*)** and the **name of the Michelin contact** or the **Michelin Function Account** communicated by Michelin.

(\*) The Identifier is composed of 7 characters, the first being alphabetical followed by an alphanumeric character (e.g. GE00100 or E028796).

**Important:** Invoice must include the correct VAT rates and corresponding subtotals.

## 5. CREATING AND UPDATING YOUR SUPPLIER PROFILE

Please ensure the following information is up to date and notify your Michelin contact person immediately if there are any changes:

- Company name
- Postal address
- IBAN: preferably **one IBAN**
- Email address to sending purchase order
- Phone number
- Contact details
- Email address for payment notices: preferably a **generic email address**

If you do not recall your Michelin's contact name, please send an email to:

 [purchasedxb@michelin.com](mailto:purchasedxb@michelin.com)

## 6. CONTACTING OUR ACCOUNTING DEPARTMENT

For additional information or assistance regarding your Michelin supplier profile, invoices, or payment status, contact our accounting department **by email** at: [purchasedxb@michelin.com](mailto:purchasedxb@michelin.com)

You will receive an **incident number** (e.g. RITM1223452) from [michelin@servicenow.com](mailto:michelin@servicenow.com)

**It is important to keep this ticket / incident number.**

**Important:** for any exchange regarding your request, use the "**Reply**" function on the email received from [michelin@servicenow.com](mailto:michelin@servicenow.com)

If no response is received or if the answer is unclear, **escalate the issue to your usual Michelin contact using the incident number.**

**THANK YOU FOR YOUR CAREFUL CONSIDERATION AND COOPERATION!**